



INTERCONTINENTAL[®]
KANSAS CITY
AT THE PLAZA

To Whom It May Concern:

Back in March of 2018, we had a major explosion in the boiler room with the main electrical panel. Two buss bars had shorted out causing an explosion. Working with Shawn Ryan and M&S Electric in the past, I called Shawn and explained that I had lost power in the building and could he respond. Within a half hour, Shawn had pulled a team together and was at the hotel accessing the situation. After calling KCP&L, Shawn's team went to work and within a two-hour window, he had the issue under control with power back to the hotel. Even though it was only a temporary fix, Shawn assured me that if anything went wrong, to give him a call and he would be back.

It was determined, once the insurance company assessed the damage, that we would continue to use M&S to make all of the changes effecting the electrical panel. Shawn reacted and the planning started. HE spent a week here on property tracing out the circuitry so we would know the effects on the guest and associates during power interruptions. There were meetings held with all Ops departments to discuss the impact as this was taking place. Shawn attended all those meetings and asked for feedback and to rearrange the change over schedule as needed to accommodate the departments and work flow. As the shutdown and transfer time got closer. The generators showed up and a crew of approximately 15 people from Shawn's crew were here to layout the project. His team received all of the equipment, double checked that everything was here before the actual showdown day.

I must say that the project went flawless, from the time of shutdown and transfer to temporary power to the transfer to permanent power was truly amazing.

This all happened with a hotel at 50-60% occupancy and only two complaints for the week that it took to remove the old equipment and install the new.

M&S Electric and Shawn are truly professional in what they do. They are very accommodating and work directly with you on any issues that arise. The M&S crew were perfect gentlemen and easy to work with.

I really can't say enough about how well this project was carried out. I would recommend M&S Electric for all of your electrical needs, no matter how small or large that may be.