

June 8, 2010

**Mr. Jim Anderson
Anderson Heating & Cooling, Inc.
3229 Olympia Drive, Suite B
Lafayette, In. 47903**

Dear Jim:

I want to thank you, Jim, and your staff as well, for the fine installation of my Trane natural gas furnace and air-conditioning unit.

Your attention to the detail required in this replacement operation was smooth in every aspect, with careful consideration given to my particular problems and the result was a flawless job.

Your installers, Scott and Kirt, are highly qualified to handle challenges that can arise in a job and clean up always better than they found it.

From the Trane installation process completion to the preparation of paperwork enabling me to apply for several energy credits, it was the highest quality of customer respect. I highly recommend Anderson Heating & Cooling to anyone wanting the best service – and I feel I am qualified to this recommendation since I have been in the business world for over 30 years.

Sincerely,

A handwritten signature in cursive script that reads "Pat Caron".

Pat Caron