

CITATION

February 24, 2000

Joe Gufreda
GEI, Inc.
633 Library Park Drive
Suite K
Greenwood, Indiana 46142

Dear Joe,

We have appreciated working with GEI and your consultants over the past two years. The consultants have the technical skill as well as the sincere desire to work closely with our people and fit in with the Citation culture. The results have been significant, as expected, especially in the sites where they have worked the longest.

I have commented to our Citation people several times regarding our relationship. One of the most important aspects is that while you charge us for your service (you are not inexpensive!), I feel that you do it because you have a sincere desire to help us make significant improvements and the GEI consultants have a passion for helping the client. This is unique and of value to us as a partner in working with you.

We continue to enjoy working with GEI.

Best regards,

John Lawson