

Clyde W. Rippy
602 Elm Avenue
Takoma Park, MD 20912-5432

January 16, 2009

Mr. Bill Royston
All-Pro Services
1215 Ritchie Road
Capitol Heights, MD 20743

Dear Mr. Royston,

First, the name of your company is totally appropriate for your services.

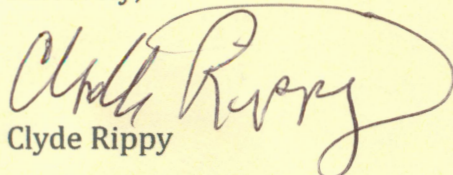
A couple of months ago one of your crews replace a dragon (1930s vintage coal fired/oil fired boiler that weighed 1600 pounds) in my basement with a little green lizard gas boiler. What a relief not to be awakened at 3:00 AM with a dragon roaring loud enough to shake the house. The efficiency and quietness of the lizard in comparison to the dragon is almost immeasurable.

As for the crew that did the work, I have never seen a more efficient hard working and totally capable group of people anywhere. It has been my great experience to have worked with a wide variety of people and I have never seen any group that worked together better than these men. Each man knew his job and how it related in sequence to the other task to be performed and he automatically and immediately did what was necessary to continue the progression of the work. That they dismantled the dragon, removed it, cleaned up, got the water back on and had heat in the house in one day astounded me. **The men that made up this crew are indeed pros.** They worked together like clockwork and were I in need of any of their skills I would not hesitate to engage any of them to do the work.

The fact that you found a quality boiler that came with a rebate which saved me a considerable amount of money is also very much appreciated. If I am ever in need of any of your type of services I will certainly call you first. I would not hesitate to recommend your company to anyone and would be glad to do so.

Thanks for a job superbly done!

Sincerely,


Clyde Rippy

