

Lezlee M. Osborn
4885 The Woods Road
Kitty Hawk, NC 27949

June 11, 2009

Dear Brian,

Enclosed, please find our check #3348 in the amount of \$7,168.00 for installation of our new HVAC unit.

I want to let you know how much I appreciate the professionalism of the two technicians who came to our home to perform the installation. Both of these guys were extremely kind and although they were exhausted from working in our hot house all day, they still took a few minutes to greet me and answer my questions. They were both very personable and made me feel totally comfortable having them in my home.

I appreciate their efforts in keeping the mess to a minimum by placing a large drop cloth in the hallway from the door to the HVAC closet, and was amazed when they asked if they could use my vacuum cleaner when they were finished with the installation.

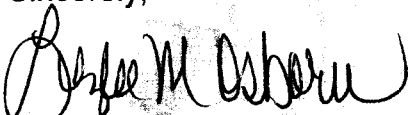
When the work was 100% complete, they both answered questions I had and made sure all of the paperwork was in order so I can keep it all together in one place. These two guys are welcome to perform repairs in my home any time.

I also want to let you know that Ronnie was great in keeping in touch with me during the proposal and ordering process. He made sure everything was in order prior to repairs beginning and this made the installation process move smoothly and efficiently.

Although we had to go for a while without air conditioning, the wait was certainly worth the finished product.

Thank you all for everything!

Sincerely,



Lezlee M. Osborn