



A unit of American Electric Power

To Whom It May Concern:

The intent of this letter is to provide a reference for Flow-Liner, based on the work their installers have done for us over the past six years. The Underground Network Engineering Department and the Underground Distribution System is responsible for the operations and maintenance of the underground systems serving customers located mainly within the downtown areas of American Electric Power's service territory. Both of us have personally worked closely with Flow-Liner employees and their management during various projects that required maintenance of our existing underground infrastructure.

Some of the specific projects they have completed for us are as follows. First are the upgrades and concrete repairs to our existing underground manhole and transformer vaults. Because these structures contain high voltage equipment and electrical devices, it is imperative to keep water intrusion to a minimum, along with protecting our facilities from de-icing salts and vibrations caused by vehicular traffic. Flow-Liner has always worked well with us in coordinating with our staff in protecting our equipment and cables from getting damaged during the work that they have to perform. They are careful while they work around our energized equipment and always leave the job site neat and clean. Also realize that these structures can be very small, and when filled with many cables and electrical devices, they are working in very tight spaces.

The other major project Flow-Liner completes for us are rehabilitating our existing underground duct bank that run between the structures. As we have new customers that require service cable, or when we remove and install new primary and secondary cables; many times we are pulling through existing conduit that has been damaged or clogged throughout the years. Flow-Liner is very responsive in getting to these problem areas and using their camera to diagnose the problem we are having during cable pulling. They are effective at reconditioning our conduit in order for us to continue our operations. Additionally, when we plan on installing new cable within conduit that's old and deteriorated our concern is damaging the cable. Flow-Liner comes in, re-lines our conduit, typically 3½", utilizing their cured in place lining system making the pipe clean and smooth. This allows us to install our cable quicker and much more easily, with no fear of damaging the insulation surrounding the conductor.

In summary, Flow-Liner is a value to our engineering and operations of the underground distribution systems here at American Electric Power. They work well with us, very responsive when we need them, and most of all; they are safe. We recommend them for your future project.

Sincerely,

A handwritten signature in black ink that reads 'Jeffrey C. Hicks'.

Jeffrey C. Hicks
Supervisor Distribution System
Columbus Underground Networks

A handwritten signature in black ink that reads 'Robert V. Grawe'.

Robert V. Grawe, P.E.
Supervisor Distribution System
Canton and Wheeling Underground Networks