

**From:** Joe Johnson (joej@rebelrefrigeration.com)  
**To:** [REDACTED]@yahoo.com;  
**Date:** Sun, January 9, 2011 3:57:56 PM  
**Cc:**  
**Subject:** Re: Thank you!

Patricia,

Thank you for the kind words towards our team. I will certainly pass this along to our team, and in particular Tony and Matt. They are indeed hard workers, and special notices like yours in your email below help to assure them and our entire team always caring, always doing what is right, always going the extra mile always pays off in the end. Thank you very much for your business.  
We'll see you in the spring!

Joe Johnson  
Owner  
Rebel Refrigeration

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**From:** Patricia J.  
**To:** joej@rebelrefrigeration.com  
**Sent:** Sun, January 9, 2011 3:44:04 PM  
**Subject:** Thank you!

Joe,

I would like to take a minute and thank you and your staff for the great service provided when changing out both of our AC and Furnace Units at the end of November.

Matt and Tony put in three long days replacing these units. One day with lunch, one day with no lunch and one day with a very short lunch - and I did not even hear anyone say the word break.

These guys acted very professionally. One point - they were discussing the way the previous units had been installed. They corrected the error, not criticizing a competitor, but stating that we do not do things that way at our company.

These two were courteous and very informative regarding the operation of the new units - answering our questions. They presented a "we care" attitude, which was really appreciated.

One of the hardest things in any business is having the right employees - I would hang on to these two guys!!!

I will contact you in the spring re: checking our units for sufficient refrigerant as it was too cold to run the proper checks when they did the work.

Regards,

Jim and Pat