

October 8, 2008

Mr. Jim Anderson
President
J. L. Anderson Heating and Cooling, Inc
P. O. Box 8224
Lafayette, IN 47903

Dear Mr. Anderson:

A few weeks ago, I became interested in upgrading our 25 year old inefficient home furnace to a state of the art high efficiency Trane furnace. I contacted Mr. Chad Persinger, your Comfort Consultant, who visited our home to survey our needs and to recommend the most appropriate equipment. Mr. Persinger's explanation of how the systems operate was very clear and understandable. He patiently answered my many questions.

I decided on a XV 96 two stage furnace, a CleanEffects filter, a programmable touch screen thermostat, and a Humidifier (Small By-Pass).

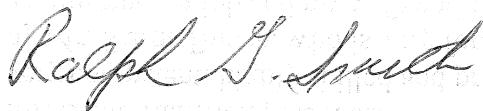
Mr. Scott Mansfield, the installer/technician, installed the equipment. Mr. Mansfield was very competent, highly skilled and professional in his workmanship. He was ably assisted by Mr. Kurtis Bunch, who is very fortunate to have Mr. Mansfield as a mentor. They did an outstanding job and my wife and I are very pleased with the outcome.

When the installation was completed, Mr. Mansfield instructed me on the operation of the units in a very understandable and clear manner.

A few days later, Mr. Persinger stopped by with the Vectren and Trane rebate forms which he had thoughtfully prepared.

If the need ever arises, please feel free to use me as a reference for the high quality work of Anderson Heating and Cooling, Inc.

Yours truly,



Ralph G. Smith
Lafayette, IN