



Distribution Control  
P. O. Box 1700  
Houston, TX 77251-1700

January 28, 2011

Mr. Peter Fink  
Russ Bassett  
8189 Byron Road  
Whittier, CA 90606

Re: CenterPoint Energy, Distribution Control Center Rebuild

Dear Mr. Fink:

On behalf of CenterPoint Energy and the entire Distribution Control team please accept our sincere appreciation for the incredible performance from you and your team over the last several months. The Distribution Control Center is required 24 hours a day all 365 days a year. As a regulated utility it is imperative that we purchase quality equipment that can stand the test of time to ensure that our rate payers get the maximum value for our dollars spent.

In considering our redesign we had the desire to find the most advanced system that we could while allowing for it to be modular and expandable. Your system has proven that we can have both. It has allowed us to be more ergonomically friendly for the users as well as bringing the control room's visual aesthetics up to a new level. After viewing several other manufacturers and selecting the Russ Bassett product we have been greatly impressed by its durability and function.

From our initial contact in Houston and multiple meetings that followed over an extremely tight time line, you have well exceeded our expectations. Every step of the way you listened to our needs and always found a solution. At times your team even went above and beyond to a point of helping design mounts for future hardware not even yet in production. There were never any excuses and never a problem you could not overcome. You are truly a business partner that we feel will continue to support our changing environment in the future.

As you are aware initially we had some serious concerns regarding your ability to accomplish the project within our compacted time line. Your focus on the project, the product quality, and attention to detail, was a truly a testament to the Russ Bassett teams ability to get the job done. The hands on approach by you and your management team is a sign of the company's leadership and commitment.

The new control center is state of the art and ready to begin the advancement of our Intelligent Grid operations. I would like to extend a thank you from me and CenterPoint Energy to you, Van and the countless others that made this project a success.

Respectfully;

A handwritten signature in black ink, appearing to read "Richard Orum".

Richard Orum  
Director of Distribution Control  
CenterPoint Energy