

Mr. Jeremy Rushton
Yavapai Plumbing and Heating
5860 N. Fulton Dr.
Prescott Valley, AZ. 86314

April 26, 2011

Dear Mr. Rushton,

On April 4, 2011, in an attempt to save some money, I hired a handyman to install a new faucet in my kitchen. At 5:30 A.M. on April 5, I awoke to a flooding kitchen floor. I attempted to shut the water off at the curb but lacked the strength and the tools to accomplish that. I woke my neighbor and he, after a struggle, turned the water off.

At 7:00 A.M. I called your company. Laura was in a meeting but called me later that morning and said she would send Frank out to fix the problem.

Frank arrived that morning, assessed the situation, quoted me a price and got right to work. He explained why the leak happened, what it would take to fix it and was very professional. Upon completion of the job, he asked me to go to the water shut off at the curb so he could show me what to do should I have any future problem with any of the other water sources in the house. Not only did he show me the tool to use but actually had me turn the water on and off so I would know that I could do it with the proper tool, a curb key.

I have recommended your company to all of my friends for some time but now I tell them to ask for Frank when they have a plumbing problem.

Your employees have always been very courteous but Frank saw my confusion about the shut off and took the time to show me what to do. I very much appreciated that effort and wanted you to know that. That afternoon I went to Lowe's and purchased a curb key.

Thank you Frank.


Ingrid

Cc: Frank

P.S. I would have sent this letter earlier but my computer was down.