

From: Patrick Donnell
Sent: 06 December 2011 08:52
To: Ann Webster
Subject: Re: Final payment and feed in tariff application

Dear Ms Webster,

Thank you for your email, and for your concern on our behalf. Firstly, I confirm that the tiles have been replaced.

I have already sent in my application, not realising that we needed to send a nil-balance invoice. As you point out, this will be rejected, so I am going to submit a fresh application. My wife will bring you a cheque for the outstanding £5,000 today (Tuesday 6 December), and I would be most grateful if you would supply her with:
two copies of the nil-balance invoice (one for our records, one to send with the fresh application)
another copy of the micro-generation certificate

I have been highly impressed by Solarsense, from the initial survey by Alex Dyson, who was very thorough, and fully explained how the process works, to the installation itself. Everyone we had contact with has been courteous and friendly, despite clearly working under great pressure because of the shift in government policy. The installation was carried out with minimum disturbance and fuss, no materials were left on site, and all was left clean and tidy. The installers gave clear explanations of what they were doing and took trouble to answer any questions with care and in detail.

Feel free to quote me if you wish. I have recommended Solarsense to a work colleague on the strength of the service provided, and will do so again given the opportunity.

Regards
Patrick Donnell

P.S. My wife has just set off for Helios House, cheque book in pocket!