

Re: Letter of Recommendation

The Facilities department at St Mary's University had the opportunity to work with Terraburst on a sewer replacement on our Campus in July of 2023. The project scope was quite large and involved several dig locations both inside buildings and on the exterior, as well as extensive pipe lining.

Right from the quoting process, we found the team at TerraBurst to be very professional and thorough. Due to the nature of the project, there was some exploratory work to be done and they were very upfront with potential costs depending on what was found. Our main contacts for the entire project were Nathan on the ground and Priya in the office. They both were exceptional about keeping us informed of progress, next steps, timelines and worked with us to make sure we were able to keep our campus community informed and minimize impact.

We were appreciative of their Safe Work measures. Their crew was always wearing the appropriate PPE and all open excavation was always left appropriately barricaded. Their staff was always mindful and respectful to our Campus community as we continued business around the work.

Another area I would comment on was their responsiveness. Throughout the project if we had questions, they always had time to explain things to us. We did have some initial hiccups after the original repair, and they answered all calls right away and had someone on site very quickly to address them. There has never been any doubt that they are a company that stands behind their work.

Although we hope we don't have to take on any further projects of this magnitude, we would sure be using TerraBurst if we needed and have no hesitations in recommending them to others.

Warm Regards,

Tasha Best

Facilities Specialist | [St. Mary's University](http://St.Mary's University)
14500 Bannister Road SE Calgary AB T2X 1Z4
T 403.254.7928
www.stmu.ca