

12/20/12

Ted

Prescott, AZ 86303

Jeremy Rushton
Yavapai Plumbing and Heating, LLC
5860 N. Fulton Drive
Prescott Valley, AZ 86314

Dear Mr. Rushton:

Compliments to an amazing customer service crew!!

On Wednesday 12/12/12, my home heating system decided not to work at which point I called your shop and made a service appointment. On Thursday, 12/13/12, your service tech, Billy Easley, arrived at around 9:00 am. He took a quick look at my heating system and with no hesitation, told me it was, for the most part, done. Billy explained everything to me in a way that I could understand it and gave me several options to which I decided that going w/ a new system would be the most logical. This guy knows heating systems and is amazingly professional. After all our discussions of options, Billy called the sales rep to come visit me. Well, the sales rep was busy; however, he called Billy right back and somehow managed to juggle his schedule and came directly over within a half hour.

Billy introduced me to Robert Staggs at which point Billy left to go to his next appointment. Rob and I sat down over a cup of coffee and discussed several options. He was extremely well informed and professional as was Billy. We decided on a heating unit and worked out the numbers. He called the shop to see if he could get the heating unit by Saturday morning. Sure enough he could. We scheduled installation for Saturday 12/15/12 at 8:00 am. Rob was amazing and again, extremely well informed and professional.

On Saturday, 12/15/12 at 8:30 am, your installation tech, Fidel Sequire called from the bottom of my hill to inform me he couldn't get up my hill due to the previous nights snow storm. I completely understood. We rescheduled for Monday 12/17/12. Fidel called me that Monday at around 8:30 to inform me he was at the bottom of my hill and the hill was all iced. I said to Fidel, let me see if I can get the City to sand the road and if so, could you come back later in the afternoon. He said yes. Sure enough the City sanded the road, Fidel was back at around 1:30 along with Galen Baid and away we go. Both Fidel and Galen were complete professionals, knew exactly what they were doing and got at it right away. By 7:30 pm, Fidel and Galen cleaned up all the mess and it was as if no one was ever in the house. Fidel and Galen then showed me how to work the new thermostat and we had heat!!

Mr. Rushton, In a day and age of complacency, I just had to let you know that your crew, from start to finish, was a complete joy to work with !!

Truly,



Ted

Prescott, AZ