

Trina R. Torres
2737 Asilomar Dr.
Antioch, CA 94531

February 25, 2011

Bill Stewart
Stewarts Heating and Air
671 Willow Pass Rd. #8
Pittsburg, California 94565
(925) 427-5522

Dear Bill:

My family and I want to **THANK YOU** for repairing our central heating and air system, at **NO COST!** During these bad economic times, it's unimaginable that a company still cares and provides exceptional service. Thank God you and your company have heart.

Being a working single mom with only one income, it has been a struggle to maintain anything. I've had problems with my central heating and air system, for awhile. But, I never had the money to properly repair the system. Winters have been very cold, for which I told my kids to bundle up with extra blankets at night. Summers are very hot and after a long day's commute home, my house would sometimes be unbearable. So, we'd turn on the AC just to circulate the air. Running the systems, but rarely getting any benefit, made the PG&E bills expensive.

I really **APPRECIATE** the hard work your crew did. They provided prompt, friendly, knowledgeable, trustworthy, and professional service. After your crew repaired the system, we have been enjoying the warmth! We are now anticipating summertime to experience our cooling system!

Thank you & God bless you and your company.

Sincerely,



Trina R. Torres