



TO WHOM IT MAY CONCERN:

In December 2003 Jenny Underwood of Underwood Secretarial Services undertook, at short notice, some transcription work for the Sustainable Energy Authority Victoria. Jenny transcribed 38 presentations and approximately 6 hours of discussions from the November 2003 Business of Energy Efficiency Conference.

This work was tedious and painstaking and involved a great deal of specialist technical terminology Jenny had not previously been exposed to. Jenny's attention to detail, professionalism and prompt turnaround were greatly appreciated.

I'd use Jenny's services again without hesitation and recommend her wholeheartedly to anyone who wants the best - *first* time!

Brontë Seidel
Sustainable Energy Authority Victoria
March 2004