

BARBARA & TYLER SCALONE

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June 4, 2009

OUTER BANKS HEATING & COOLING
P.O. Box 1415
Nags Head, NC 27959

ATTENTION: Brian McDonald

Dear Brian:

THANK YOU! We are most pleased with the two new units you installed for us last week. We are especially pleased with the customer service and fine attention to detail.

You worked with us when we had problems with the old units—always responding in an expeditious manner. When you do not have heat or air, things are pretty urgent. You “felt our pain.”

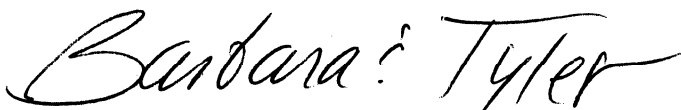
When the decision to install new units came to the front burner, you responded with a fair quote and responded immediately once we made up our minds. The crew you sent to do the work was respectful our beach home. There was minimal mess and we are most particular. Everything was hauled away, raked up, and left tidy. This was difficult considering all the old duct work had to be removed and the new installed inside the living area’s cathedral ceiling and the units had to be moved to a new location.

The quality of the work deserves mentioning. The stand built for the units passed Tyler’s inspection with an “A.” Having been in construction for 40 years, Ty is most critical. He is singing your praises!

All of this is evidence of the asset you have in ROGER PAYTON. He is a most dedicated employee and represents you at a level of excellence. **It is hard to find people like ROGER in today’s workplace.**

Thanks to all of you at OBHC for making this much dreaded experience a good one.

Sincerely,



BARBARA & TYLER SCALONE