

Dear Valued Customer:

Effective January 1, 2024, we will be implementing an increase to our general shop, mobile service and pump tests labor rate(s). Below is an updated rate chart showing the increases from 2022 to 2023.

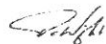
LABOR ACTIVITY	2023 RATE / HR	2024 RATE / HR
Shop Rate	\$170 / hr.	\$180 / hr.
Mobile Service Rate		
* Actual Travel Time Charged	\$170 / hr.	\$180 / hr.
After Hours Call Out Fee	\$300 / hr.	\$300 / hr.
After Hours Labor Rate		
* One hour minimum for after hours	\$170 / hr.	\$180 / hr.
Pump Test (per unit)	\$500.00	\$525.00
GSEVS Transport Customer Unit Rate	\$200 / hr.	\$200 / hr.

As we continue to see cost increases and shipping surcharges from our suppliers it is our goal to stabilize these annual increases while continuing to concentrate on providing the services our market depends upon. We are dedicated to providing the best, most accurate, and timely service and parts support possible for our first responders. For the eighth year in a row, we are providing all technical support at no expense to the customer. This is a critical component to each of us to get you or the shop working on your vehicle(s) the timely support they need to get the unit back in front line operation.

We continue to see an increase in customers requesting warranty work to be performed on-site. We can perform this work from the road (dependent upon the work and safety needs), but if the repairs do not meet the OEM's Out of Service Criteria, then travel is not covered under warranty by the OEM, but the repairs would be. In this event, the hourly mobile service rate above would apply and be billed to the customer.

If you have a current open work order with us from 2023 you will be invoiced at the 2023 rate(s). The new rates will only apply to any work order that has been created in the calendar year 2024. Should you have any questions regarding this information or how we have arrived at these increases please contact us at (916) 330-1638. Thank you and Happy New Year!

Respectfully,



Daron M. Wright

President

Golden State Emergency Vehicle Service, Inc.