



May 22, 2009

Mr. Jim Golden
Golden Opportunity, Inc.
13708 Mount Prospect Drive
Rockville, Maryland 20850

Dear Jim:

As this year's Chairperson of the Maryland-D.C. Utilities Association's Operating Committee, I would like to offer our sincere appreciation to you for leading our successful annual training seminar on May 12, 2009.

The 113 individuals who attended "21st Century Leadership: From Transaction to Transformational," were drawn from organizations that included Allegheny Power; Baltimore, Gas & Electric; Chesapeake Utilities; Columbia Gas of Maryland Inc.; Delmarva Power; Potomac Electric Power Company; Southern Maryland Electric Cooperative; Verizon; Washington Gas; and the Washington Suburban Sanitary Commission. The wide range of audience members, with their varying level of skills, expertise, and backgrounds might have presented a challenge for a less experienced speaker. You, however, were able to bring everyone together by discussing common themes that were appreciated and understood by all participants.

Your willingness to meet with the Committee months before the conference to exchange ideas and solicit suggestions was one of the key ingredients in the creation of a unique training opportunity that exceeded many of our expectations. Even more critical to our success, however, was your dynamic and energetic style, which kept virtually everyone in the large room engaged from the first moment that you began to speak. Not even an overturned truckload of sweet potatoes blocking the roadway could dent your professionalism or sway your focus – you just incorporated the experience into the class!

Among the many positive comments noted on participants' evaluations was your "collaboration with the audience," the interactive communication exercises, and your talent for presenting the information in a very interesting, entertaining, and fun style. Still others wrote:

- "Jim has, and displays, true conviction of his material."
- "Wonderful, uplifting."
- "Excellent training class! Kept my attention all day."

In summary, it was a pleasure working with you this year on the Maryland-D.C. Utilities Association Operating Committee conference. I hope to see more of Golden Opportunity, Inc., in the future.

Sincerely,

Jacquelyn Y. Barry, 2009 Chair
Maryland/D.C. Utilities Association Operating Committee