

Phoenix Coatings
Performance Lines

Biennial Roof Inspection

| No | Criteria | Average |
|-----------|--|----------------|
| 1 | Average square feet installed | 24,845 |
| 2 | Average square foot of roof per penetration | 674 |
| 3 | Percent of roofs with slope less than 1/4" | 100% |
| 4 | Percent of roofs with traffic greater than 12 times/year | 30% |
| 5 | Maximum service period | 17 years |
| 6 | Adjusted service period | 15 years |
| 7 | Average service period | 10 years |
| 8 | Percent of roofs that never leaked | 72% |
| 9 | Percent of roofs that leaked and were fixed | 28% |
| 10 | Percent of roofs that still leak | 0% |
| 11 | Age sum of all roofs that never leaked | 177 years |
| 12 | Age sum of all roofs that do not leak | 270 years |
| 13 | Percent of roofs not requiring maintenance | 15% |
| 14 | Percent of roofs with more than 5% ponded water | N/A% |
| 15 | Percent of roofs with less than 1% deterioration | 98% |
| 16 | Percent of satisfied customers | 100% |
| 17 | Percent of jobs completed on time | 100% |
| 18 | Number of roofs inspected | 60 |
| 19 | Number of roof evaluations | 30 |
| 20 | Average response time to emergencies | 9.71 |
| 21 | Contractor's ability to communicate | 9.75 |
| 22 | Contractor's management abilities | 9.70 |
| 23 | Professionalism of contractor | 9.75 |
| 24 | Contractor's level of honesty | 9.90 |
| 25 | Overall performance of contractor | 9.90 |
| 26 | Comfort level in hiring contractor again | 9.90 |
| 27 | Number of different customer responses | 20 |

Information Valid Thru: 7/18/2009
Performance Based Studies Research Group