



Robert A. Ern, Jr., P.E., Principle
Booth, Ern, Straughan & Hiott, Inc.
350 N. Sinclair Avenue
Tavares, Florida 32778

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Dear Mr. Ern, *Rob*

It is my great pleasure to provide this letter of recommendation for you and your firm. I have been in Leesburg for approximately 2 ½ years and associated professionally with you and your firm for the majority, if not all, of that time. We are very pleased with the design you're doing for the new Water Treatment and Storage Facility for the Plantation of Leesburg community. Most of my observations come from working directly with you on that project.

Here's what I really like about Booth, Ern, Straughan & Hoitt:

You are engineering professionals – you know your business. You understand utility systems, the challenges facing municipal utilities and how to solve problems in a practical, affordable way.

You understand the client's perspective and, unlike some designers, use the client input to guide design development. When we sit down for a plan review we don't have to make dramatic course corrections; we're on target, and there are no surprises. I feel like we are an integral part of the design team, participating in the process not just the recipient of deliverables at designated points along the way.

You provide big firm expertise with small firm responsiveness. I don't sacrifice technical expertise or experience to get responsive, personal attention. Your work on the Plantation Water Treatment Facility is a perfect example. The project team includes all the "normal" water utility engineer experts as well as an electrical engineer, a radio telemetry specialist, an architect, a landscape architect and a FEMA regulatory expert. In short, a complete design team under your active, daily supervision. This type of service is, in my experience, unique.

Over the years BESH has provided Leesburg outstanding professional engineering services. It was true when Ray Sharp was the Director and it continues to the present. In every instance we have been extremely happy with your work. Our professional relationship would not have lasted these past 10 years if that were not the case.

Warm regards,

DC Maudlin

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Director, Public Works