

August 20, 2019

Ladies and Gentlemen:

I am writing to thank you for the great service I have been receiving from Electrical Connection (since 2013) and from AirTemp (since 2016).

Patrick visited me on August 14 to examine my central air conditioning system for the third (3rd) consecutive year. His work has been excellent since I met him in 2017. He treats me with respect, and it is good to know that I can trust the quality of his work and any advice that he shares with me. He will always be welcome at 18 Spruce Street.

It is also important to thank Leah for her continuous help and kindness. Having someone always make me feel welcome whenever I call for help or information is a reflection of her desire to let your customers know that you care about them.

I am very happy with EVERYONE at Electrical Connection and AirTemp, and I intend to remain a faithful customer.

Sincerely yours,

Richard Daloe