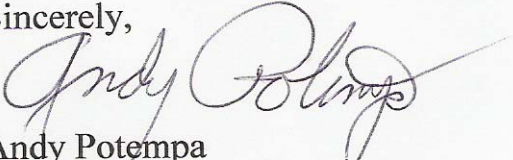


Feb. 15, 2006

I recently had some major work done at my mother house due to some cracked tiles and plugged up tiles. Your employees kept me informed of the status on a daily bases allowing the work to be completed without me beening there to watch over them. Bill was excellent because he called and informed me of the problems as he identified them. I received notification by phone when they would be there and answered any question that I had, Bill called me back to explain the answer. I very happy with the work you have completed there, I just don't like having the piles of dirt there instead of grass that's why I was hoping we would have an early spring.

THANKS FOR FIXING MY PROBLEM, AND I HOPE I DON'T HAVE TO CALL YOU FOR 50 YEARS GUARANTEE.

Sincerely,

A handwritten signature in black ink that reads "Andy Potempa". The signature is written in a cursive, flowing style with a long horizontal stroke extending to the right.

Andy Potempa