

America's Home Improvement Company



# Window Systems PREMIUM WARRANTY

The Industry's **FIRST** Energy Savings **GUARANTEE**

THV Window Systems will pay for themselves in energy savings within eight years or we pay the difference!

Issued to: \_\_\_\_\_ Phone# (\_\_\_\_) \_\_\_\_\_  
Purchaser (Homeowner)

\_\_\_\_\_  
Residence Street Address City State Zip Code

# of Units Installed \_\_\_\_\_ Warranty/Contract No. \_\_\_\_\_

Effective \_\_\_\_\_ to \_\_\_\_\_  
Date Installed (Eight Years Later)

Validated by: \_\_\_\_\_  
THV Window Systems Certified Home Remodeler

See reverse side for complete instructions

The THV Window Systems are distributed by THV Certified Home Remodelers  
PO Box 34749, Louisville, Kentucky 40232  
Copyright © 2004, ThermoView Industries, Inc.



### CUSTOMER ACTIVATION RECEIPT -

Fill out and return to THV within 30 days of your completed installation or Warranty is Null and Void. Mail with previous 12 months of utility bills/summary to: THV, PO Box 34749, Louisville, KY 40232

Issued To \_\_\_\_\_ Phone # \_\_\_\_\_ Number of Units Installed \_\_\_\_\_ Warranty/Contract No. \_\_\_\_\_

Residence Street Address \_\_\_\_\_ Contract # \_\_\_\_\_ Date \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Effective \_\_\_\_\_ to \_\_\_\_\_  
Date Installed Eight years later

Purchaser's Signature \_\_\_\_\_ Date \_\_\_\_\_ Certified Home Remodeler (Installer) \_\_\_\_\_ Date \_\_\_\_\_



### SUBSIDIARY ACTIVATION RECEIPT -

Fill out and return to THV upon completion of approved contract. Once received and processed at THV, a deduction will be made from your Subsidiary Account. THV, PO Box 34749, Louisville, KY 40232

Issued To \_\_\_\_\_ Phone # \_\_\_\_\_ Number of Units Installed \_\_\_\_\_ Warranty/Contract No. \_\_\_\_\_

Residence Street Address \_\_\_\_\_ Contract # \_\_\_\_\_ Date \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Effective \_\_\_\_\_ to \_\_\_\_\_  
Date Installed Eight years later

Measurer's Signature \_\_\_\_\_ Date \_\_\_\_\_ Finance/Ordering Dept. Signature \_\_\_\_\_ Date \_\_\_\_\_

THV 0326

## THV LIMITED PREMIUM WARRANTY

This warranty guarantees a total energy savings equal to or greater than the total purchase price of a full house installation of THV Window Systems at the address shown hereon for a period of eight (8) years. The eight year total energy savings begin the first day of the month subsequent to the completed installation of THV Window Systems. In the event total energy savings over the eight-year period are less than the complete installation purchase price, the Purchaser shall notify THV using the provided claim forms to file for benefits under this warranty. If energy savings over the eight-year period are less than the completed installation, THV will reimburse the difference between actual savings and the purchase price.

Notwithstanding anything herein to the contrary, it is hereby agreed and understood that this warranty shall only be effective if the Purchaser, located at the address indicated above, has purchased a complete installation of THV Window Systems units, remains the owner at such residence for an eight-year period after installation and is in compliance with the terms and conditions stated below. This warranty is based on energy (fuel) consumption, not cost. It is subject to the following provisions:

### TERMS AND CONDITIONS OF THV LIMITED PREMIUM WARRANTY

1. The Premium Warranty covers only Total Energy Savings resulting from a complete installation of THV Window Systems units.
2. A "complete installation" is defined as all windows at the residence except basement, attic and porch. The Premium Warranty covers only energy savings of installations at single and two family dwellings.
3. To activate Premium Warranty the Customer Activation Receipt must be submitted to THV, PO Box 34749, Louisville, KY 40232 within 30 days of completed installation, and include 12 months of utility bills evidencing energy usage.
4. Premium Warranty claims, if any, can only be issued by a purchasing homeowner that resides at the specified address for a full eight-year period after completed installation date.
5. Heating/cooling system at the residence must be properly maintained.
6. Appropriate allowances for abnormal weather conditions may be made in adjusting a claim.
7. Purchaser must submit claims under this Premium Warranty, in writing within 60 days after the complete installation eight-year anniversary.
8. Total energy savings includes eligible tax credits available to the Purchaser as a result of the purchase of THV Window Systems units.
9. Claim determinations or adjustments, if any, will be made within 90 days after all claim information has been received, authenticated and verified.
10. Modifications that could increase energy consumption, such as room additions, i.e., sun-rooms, heated garages, etc., to the said residence during the eight-year time period of the claim shall make such claims invalid unless submitted to THV for prior approval.
11. A change of energy related utility service (e.g., change from electric to gas) at the residence shall make the Premium Warranty null and void.
12. Reimbursement, if any, is determined using average energy rates during the Premium Warranty period. Reimbursement calculations are based on reduced units of energy (e.g. MCF dollars per thousand cubic feet) not reduction in actual dollars. Reimbursement, if any, is calculated using the change in energy usage, excluding the impact of changes in weather (measured by non-heating and cooling days derived from statistics gathered from the National Oceanic and Atmospheric Administration) multiplied by average energy rate over the warranty period. Cost of operation, taxes and service fees of any utilities are excluded from reimbursement calculation.
13. Purchaser must submit complete utility bills for the 96 month Premium Warranty period, or a summary form, from the authorized utility to claim a refund. The claim must be forwarded to THV, PO Box 34749, Louisville, KY 40232 within 60 days of the eight-year anniversary date.
14. Implied warranties shall be limited to the duration of this limited Warranty. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.
15. This Warranty excludes incidental and consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.
16. This Warranty gives you specific legal rights, and you may have other rights which vary from State to State.

#### Warranty Activation:

Following completion of a "complete installation" of THV Window System units, the eligible homeowner must take the following actions to initiate the THV Limited Premium Warranty:

1. Complete the Customer Activation Receipt provided by THV at the completion of installation.
2. Obtain 12 months prior energy usage from utility company.
3. Within 30 days after completed installation mail Customer Activation Receipt and a copy of the 12 months prior energy usage to  
THV  
PO Box 34749  
Louisville, KY 40232
4. Within 90 days Purchaser will receive "Your Personal Warranty Packet" and THV confirmation letter.

#### Subsidiary Warranty Activation:

1. Salesperson must validate offer and acceptance of Premium Warranty in writing on contract and include signature and date of Seller and Purchaser.
2. Contract number shall serve as Premium Warranty number.
3. Contract number/Premium Warranty number must be applied to Customer Premium Warranty, Customer Activation Receipt and Subsidiary Activation Receipt and checked for accuracy against original contract.
4. Upon approval of contract, fill out front of Subsidiary Activation Receipt and mail to:  
THV  
PO Box 34749  
Louisville, KY 40232
5. Once received and processed at THV, a deduction will be made from your Subsidiary Account.
6. Installer must return Customer Premium Warranty and Customer Activation Receipt to Purchaser at the time of completed installation.
7. Installer must verbally communicate instructions for Activation Receipt to Purchaser.

THV 0327

## THE THERMOS® COMPARISON

### Your response:

*No, you heat with money...*

Point to the estimated fuel usage on the fuel savings warranty sheet you talked about during the company story.

### Major statement – memorize:

*Your present windows can keep your home no warmer than this jelly jar can keep your coffee hot! And in the summer you have the same situation keeping the heat out.*

Pull out your thermos and separate the liner from the case:

- *You would use a thermos if you wanted to keep your coffee hot for longer than 10 minutes, wouldn't you?*

Get answer: Yes

- *If I were to put hot coffee in this thermos and put it outside in the winter's night, how long before it would get cold?*

Get answer: 10 hours! — Sixty times more effective!

- *What would happen to your fuel bills if I were able to build a window that acted more like a thermos bottle than a jelly jar? Do you think they would go up or down?*

Get Answer: They'd go down!

### State answer pointing to the fuel savings warranty saying:

*They would pay for themselves in energy savings alone within 8 years!*

- *That's what we set out to do, build a window that thinks it's a Thermos bottle!*

*Why? To offer homeowners a window that is an investment, not an expense.*

- *We need the two elements of a Thermos bottle:*

1. *Dead air space.*
2. *Reflective surface*

### Hold up your THV Compozit Corner Section.

- *We thought if one air space was good, two had to be better! Makes sense, doesn't it?*

Get Answer: Yes

- *The silver lining was a bit more difficult. We use a "soft coat" Low-E rather than the less expensive hard coat. You may get a flyer in the mail from my competition giving away free Low-E... they use hard coat; it's not nearly as effective as soft coat!*

THV 0550

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## GET AN ANSWER

### **You may have to help get a conclusion.**

*We are very flexible on monthly payments and terms. Again, the many people I deal with feel differently about the monthly payments. Our goal is to keep it comfortable, so you enjoy the windows without payment pressure.*

*What type of payment would fit you best?*

### **Write both figures down. Make them important.**

Now ask the question that clears the deck for the Closing Sequence. The goal of this question is to make sure the only thing holding them back is the money.

*Great window isn't it? Other than the cost, is there any reason you wouldn't want to own these windows and cut that energy bill in half?*

Show & Sell Training  
 Bill D.  
 NOT APPROVED  
 6 MONTHS

## Product Knowledge

### *Division #1: Windows and Siding*

The window and siding division is the largest division and the bread and butter of the company. This means that these should be the first products you promote! Why? Windows and siding projects are likelier to issue, demo and approve than many other products. The more you promote windows and siding, the more money you'll make. **Don't forget, your income is under your control!**

### **Windows**

- We manufacture our very own Thomas Construction Window at a manufacturing plant in Mandan, North Dakota! The window is made out of an aerated polymer, which is 214% more efficient than vinyl.
- We are the exclusive carriers of this window.
- Products in this division come with a 50 year warranty and 3 year glass breakage warranty.
- The window is triple paned with a krypton/argon gas mix and tilts in for easy cleaning.
- Many types are available, including bay, bow, garden, casement, slider and double hung windows. There are also many colors available including a wood grain finish.
- This division also includes entry, French and patio doors by precision.

### *Why are our windows better than everyone else's?*

It is the only product that is FREE! That's right, FREE! Homeowners will typically experience a 35% to 55% reduction in monthly energy bills. Our windows will pay for themselves in energy savings alone within eight years or we will pay the difference. **And that's the Thomas promise!**

### **Siding**

- \_\_\_\_\_ is the manufacturer of our siding and Thomas is the exclusive carrier of the product.
- Our siding is solid vinyl, not recycled.
- The siding is maintenance free, which means the homeowner will NEVER have to paint the house again.
- We can cover the whole home, including soffit and fascia.
- Several colors and styles are available, including vertical siding.
- Siding comes with a lifetime warranty.
- We use styrene wrap on the back of the siding for flat surface and air flow.

### *Division #2: Roofing*

- Our roofing manufacturer is \_\_\_\_\_.
- This is the last roof a homeowner will ever need to replace on their home.
- Our 50 year warranty is transferable, which is attractive to homeowners who are thinking about selling and hoping to add more value.
- The roof is hail resistant.
- We can also put in aluminum gutters with roof installation.

*Telemarketing Script*

**WINDOWS:**

**THOMAS CONSTRUCTION MANUFACTURES OUR OWN COMPOSIT WINDOW. OUR HOME OWNERS HAVE NOTICED THAT OUR WINDOWS HAVE SAVED THEM 35-55% OFF THEIR ENERGY BILLS AND OUR WINDOWS SYSTEM WILL PAY FOR THEMSELVES IN ENERGY SAVINGS ALONE WITHIN 8 YEARS OR WE WILL PAY THE DIFFERENCE!!**

**WHAT THIS MEANS TO OUR HOME OWNERS!!**

**OUR WINDOWS ARE FREE!!! THAT'S THE THOMAS PROMISE!!!**

**DO YOU WORK DURING THE DAY OR EVENINGS? THE REASON I ASK IS BECAUSE WHAT WE WOULD LIKE TO DO IS SHOW YOU WHAT WE HAVE TO OFFER AND ANSWER ANY QUESTIONS YOU MAY HAVE AND LEAVE YOU WITH A COST FREE NO OBLIGATION ESTIMATE.**

**I HAVE AN APPOINTMENT AVAILABLE TOMORROW @ \_\_\_\_\_ WHICH WOULD BE BETTER FOR YOU?**

**(ABC) ALWAYS BE CLOSING!!  
(GO TO BUTTON UP)**

## CASH BACK DIRECT MAIL PITCH

STEP I Hello is Mr. \_\_\_\_\_ in?

Hi this is \_\_\_\_\_ with Rolox Industries. I'm calling to see if you looked over the material we mailed to you?

STEP II What it tells about is a special neighborhood savings program, offering you up to a thousand dollars off on your next home improvement. So you can remodel your home with triple glass, energy efficient windows and reduce your heating and cooling bills by at least 40%.

STEP III But first, let me ask:

1. How old is your home? How long have you owned it?
2. Is that a frame or brick house?
3. When you folks eventually change to a window that cuts your utility bills, how many will you need?

## (SECONDARY WINDOW QUESTION)

I guess what I'm asking is, if Rolox could show you a window that you liked, and a way to get up to 100% of your investment back, how many of your windows would you change?

STEP IV Right now our factory reps are going directly to homeowners to demonstrate the advantages of our windows and for a limited time we have a cash back offer which will enable you to put Rolox windows in your home and in 3 years, you can claim and receive up to 100% of your investment back. While we are doing this, I'll have him stop by!

STEP V

1. But how did I catch you at home, do you work days?
2. Does Mrs/Mr work days or nights?
3. What time are you both home from work?

STEP VI Ok, I'll put you on our factory reps schedule for (time). Now tomorrow being (day), that isn't club, church, bowling or anything like that is it? In case he's a little late, you folks will be home all evening anyway, won't you?

STEP VII By the way, what is your wife/husband name? Do me a favor Mr/Mrs \_\_\_\_\_ tell \_\_\_\_\_ that this is our factory rep coming out, not some door to door salesman. What he will do is show you a working model of our window. If you see something you like he can measure your opening and let you know exactly what our cost would be. If it's something we can help you with, great! If not, we'll shake hands and part friends.

Now our factory rep only leaves the office on the appointments I set for him, so I can count on you and Mrs/Mr both being there, can't I? Ok great, what is your correct address? And that's in \_\_\_\_\_. Ok, what's your zip code? Well thanks a lot for the appointment and we'll look forward to seeing you both (day & time).

# LOWER ENERGY BILLS & INCREASE YOUR COMFORT WITH THV REPLACEMENT WINDOWS



- 50 Year Warranty
- 40% Fuel Savings
- Easy to clean tilt-in feature
- Maintenance free inside and out

## THV GUARANTEES IN WRITING...

Our windows will pay for themselves in utility bills alone or we will pay you the difference.

**ALTER-LITE®**  
TRIPLE PANE GLASS



**ACT NOW!**

**FREE INSTALL**

WITH PURCHASE OF 5 OR MORE WINDOWS

Offer Ends in 30 Days. One offer per household. Not valid with any other offer or sales.



# CREATE IMPACT WITH DOORS



**STEEL DESIGNER ENTRY DOORS**

**\$150 OFF**

**THV**  
composit  
DOOR SYSTEMS

**PATIO DOORS**

**\$250 OFF**



**CALL FOR YOUR FREE ESTIMATE**

**(800) 460-3129**

**LOCALLY OPERATED**



# Relax with the safety and convenience of **MAINTENANCE-FREE GUTTERS**

- Diverts leaves and debris
- Prevents mold growth
- Prevents mosquito breeding
- Resistant to fading from the sun and cleaning solvents
- Prevents termite damage
- Protects your home against foundation and landscape damage
- Keeps you safe from climbing to clean gutters



**25%  
OFF  
GUTTER  
PROTECTION**

Offer Ends in 30 Days. One offer per household. Not valid with any other offer or sales.

THV is the exclusive supplier of:

**CLEAR WATER**  
Gutter Protection System

## **ADD VALUE AND CURB APPEAL WITH SIDING**



**VISIT OUR SHOWROOM**

5140 Frederica St Ste C  
Between Applebee's & Olive Garden

9-6 M-F, 9-1 Sat., Sun. by appt.

**CALL FOR YOUR FREE ESTIMATE  
(800) 460-3129**



Offer Ends in 30 Days. One offer per household. Not valid with any other offer or sales.

**\$99 OFF  
Per Square**

**FINANCING AVAILABLE  
SENIOR DISCOUNTS for 55 and OLDER  
[www.thvstores.com](http://www.thvstores.com)**

# IT'S A GREAT TIME TO REPLACE WINDOWS!



## Up to 40% FUEL SAVINGS

Composit frame for superior energy performance and savings. Fifty-year warranty. Our fuel pledge is that THV windows will pay for themselves or we will pay you the difference. **GUARANTEED!**

**ALTER-LITE®**  
TRIPLE PANE GLASS



**TAX CREDIT UP TO \$1750**

FIND OUT IF YOU QUALIFY FOR THE TAX CREDIT. CALL TODAY

**TRUCOATING**  
Eight Exterior Colors

- Low-E coating
- Tilt-in easy to clean feature
- 50 Year Warranty
- Maintenance-free

**25% OFF**  
**FIRST 25 CALLERS GET FREE INSTALLATION**

Offer expires in 30 days. Not valid with any other discounts or offers.



9am



5pm

## INEXPENSIVE ONE DAY BATH REMODEL



**NU-BATH®**  
Liner Systems

Various styles and options for you to choose from. Easy to clean. Installed over your old tub in one day. Professional and affordable..



**\$250 OFF**

**ANY BATH/SHOWER PKG**

Offer expires in 30 days. Not valid with any other discounts or offers.



### SIDING

Many colors and styles to choose from. Gives you great curb appeal and added insulation. Maintenance-free.



### ENTRY/PATIO DOORS

Composit core for energy efficiency. Security features. Various colors, styles and hardware to choose from.



### GUTTER PROTECTION

Protect your homes foundation. Stop breeding of mosquitoes. No more ladders.

**33% OFF**  
**ALL OTHER PRODUCTS**

Offer expires in 30 days. Not valid with any other discounts or offers.

**CALL TO JOIN A GREAT TEAM NOW HIRING SALES REPS**

# THV Sweepstakes

**\$25,000 Home Improvement**

ONE LUCKY HOMEOWNER WILL

**\$15,000 & \$10,000**

in FREE THV HOME IMPROVEMENTS

CASH TO SPEND HOW YOU LIKE

**CALL to ENTER TODAY!**



**CALL: FOR YOUR FREE ESTIMATE**

**800-460-3135**

**CLICK: www.thvstores.com**

**COME BY:**  
SHOWROOM  
130 Walton Ave  
Bowling Green

**BUY FEB 2010**

**PAY JULY 2010**

Complaint Exhibit H

# WINNING THE WAR ON HIGH ENERGY BILLS

**40% FUEL  
SAVINGS**  
*Guaranteed*

Our windows pay for  
themselves or we pay  
you the difference!  
**GUARANTEED!**

**LIFETIME WARRANTY**

**TRUCOATING**  
Fourteen Exterior Colors



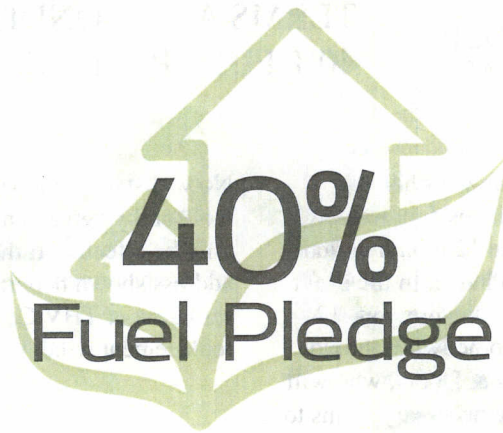
**WINDOWS • SIDING • DOORS • TUBS  
GUTTER PROTECTION**

**ROLOX**  
HOME CENTER  
A Division of  
**THV**  
True Home Value, Inc.

**FREE ESTIMATE**  
**800-950-3060**  
**www.rolox.com**

**25% OFF**  
**ALL PRODUCTS**

All offers good for 30 days.  
One offer per household.  
Not valid with any other offer or sales.



Our pledge: Your new THV Compozit windows will give you an energy savings of 40% on your fuel consumption during the first 12 months after installation or we will pay you the difference!

Issued to: \_\_\_\_\_ Phone # \_\_\_\_\_

\_\_\_\_\_ Residence Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code

# of Units: \_\_\_\_\_ Pledge/Contract No. \_\_\_\_\_

Effective \_\_\_\_\_ to \_\_\_\_\_

Validated by: \_\_\_\_\_

THV Certified Home Remodeler

See reverse side for complete instructions  
 The THV Pledge is backed by THV Certified Home Remodelers  
 P.O. Box 34740 • Louisville, KY 40232  
 Copyright 2010 THV

THV 0342



**CUSTOMER ACTIVATION RECEIPT**

Fill out and return to THV Compozit Windows & Doors within 30 days of your completed installation to: THV PO Box 34749, Louisville, KY 40232

Issued To \_\_\_\_\_ Phone # \_\_\_\_\_

Number of Units Installed \_\_\_\_\_ Pledge/Contract No. \_\_\_\_\_

Residence Street Address \_\_\_\_\_

Contract # \_\_\_\_\_ Date \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Effective \_\_\_\_\_ Date Installed \_\_\_\_\_

Purchaser's Signature \_\_\_\_\_ Date \_\_\_\_\_

Certified Home Remodeler (Installer) \_\_\_\_\_ Date \_\_\_\_\_



**DEALER ACTIVATION RECEIPT**

Fill out and return to THV Compozit Windows & Doors with copy of approved contract to: THV PO Box 34749, Louisville, KY 40232

Issued To \_\_\_\_\_ Phone # \_\_\_\_\_

Number of Units Installed \_\_\_\_\_ Pledge/Contract No. \_\_\_\_\_

Residence Street Address \_\_\_\_\_

Contract # \_\_\_\_\_ Date \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Effective \_\_\_\_\_ Date Installed \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

This pledges a savings of 40% on your heating and cooling consumption for this residence at the address shown hereon during the 12 month period beginning with the date of this Pledge. In the event fuel savings are less than 40% of the previous 12 months fuel consumption, the homeowner should notify THV Compozit Windows & Doors, who will provide the homeowner with the necessary forms to fill out for benefits under this Pledge. If fuel savings are less than 40% of the previous 12 months fuel consumption, the homeowner will be reimbursed the difference between actual savings and 40% of fuel cost for the previous 12 months.

Notwithstanding anything herein to the company, it is hereby agreed and understood that this Pledge only be effective if the homeowner, located at the address shown hereon, has purchased a complete installation of THV Compozit Triple Alter-Lite<sup>®</sup> Glass replacement windows, effective on the dates shown.

This Pledge is based on fuel consumption, not cost. It is subject to the following provisions.

1. This Pledge covers only THV Compozit Triple Alter-Lite<sup>®</sup> Glass replacement windows.
2. Complete installation of THV Compozit Triple Alter-Lite<sup>®</sup> Glass replacement windows is defined as all windows on this residence except basement, attic and porch.
3. THV Compozit one inch Double Glass insulated replacement windows may be substituted when window sizes exceed Triple Alter-Lite<sup>®</sup> Glass.
4. This Pledge covers only single and two family dwellings.
5. Maximum payment under this Pledge is \$1,200.
6. Customer must fill-out and send in the Customer Activation Receipt within 30 days of the completed installation of THV Compozit Triple Alter-Lite<sup>®</sup> Glass replacement windows for Pledge to be activated.
7. Claims under this Pledge must be filled out in writing, with supporting evidence, within 60 days of the 12 month anniversary of this Pledge to THV Compozit Windows & Doors. **Failure to make a claim within 60 days of the 12 month anniversary will void the Pledge and any reimbursement due to customer.**
8. Homeowners must properly maintain heating and air conditioning system.
9. An allowance shall be made for any non- heating and cooling utilities included in the utility bill such as, dish washers, refrigerators, lighting, computers, etc. when calculating a claim.
10. Proper allowance for abnormal weather conditions shall be made in adjusting a claim.
11. Reimbursement at rates prevailing at time of window purchase.
12. THV calculations are final and are based on information provided at the activation of this Pledge form.



Dear THV Premium Warranty Customer:

Due to the fluctuating rates for utilities, our energy savings pledge is based on the amount of fuel used, not the cost.

Additionally, our savings pledge states that the fuel use will be adjusted for the weather. To make the adjustment, we rely on statistics published by the National Oceanic and Atmospheric Administration. This agency of the United States Government records the temperature each hour, 24 hours per day and averages these readings to arrive at the average hourly temperature for each day. If the average temperature is 65 degrees F., cooling is required. If the average temperature is below 65 degrees F., heating is required.

Each degree below 65 degrees F., is considered a "heating degree day" meaning one degree is required for one day. Thus, 10 heating degrees could mean one degree of heating for each of ten days, or two degrees of heating for each of five days, etc.

Conversely, cooling degree days apply in the same manner when the average daily temperature is above 65 degrees F.

We use these heating degree days and cooling degree days to compare the relative severity of the weather before and after installation of the windows. Our fuel savings pledge is that you will use less fuel after adjustments are made, up or down, for the change in the weather.

Since both gas and electricity are used for purposes other than heating and cooling your home, we attempt to compute the amount of fuel actually used for the heating and cooling. To do this, we examine your utility statements to determine the consumption during those months when there are no heating or cooling days, then pro-rate that non-heating or non-cooling consumption over the entire year.

The enclosed analysis is based on the above and shows how much more or less was saved on both your gas and electric bills. The cost for this energy is based on the rate charged on the statement nearest the date of installation of your windows.

If you have any additional questions, please give us a call.

Consumption during months with essentially no cooling or heating degree days at 1,206 Kwh per month before, and 1973 Mcf after installing the windows.

Using these averages for 12 months gives the estimated "Non-cooling or non-heating" uses.

Consumption before installation windows:	<u>8,338</u> Kwh
Change in degree day: <u>195</u> to <u>174</u>	<u>-10.77%</u>
Assumed consumption due to weather	<u>7,440</u> Kwh
Assumed consumption less 40%	<u>4,464</u> Kwh
Actual consumption after installing windows	<u>6,971</u> Kwh
Difference	<u>2,507</u> Kwh
Cost at *\$ <u>0.064</u> per Kwh	<u>\$ 160.46</u> \$

\* Rate charged on gas statement nearest date of installation