

October 20, 2006

Brian,

I wanted to express my sincerely happiness with the job that your company did at my house replacing my existing heat and air system with a new system. I have never dealt with such a professional company and employees in all the years of my working and personal life. You were very helpful in the very beginning talking with me on the phone concerning my mold and HVAC problems.

Mark was extremely knowledgeable in explaining every aspect of the job that your people would be doing prior to them ever arriving. I receive a thorough lesson in heating and air systems from him. I can not begin to express how impressed I am with Mark and his patience with me. It is unheard of in this day and time for a company to call you not once but twice after the job was completed to make sure I was completely satisfied with the job.

I also want to let you know that L. J. and Adam were very meticulous in their work and were polite. It was hard for me to even tell that they had been to my home other than I actually observed them working. They were quite and very clean. L. J. and Adam are very pleasant people and I know you feel fortunate to have them as employees.

I have sung your praises to everyone I know. I wish you continued success in an obviously well run business. I will continue to refer my friends to your company.

Sincerely,

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

Sharon Tinnell