



To whom it may concern:

Southern Adventist University has contracted Service Monster for the past year to perform CCTV inspections, confined space entry, and emergency sewer response. They now complete 100% of our NASSCO CCTV Inspections (Pacp, Lacp, Macp), jet vacuuming, mainline cleaning (CMOM), and (SSO) sanitary sewer overflow emergency response.

We have incorporated Service Monster into our SORP (sanitary sewer overflow plan) which is filed with the State of Tennessee (TDEC), EPA region 4 Director of Enforcement, and Hamilton Co. They have always performed above and beyond our expectations, emphasizing quality over quantity, and have been persistent in overwhelming situations.

Their inspections have been thorough and we plan to continue using them in the future. They have done an excellent job and I highly recommend them.

Respectfully,

Ryan Roesel

Manager of Utilities and Energy Management

Southern Adventist University