

March 2, 2010

Yavapai Plumbing & Heating, LLC
5860 N Fulton Drive
Prescott Valley, AZ 86314

On February 24th, we had a simple problem with getting heat into our home. I spoke to Laura and she told me that it would be up to an hour before anyone could come. Well to my surprise, within a few minutes of the call your workers showed up.

I went out to greet them and they immediately told me their names, John and Billy and shook my hand as well.

I just want you to know how helpful and polite they were. People like that make the world a nicer place to live. So I want to thank John, Billy and Laura for their help and kindness.

Thank you very much.

Sincerely,

A handwritten signature in cursive script, appearing to read "Gloria".