



# BARNARD FIRE DISTRICT

JAMIE BALLOU  
FIREFIGHTER/EMT

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Bill Gauthier  
JACOMB Lighting  
1175 Pittsford Victor Rd  
Suite 120  
Pittsford, NY 14534

Bill,

On behalf of the Barnard Fire District I would like to extend our appreciation for the time, work and effort that was put forth on your part with the lighting project that was completed last summer. Although this is overdue, I also want express my gratitude as Project Manager. From the point of presenting the project with its benefits and savings to our commission for their approval, to the time of installation of the last bulb, you were there to answer all questions that I had. You made the process of submitting for assistance from RG&E as simple as it could have been and without your help I may still be filling out paperwork. We were impressed with your time spent with us prior to installation so that the correct selection of lighting was made the first time around. This certainly helped with keeping a timeline and now that the lights have been in for approx 6 months everyone is still very happy with what we have done throughout our firehouse.

We were also pleased with how the installation process went. Brian did an excellent job and was very accommodating with us. He was constantly having to move around us with trucks in and out of our bays each day. Brain was always in contact with me whenever there was a situation and exactly what he was going to be doing and how long it may take. When finished with each area Brian always left it just as he had found it, sometimes cleaner. Other than the additional lighting you would never know he was there.

In this day and age customer service is the key to any business living or dying. Recently I found one of our outdoor LED sconce lights that were installed, out of service. It was nice to find that as soon as I called you about this a new light was on its way the next day. It was also reassuring to hear that you wanted the light back so that it could investigated as to what triggered its malfunction. It is this service, delivery and installation that led me to recommend other local Fire Districts to contact you for and audit.

In closing, the Barnard Fire District thanks you for the premium lighting, future savings and excellent service that you have provided. We will be sure to contact you in the future for any lighting projects that we may foresee.

Jamie Ballou  
Career Firefighter/EMT  
Project Manager  
Barnard Fire District  
Greece, NY