

## Attachment C Client Testimonials



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*A Place To Call Home*

Illinois Commerce Commission  
527 E. Capitol Ave.,  
Springfield, IL 62701

The purpose of this letter is to support the application of Donald Mulder, DBA Utility Service Consultants for an ARC license. He was referred to us in 2005 by other Churches and not-for-profit organizations. He has been serving us here at Medinah Baptist Church by helping me understand and make wise decisions managing our electric energy budgets since that time. I cannot express enough how I appreciate Don's sincere care and concern for us in making the best decisions.

Don functions like a expert member of our staff in the area of electric utility services. He periodically reviews our usage patterns and recommends alternatives available to us from ComEd and other suppliers. His assistance in soliciting proposals from the sources we select, help in understanding them and work to compare them is invaluable. This help continues as we negotiate, execute and manage the contracts with the supplier we choose. His value to us has grown over the years from periodic reports that prove our contract is performing as expected and delivering the lowest costs available to us at that time. His work is always highly professional and completely accurate.

I am well aware that much of the work for Medinah Baptist Church is done below the market rate of typical energy consultants. The only compensation he seeks is the agent commission from the supplier when it can be arranged; and sometimes that means no compensation is available at all. He is always careful to identify any compensation, or lack of it, in the contracts we negotiate with suppliers. I take seriously the responsibility of the dollars we spend on energies and consulting. I have the utmost respect for and confidence in Don and his expertise in these matters.

Early in 2005 I sought help in energy consulting. I was either declined due to the smaller size of our accounts or the fees were far beyond reasonable given our energy budget. I learned most energy consultants have no interest in working with not-for-profit clients of our size and I know of none that would serve our interests as well as Don. He is exactly what I need and he is precisely the kind of person the ICC should be seeking to license in Illinois to help organizations like ours. Please feel free to contact me directly with any further questions regarding this matter.

Respectfully submitted

Scott Chism  
Director of Facilities & Operations  
Medinah Baptist Church



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March 29, 2010

Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

To Whom It May Concern:

As the Parish Administrator for Prince of Peace Lutheran Church, I have been working with Don Mulder for over six years. His professionalism in his dealings with us has been above reproach and his service to us has been invaluable in helping us wade through the maze of utility options available to us. There has not been one instance where Don has misrepresented anything or surprised us with any hidden fees.

Don analyzed our requirements and developed alternative proposals from which we could choose. He also assisted us in comparing the vendor proposals which are seemingly designed to prevent comparison. After the fact, Don has provided us with reports verifying that the promised savings had been realized. He has also made himself available and promptly responded to any questions that may arise throughout the year. Don's analysis of our utility usage and his excellent advice has provided us with substantial cost savings over the years. His assistance is truly appreciated.

If you should have any questions, or if any additional information is needed, please do not hesitate to contact me.

Sincerely,

Dennis W. Freres  
Parish Administrator

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