



**University at Buffalo**  
*The State University of New York*

**University Residence Halls & Apartments**  
Division of Student Affairs

January 24, 2002

To whom it may concern,

The University at Buffalo engaged Metzger Inc. to establish a standard for broadloom carpeting for its five new student-housing complexes. Specifically the task was to find a commercial grade product with a residential feel that would stand up to the rigors of an unforgiving student environment. Previously, Metzger assisted the General Contractor who built our third apartment complex in finding a similar product from an existing Manufacturer's Product Line. Between this previous task and their current task for the University at Buffalo the total yardage purchased is 27,000 yards.

The process that Metzger follows has enabled the University to enjoy the following results:

- Savings of nearly 17% from the original contractor estimate including Metzger's fee
- Increased the potential design options that met the owners criteria by 500%
- Delivered a multiyear pricing structure that will continue to save the University time and money for the next four years on new projects and planned replacements.

In this day and age companies that provide the service level that they profess to are unfortunately the exception rather than the rule. While we still look forward to the actual delivery and product installation at our current project we could not be more pleased with the results of this process to date and Metzger's high level of attention to our needs. Metzger's client list is an impressive compendium of corporate customers from Upstate New York and other parts of the U.S. This list will continue to grow because they can deliver the tangible and intangible results that they say they will deliver. I would recommend that you too enter into a relationship with Metzger, Inc. so that your firm can reap the benefits of their expertise and industry connections.

Sincerely,

A handwritten signature in black ink, appearing to read 'Don L. Erb', written over a horizontal line.

Don L. Erb, RPA  
Residential Facilities Manager