
Allison Grills
P.O. Box 1751
Groton, CT 06340

11/8/2011

Brian Jolicoeur
AllTemp Climate Control
Gales Ferry, CT

Dear Brian,

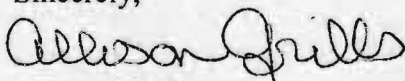
This letter of appreciation is long overdue. We wanted to let you know that we were very pleased to find that you had started your own company. Since the time we bought our home, we have used at least three companies to take care of our heating and cooling service. It had been a very frustrating experience. We were at a loss as to who else we could call.

During your first visit, you were able to troubleshoot and diagnose the issue that we were having. This was something that we did not experience with other technicians. Repeated trips were necessary and it became very costly. We can't tell you how many parts we had to replace until the issue was resolved. You provided options for us to be able to make the best decision based on what we could afford.

Along with fixing the issue at hand, you also provided us with helpful suggestions that would reduce future problems that other technicians did not recommend. This included specific information of how the area around our furnace and water heater needed to be arranged to provide the best performance of our system. You took the extra step to assist us with avoiding future problems. This honesty and apparent care for us as your customer was much appreciated.

AllTemp provides clean, prompt service, superior quality of work, advanced knowledge, and excellent customer service at a fair price. Choosing your company was by far the best decision we made. We look forward to continue using your services for our future needs.

Sincerely,



Allison Grills