

To Whom it May Concern:

On Tuesday July 8th, we called Dee Cramer because we had water in our basement coming from the furnace area. A gentleman called to say he would be here on Tuesday between 10 a.m. – 12 p.m. He showed up exactly at 10 a.m.

His name is Chris and he inspected the furnace area and removed the panels around the unit, checked the filter and several other things before going outside to look at the cooling unit. He then called my wife and I outside to show us what most likely was our problem, a dirty cooling unit which we admitted, had never been cleaned since it was installed.

We asked him to clean it although he took the time to explain how we could do it if we wanted to ourselves, but I asked him to do it because it was so dirty and felt that after 5 or 6 years perhaps he'd do a more thorough job.

The point of this letter is to compliment not only Chris, who incidentally took time and patience to answer all of our questions, but to compliment Dee Cramer for employing polite, patient and knowledgeable service agents, while Chris is the latest one and a good representative of your company, I must also admit we've really never had anyone from the company who was less than courteous and represented you, their employer, very well.

Our thanks and congratulations for all the fine service people we've encountered from Dee Cramer.

Believe me, it does make a difference.

Best Regards,

Bob & Joan