

December 20, 2011

Dear Mr. Reupert,

I am writing to you to say thanks for all your organization has done for me since my return from Afghanistan. I am Army Special Forces and obtained a traumatic injury from a road side bomb while fighting for our country. After leaving one war I came home to find I had to fight another.

Upon my arrival home I found foreclosure proceedings had started on my home from my mortgage lender. I also found out I needed a new furnace and air for my home as well. I called a local competitor that claims to love veterans thinking this would be the only call I would have to make seeing I promoted their company after receiving a purple heart. I also called them because a portion of there proceeds are supposed to go to Disabled American Veterans. After shooting the commercials for them I was told by the owner if I ever need anything just to call him and I would be taken care of. Long story short I made several calls to his office, sent emails, and even stopped by to try and speak with someone and was rejected on all levels by the owner personally. I found it ironic that a company can claim to be a helpful to veterans could just turn there back on anyone the way he did me.

Being a person/solder of pride I stared looking around and called Reupert Heating. Your organization was the last to show up to speak with me and I was introduced to Scott Raabe. He was the most professional and courteous of all the people I had spoken too. I knew prior to Scott leaving that Reupert was the company for me. We sign a contract and I told Scott I need to get the money from the bank due to the financial problems I was also encountering at the time. Scott graciously took the singed contract and waited for my call.

After going round and round with the bank I could not get the funds to pay for the system that was needed for my home. I called Scott on December 7, 2011 and informed him that I could not move forward with the system. Scott told me know problem and I figured it was done from there. I was set to figure out how to keep myself and my house from freezing this winter. About one hour later Scott had called me back and told me that the system was going to be installed and taken care of at no charge. I am an Army Ranger and consider myself extremely tough and was taught not to show fear or emotion, but on that day Scott heard me break down and cry! I told Scott that during the two decades of fighting for our Country's freedom that no one has ever done anything like this before for me and could not believe it.

On December 16, 2011 I got the privilege of meeting Joe Reupert for the first time when he delivered the equipment personally to my home. Joe then proceeded to inform me that not only did the company purchase all the supplies but all the installers gave up there pay to install the system into my home. As you recall that was a Friday when you came over and installers completely removed and install both the furnace and air that afternoon and night. We have a saying in the Army "Hell on Wheels" and believe me that is exactly

what your guys are. The job looks awesome just like Scott told me it would and no corners were cut to do the install. Please make sure to forward a message of thank you very much for all who helped a person in need.

Your company and your workers are all people of integrity and honor. I am not surprised by your success seeing the type of people that you hire and how you and your business partners stood up and helped me out. I will recommend anyone who asks to use Reupert Heating with out question. Webster's dictionary should have the name Reupert Heating and logo defining the word Heart!

Thank You,

A handwritten signature in cursive script that reads "Sergeant Major Watson". The signature is written in black ink and is positioned above the typed name.

CSM, USA
Army Ranger
C. C. Watson