

Duane,

Your company installed my heating and air conditioning system about 45 days ago. This is a letter to let you know that I chose you because your salesman Mark Ross seemed to really care about our needs. My old system still worked although my bills were very high. We chose the Trane system Mark recommended to us. I'm writing this letter to let you know I've just received my first bill from SMUD and I'll be saving even more money than Mark thought I would.

The two men who put the system in took their time to explain what and why they were doing what they were doing. They explained the thermostat to me. Even more important they both cared about my new carpet and kept my house as clean as possible. Don and Clay are both assets to your company.

Sincerely,

Judy Ross
Citrus Heights

