

**From:** Michael and Teresa Oswald [mailto:mtoswald@jrcda.com]  
**Sent:** Wednesday, June 04, 2008 3:47 PM  
**To:** johnhoffman@rdiheating.com  
**Subject:** Please forward to Ken Oveson

Ken,

I would be extremely remiss if I did not take some time and comment on the services provided for me through Dan Williams. Out of all the contractors that I have worked with on my home, he and his team were by far the best. Why? They were always on time, dependable, courteous, very knowledgeable, and they cleaned up after themselves after every portion of the project!

Rich and Eddy went way beyond the call of duty to make sure that the job was done right no matter the inconvenience.

Jay worked through a rain storm to make sure that my geo system was installed on time.

Dan made sure that all of my questions were answered (and believe me I had a lot of questions). He also made sure that everything worked how it should and made efficiency a priority.

Please be sure and let them know how impressed I was with their work. I'm sure you know this already, but Dan is definitely someone to **never** lose as an employee. He is the kind of guy that I'm sure does things as if he were you. He works to complete a project as if it were his own home.

Thanks again,

Mike Oswald