

This is just a little note of appreciation to the owners and employees of your Company.

I first started using Reupert Heating and Air-conditioning when I owned my first house in Cheviot with a hot-water heating system. I continued using your Company in my present house in Monfort Heights.

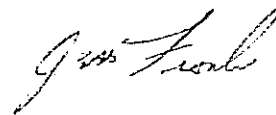
I was pleased to see that I had the same serviceman (Benny). He has always been very courteous, pleasant and efficient. But..... I wasn't very happy when he recently told me that I needed a new furnace (although he was almost apologetic when he told me).

The first person from your Company to come was Joe who, explained the various furnaces and their differences and prices, then came a gentleman whose name I've forgotten (sorry!) to do the measuring and explained what was going to happen during the installation of the new furnace.

Lastly, the men appeared to remove the old furnace and install the new. Sam and Lou were extremely informative and patient as I kept sticking my nose in asking what they were doing, why and what were they going to do next. They were very pleasant, hard-working and very neat about cleaning up behind themselves.

With owners like Joe and employees like Benny, Sam and Lou there's no wonder that the Reupert Heating and Air-conditioning Company has last through generations and will last through many more.

Thank you for a great job!



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