



**Gregory J. Wheeler**  
Senior Project Manager – Corporate Real Estate

March 5<sup>th</sup>, 2014

Kirk M. Vieselmeyer, P.E.  
President/Owner  
Elmira Structures, Inc.  
66 Philo Road West  
Elmira, NY 14903

Dear Mr. Vieselmeyer:

I wanted to take a moment and express to you and everyone at Elmira Structures, my sincere appreciation for the successful completion of our recent construction project at the Elmira-Corning Regional Airport. The Elmira Airport and all of our ground personnel were well equipped to handle the first United arrival and departure, in no small part to the diligent planning and execution of you and your team. The airport lobby and gate area are often the first physical location our customers will experience our product, and the installation and fit and finish of United's equipment, signage and millwork were completed with an attention to quality that reflects the high standards United seeks to maintain at its airports.

In addition to the customer facing areas, I have received numerous positive comments on the back office, support space, IT closet and data infrastructure that were built. A good working environment sets up the local employees to delivery great customer service, and in Elmira the results have been excellent.

Most important to me was the safety performance on this project. It is not trivial or easily accomplished, and the fact that no safety incidents occurred is something that I am very pleased we accomplished. Working in an airport environment presents its own set of challenges, and I appreciate the fact that ESI took this issue so seriously.

Meeting a quick delivery schedule and within budgetary targets is not often easy achieved on projects such as this. I appreciate your flexibility and response to issues that came up during our design and construction. I found working with the team at Elmira Structures to be a very enjoyable experience and I would recommend your firm without hesitation. Best of luck in your future endeavors.

Sincerely,

A handwritten signature in black ink, appearing to read "Gregory J. Wheeler".

Gregory J. Wheeler  
Senior Project Manager, Corporate Real Estate  
United Airlines