

## Randall E. Phillips & Vlasta S. Phillips

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June 16, 2013

Mr. Jeremy Rushton,  
General Manager  
Yavapai Plumbing & Heating, LLC  
5860 N. Fulton Drive  
Prescott Valley AZ 86314

Dear Mr. Rushton:

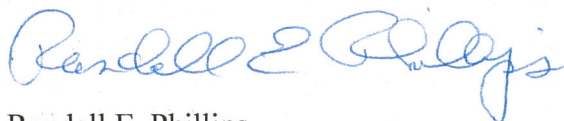
This past Friday I arrived home to the words "The toilet is running!" It quickly became evident it was not the basic running toilet, it was something much more. When it was quite evident the problem was a major leak between the meter and house, I knew the problem was far beyond my ability to deal with it. Running toilets, I can handle. This one, what ever it was, no.

Although we have lived in this house for almost 17 years, we have not had a plumbing problem I couldn't handle, so we had no experience with whom to call. My wife found your refrigerator magnet and we called although it was after 5:00 p.m. on a Friday evening. When we got an answering service saying we would receive a call back within 15 minutes, we both laughed out loud. We shouldn't have. About 5 minutes later, John called. He was willing to come as soon as he finished up his current job but I did not feel we had a crises since I had turned off the water at the meter and all was quiet. We set up an appointment for Saturday morning.

In short, the leak was at the point of entry into the house, 4 feet below ground level, exiting into our lower level. To add insult to injury, the pipe ran under the A/C unit, so the first step was moving it aside. Fortunately, there was space to make the move permanent. It took all day with John digging, Billy re-connecting the A/C unit and Frank serving as everyone's helper. It was very hard work! (I tried digging so, I know.) Your team worked as a well oiled machine. Everything was up and running by the time they left late Saturday afternoon. We were very impressed with the crew's determination to get the job done and the way they worked together.

I hope we do not need plumbing services in the near future but if we do, we will call your company. John, Billy and Frank gave a very impressive performance of competence and team work. It is very comforting to know such service is available. Of course, we signed up for the Maintenance Service.

Gratefully,



Randall E. Phillips