

July 28, 2011

Ryan Stewart
Stewart Heating and Air Inc.
671 Willow Pass Road, #8
Pittsburg, CA 94565

Re: Kevin and Brian, Installers

Dear Mr. Stewart,

Earlier this year I contracted with your company to install two new furnaces and two new air conditioning units. I am writing to express my extreme satisfaction with your company and your employees with whom I came in contact during the project.

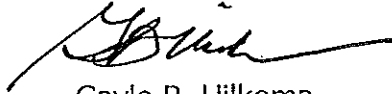
Your estimator, office staff and the people with whom I came in contact were all top notch, diligent and dedicated employees.

In particular, I want to commend the work of Kevin and Brian, the Installers on the project. Although I was very apprehensive about the "possible mess" and disruption for such a large project, my fears were quickly alleviated. Kevin and Brian were timely, responsible, diligent and completed the job with a minimum of mess and disruption. After being away at work during part of the installation, I expected to return home to chaos. In fact, everything was tidy and clean. The next morning Kevin and Brian showed up at the exact time they said they would appear and again continued their work in a timely and thorough manner. I could not believe it!

Additionally, the project required a county inspector to look at the work and assure that it was done properly. The project passed on the first and only inspection.

I am pleased to thank you and your company for your good work and particularly think you should know what good employees you have in your company.

Sincerely,



Gayle B. Uilkema
Lafayette, CA