

George W. Russell

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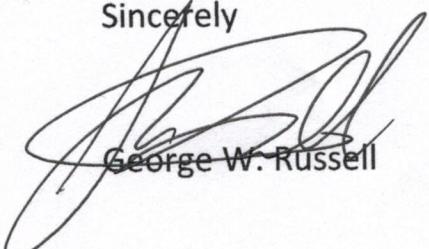
Ken's Heating and Air  
P.O. Box 1300  
Marble Falls, Texas 78654

Dear Sir

Every once in a while you get a company that goes an extra mile and exemplifies customer care and service; your company did that for us. I can't say enough about the professionalism shown by all the members of your company. I had what I thought was a simple service call, that ended up a major repair. Your technician and staff kept us informed and involved and demonstrated a true concern for the proper completion of the project and the comfort of my family.

Please feel free to use me as a reference, and I truly appreciate your company.  
Take care.

Sincerely

  
George W. Russell