



March 31, 2008

To Whom It May Benefit:

RLI's location near Mt. Hawley Airport, since 1972, has always been considered an asset until it came to our tap water. Coffee would often have a film on top of a cup and mineral deposits formed on almost everything coming in contact with water.

The solution started with costly bottled water systems, which over the years cropped up in a number of departments; as an employee benefit to improve the quality of drinking water.

Unfortunately the coolers required water deliveries, storing a number of jugs, sometimes leaking or running out and the exposure of heavy lifting 40 lbs. containers. In addition, some departments had purified water and some did not. This created a challenging case of the haves and the have not's. To make things more complex there were four different vendors each with separate and frequent billing/payment activity.

Purity Plus provided RLI with a unique and universal solution to purified water for all 350+ employees, saving more than 60% annually over traditional water cooler costs. Employees have enjoyed the convenience of both cold and hot water immediately available any of the eight installed units. Plus, purified water is now available for everyone. RK Dixon coordinated the installation process after normal work hours to minimize disruption. Their staff was professional, prompt, attentive to our needs and friendly.

We look forward to the ongoing maintenance of the systems and appreciate the water cooler look, which reduced concern on the part of our employees. This effort has been a demonstrated success to save cost and expand a valued fringe benefit in our effort to make a difference work well.

Sincerely,

Gregory J. Tiemeier  
Administrative Services