

CHARLES B. READ, JR.
ALICE K. READ
271 HILLCREST DRIVE
SOUTHERN SHORES, NC 27949
255-5055

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

Dear Brian:

Please allow me to ascribe to your worthy attention the excellence exhibited by one of your service teams.

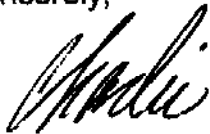
On Monday, August 18, 2008 service technicians LJ and Adam, under the leadership of Mark Burbic, were present at the above address to repair the air handling system. On Wednesday, August 20, 2008 Mark returned to conduct a follow-up customer satisfaction inspection.

I am pleased to report that the job was extremely well done by what can only be described as true professionals.

Please take a moment to share my appreciation with Mark, LJ, and Adam.

Thank you for your attention to this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "C. Read, Jr.", written in a cursive style.

Charles B. Read, Jr.