

Kelly McLellon  
517 McCabe Court  
Kill Devil Hills, NC 27948

December 31, 2008

Brian McDonald  
Outer Banks Heating and Cooling  
P.O. Box 1415  
Nags Head, NC 27959

Brian,

I wanted to send a note to thank you for everything. I have to say that I don't think I have ever received such great customer service from anyone. If I have, it's been a long time.

Everyone with your company that I have worked with has been wonderful.

The great experience started with your first visit out here. I was surprised at the amount of time you spent determining my needs and making sure I got the right system. The system and the modifications to the duct work have made a huge difference. The house is very comfortable.

Ron, Roger and Steve were also great during the installation process. Roger was very kind and patient with me and my questions. Ron constantly checked on things as the work progressed.

I only spoke with Melody once, but when I called in with questions, she was very courteous and helpful.

After the install, you and Ron also followed up with me personally to make sure everything was working to my satisfaction. I appreciate that. I'm used to never hearing from people again. So, that was a welcome surprise.

To make a long story short, I appreciate everything! I will be happy to serve as a reference for you and your company should you need it. This letter can be shared with others or if you'd like me to speak with someone, I'd be happy to do that.

Thanks again!

Sincerely,

A handwritten signature in cursive script that reads "Kelly McLellon". The signature is written in black ink and is positioned above the printed name.

Kelly McLellon