

# THE CONCOURSE AT NORTHAMPTON

March 23, 2010  
5800 Northampton Blvd  
Norfolk VA 23502

Mr. Gary Nantais  
Vice President  
Sales and Marketing  
Millicare by EBC Carpet Services  
1300 1<sup>st</sup> State Blvd  
Wilmington, DE

Gary;

I have been a customer of EBC since 1997 when I became Director of Facilities at this 368,000 square foot facility. Commissioned in 1992 with Milliken carpet tile throughout the facility, it was important we have an effective carpet care program. As the years went by it became increasingly evident the investment in quality carpet and carpet care was paying dividends. Now, as we begin a major renovation, it's even more evident. We have sold virtually all of the original carpet for reuse! After inspecting the installed carpet, the buyer was excited to purchase and remove all of it. The years of use and exposure to UV rays are evident on the 18 year old carpet, but people are still astounded by its clean, attractive appearance. The carpets appearance and condition continued to not only reflect our dedication to providing a world class working environment, but also the effectiveness of your carpet care program. It is now also reflected in our ability to recover a portion of the investment made in the carpet and in our ability to recycle it all. I am every bit as proud of our ability to avoid negatively impacting the environment as I am the monetary gain.

You and your service technicians are to be commended for your outstanding service. Our experience with your products and service can only be described as outstanding. Thank You.

Larry LaRue, CFM, FMA  
Captain, USN Ret