

April 1, 2011

Dear Mr Reupert,

I wanted to take a moment to thank you and your employees for their efforts with my water heater. As you will recall I had a new water heater installed in 2006 by Reupert. Just the other day you came out and found a problem with the water heater. The water heater could not be fixed and you helped get me a new one for free from the manufacture.

We agreed to pay you \$900.00 to put a chimney liner in to help fix the chimney and you would install the water heater at no charge. As you started the installation you found out that the chimney liner would not fit down the chimney. The only solution was to get a more expensive water heater that would vent out the side of the house.

It was a nice surprise to come home and have hot water that evening. What is even a greater surprise is to have your organization install the new heater for the same price that we agreed to put the liner in for.

It is a great feeling to know that we are dealing with a company of integrity and honor. I know I can always count on Reupert Heating and Air Conditioning and would recommend them to any one else considering having work performed in their homes.

Sincerely,

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

Carol Lindahl