

**To:** Daphne Wallace [REDACTED]  
**Cc:** Rich Kahn[richardkahn12@gmail.com]; [REDACTED]; LSJ  
GSJ [REDACTED]; [REDACTED]; Michael  
Glidden [REDACTED]  
**From:** Bill Hague  
**Sent:** Fri 5/25/2018 10:04:55 PM  
**Subject:** Re: NGS Power - May 25, 2018

Well Done, Daphne.

On May 25, 2018, at 17:21, Daphne Wallace [REDACTED] > wrote:

Greetings,  
I called at 4:59 pm. [REDACTED] answered and went to retrieve Jared for me. He told her he will call me on Tuesday.

[REDACTED] is in again on Wednesday - she will call me - to confirm that Jared called on Tuesday and to update on confirmation that the units are shipping on Thursday. If I do not hear from [REDACTED] on Wednesday I will call her on Thursday.

I do not expect to hear from Jared on Tuesday.

Kind regards, Daphne

On Fri, May 25, 2018 at 3:32 PM, Daphne Wallace [REDACTED] > wrote:

Greetings,  
I called back at 4:15 pm, got [REDACTED] on the line and asked for Jared. She put me on hold to go get him. 15 minutes later I was still holding. [REDACTED] came back on line to tell me that Jared had to go back into the shop, but knew that I was on hold.

I told [REDACTED] that I will be in the office until 5 pm and please ask him to call me because we need to speak with him. I need to connect him to one of the managers.

She promised that she is going to tell him, and apologized again.

On Fri, May 25, 2018 at 8:56 AM, Daphne Wallace [REDACTED] > wrote:

Greetings to All,  
I called NGS Power just now, and [REDACTED] answered the Service extension. I told her we have been trying for weeks to reach Jared and I want him to call me today.

She apologized, said she would tell him to call me when he comes in this afternoon (he is out this morning at a funeral).

She says the generators are still, as far as she knows, on schedule to ship out on 5/31.

I reiterated that I want Jared to call me this afternoon when he gets into the office.

Kind regards, Daphne