

JOSEPH R. KRIER

January 22, 2001

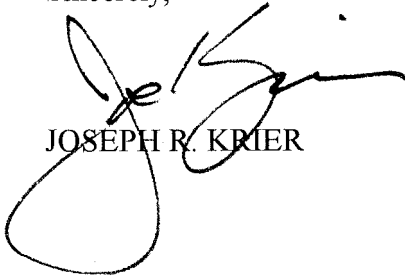
Mr. Kenny Sugarman
Riteway Service Company
11710 Warfield
San Antonio, TX 78216

Dear Kenny:

I want you to know how much Cyndi and I appreciate the fine service we have received from Riteway for many years. Your employees have always been knowledgeable, prompt and courteous. Anytime that we have had a problem with our heating or air conditioning, your folks have been quick to get that problem fixed.

We look forward to using Riteway in the future.

Sincerely,



JOSEPH R. KRIER

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NOTE:

Joe Krier is the current president of the San Antonio Chamber of Commerce

Cyndi Krier is the Bexar County Judge