

December 31,2012

Stewart Heating & Air Inc.  
671 Willow Pass Rd., #8  
Pittsburg, Ca. 94565

Attn: Bill Stewart

Dear Bill,

First of all, thank you for the fast response to Bob Cupid's request on my behalf re my furnace.

Jamie could not have been nicer. He was very helpful and a pleasure to have in my home. I even requested that he be the one to service the furnace after I signed up for the annual check-ups.

Thank you Bill, for giving up part of your Saturday to come to the house to check and see which furnace would be best for the area it would heat.

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~~You were right when you said Kevin would be just as nice and helpful as~~  
Jamie. He was here early this morning and by afternoon I once again had heat in my home.

You are very fortunate to have employees like these two gentlemen and I will always be grateful to Bob for sending you to me.

Again, my heartfelt thanks for taking care of everything in such a timely manner.

HAPPY NEW YEAR!

Sincerely,



Ann DeVries