

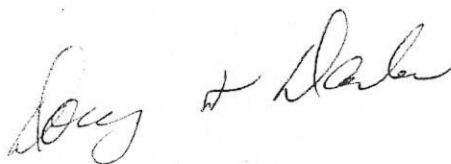
To: Joe Johnson

Zip Code 89129

Darlene and I would like to take this opportunity to thank you and your staff for a job well done at our home. Tony, Nick and Ivan were very polite, knowledgeable and professional while working on our Air and heating system. It was a tough job and they completed it in a timely and efficient manner. Our place is now nice and cool and we are looking forward on saving due to our anticipated reduction in energy costs. Please thank the guys for a job well done!

Sincerely;

Darlene and Doug

Handwritten signature in cursive script, appearing to read "Doug & Darlene".