

The logo for SYSTEMS IN DESIGN features the company name in a serif font. Above the word "IN" is a blue graphic element consisting of a curved line that arches over the letters, resembling a stylized 'S' or a bridge.

October 24, 2004

Ms. Genoveva L. Arellano  
Arellano Associates  
4091 Riverside Drive  
Suite 117  
Chino, CA 91710-6502

Dear Genoveva :

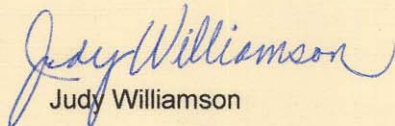
Congratulations on your upcoming 10th Anniversary in business as a professional consulting firm serving the environmental needs of Southern California. That is a significant accomplishment in and of itself, but I am sure it is also a tribute to your able management skills and your ability to surround yourself with top-notch associates who have helped you to build your business.

My initial contact with Arellano Associates was with Chester Britt and Elsa Argomaniz. I worked with them to help set up and implement the firm's time billing program. Chester designed the bill template and was very articulate as to what Arellano Associates needed from Timeslips. As Chester got more involved with the firm's projects, I worked more with Elsa. She was also knowledgeable and a joy to work with. More recently (and for the past couple of years), I have worked with Jeannie Chavira. Jeannie has been a quick study, and my contact with Arellano Associates now is on an as-needed basis.

My compliments to you on having such a dedicated and responsive staff. Each person has been a pleasure to work with. They are bright, they know what they need and have always been willing to work with me as an outside consultant to meet those objectives.

I wish you continued success, in every sense of the word, in the next decade. Thank you for the opportunity to work with Arellano Associates and to share in this celebration.

Sincerely,

A handwritten signature in blue ink that reads "Judy Williamson".

Judy Williamson

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