

7916 Banyan Trail
Wilmington, NC 28411
September 25, 2009

Rhonda F. Reuter
RJS Heating and Air, Inc.
204 Antilles Ct
Wilmington, NC 28405

Dear Rhonda,

It has been five (5) months now since RJS installed two new high-efficiency Carrier heat pumps, variable speed air handlers and air filtration units at our house to replace an oil / hydronic heating system and two air conditioning units. I wanted to tell you how pleased we were with the service provided and with the operation of the Carrier units so far.

This was a complex project as it involved replacement of the hydronic system and the associated electrical and plumbing work along with the installation of the new heat pumps. From the beginning you took the time to analyze our needs to ensure that the options offered would perform satisfactorily. Your recommendations for an electrician and plumber proved to be excellent and you did a good job coordinating with the other trades so that work was efficiently performed. The installation took place as scheduled and went exactly as planned. Our inconvenience (time without electricity, water and air conditioning) was kept to a minimum. Your installation team was courteous, efficient and extremely knowledgeable. A job well done with not a single negative surprise!

We just received our electric bill for August – September (the first month that we were here full-time) and had a pleasant surprise - our bill was only \$202 for an all electric 3,250 sq. foot house. This was probably 35% less than we paid in western Pennsylvania where the summer is much cooler and we used natural gas for hot water and cooking.

Please pass along our thanks to your team and we look forward to many years of service excellence in the future.

Sincerely,

A handwritten signature in black ink, appearing to read "B. A. Summers", with a long horizontal flourish extending to the right.

Barry & Diane Summers