

Dear Jeremy Rushton,

A couple of weeks ago I had Yavapai Plumbing and Heating install a new Water Heater and a new Air Conditioning & Heating unit at my second home in the Chino Valley foothills. I selected your firm on the basis of your being certified as a Rosie on the House Certified Partner. I did not consider or interview any other contractor because your Rosie On the House Certification is all the assurance I needed that I would receive the top value I was looking for.

In this regard I had the occasions to visit your office and meet with your office staff as well as your sales, technician and installation people at my home. Altogether, I had the opportunity to interact with about 10 of your employees. Every one of your employees was caring, very friendly, helpful, knowledgeable and professional. I am also very pleased with the products recommended by your staff and installed at my home.

I dreaded replacing the water heater and the HVAC in the belief that because of my existing set up, the installation was going to be difficult. Much to my relief your folks made it all look easy doing a great job in completing both installations.

I quite enjoyed my interactions with your staff, it was like talking and working with friends. And yes indeed, I do believe that I did receive top value.

I look forward to continue to use your company as my exclusive Plumbing, Heating and Air Conditioning resource.

PS: I wanted to cc Rosie and Romey but I could not find an e-mail address for them. Please feel free to forward to them.