

January 22, 2008

Alton and Youngren Team:

We want to let you know that we truly appreciate your professionalism and urgency in getting our new heating and cooling system in place!

Your organizations are both top notch and unparalleled in your industries. It is so refreshing to be able to deal with outfits that display true integrity and provide quality products and services at fair prices. We did not even get competitive bids, because we simply did not want to deal with anyone else.

So again, thanks for doing what you do, the way you do it. We will highly recommend you to anyone and would be happy to be a reference for you at any time.

We also want to thank Youngren for the perfect add-on that you completed last year, and Alton for the heating and air you provided for that space. This room is definitely the most popular one in the house.

Sincerely,

JanET and Anthony Cusimano

Handwritten signatures of JanET and Anthony Cusimano. The signature on the left is a stylized 'A' with a horizontal line, and the signature on the right is a cursive 'C'.