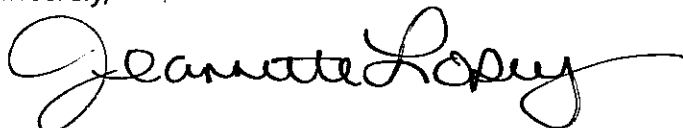


Dear Rodney,

I wanted to send a letter to let you know how pleased we were with our experience with Reupert H&AC. You were so helpful in laying out the options for servicing our boiler and helped us to make an informed decision that was best for our situation. The work was done in a professional manner and exceeded our expectations in every way.

Thanks so much for all that you have done. We would recommend Reupert to any of our friends. It's nice to deal with a family-owned business that makes their customers feel important.

Sincerely,

A handwritten signature in black ink that reads "Jeannette Losey". The signature is written in a cursive style with a long, sweeping tail on the "y".

Jeannette Losey  
Cincinnati, Ohio