

"I wanted to take a minute and share with you how one of your employees went above and beyond the call of duty.

Christmas Day we received an e-mail alert that our UPS had lost input power. Typically this message is followed by another one saying that the generator has fired. That one did not come.

Our computer room UPS has about a 45 run time with its current load. By the time we figured out what was going on we had literally minutes to shut everything down gracefully.

I called the main ATS number and got the answering service. The young lady was dutifully trying to get the answers to the script she had in front of her. I knew that if answered her questions and waited for a call it would be too late.

I hung up the phone and called Rocky's (Rocky Allen, Director of Information Services) cell phone. He was genuinely glad to hear from me despite the holiday. I gave him a 15 second frantic description and he got right to it. He shut all of the production servers down just in time. Several hours later when started things back up he assisted with getting everything tested and squared away.

Every step of the way he was the consummate professional as well as being in a jolly mood in spite of my intrusion into his holiday.

No other major vendor I have provides me with the service that ATS does. As the title of my e-mail says, "It came as no surprise" to me. I know that I can count on the ATS team to always go above and beyond. But I did not want to let this pass without it being recognized or without saying Thanks."

Warm regards and Happy New Year,

Tim Peede

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