

Tamarac, FL 33321
July 25, 2002

ART PLUMBING & AIR CONDITIONING

To All:

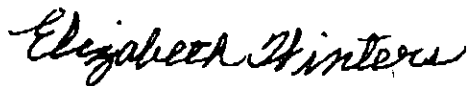
I wanted to take a few moments to thank you all - especially Chris. I picked your company from the "Yellow Pages" when I had some serious plumbing concerns and I felt I had no time to really comparison shop for prices.....so I don't know if your company charges are high, in the middle or low....but decided to "take a chance" on your company. I do not regret my decision to use your company and feel I really "lucked out", if only by chance.

Chris was a real pleasure to have in my house. I think your Company is lucky to have him as an employee and I highly commend him to you. He is very pleasant, knows what he is doing and was very efficient and accommodating. Christine and Lorraine, who answer your phones, are so pleasant to talk to and also very efficient in setting schedules and returning calls. All in all, it was a pleasure for me to deal with your company!

Perhaps, as a secondary benefit/pleasure, I met Greg Guccione through your company. Greg is great and once he did get here to "patch" a 1" cut in my living room wall from master bath valve replacement, he has done some major work for me in much needed repairs etc. and we now have a great rapport. Apparently the folks from whom I bought this house in April, spent little or no money in needed repair/maintenance work so it was important to me to find reliable people to do needed work.

So, I am grateful to your company for meeting Chris and Greg and also for Christine and Lorraine who are so pleasant on the phone. I would surely recommend your company to anyone! I told Chris I hope I "don't see him, soon again" but that was only because I now hope my major plumbing problems are over for a while - but if I run into any - I would certainly request Chris.

I believe in saying "Thank You" when I am pleased with something - so, again - Thank You.



Elizabeth Winters