

Kenny Sugarman  
Riteway Service Company  
11710 Warfield  
San Antonio, Texas 78216

October 8, 2003

Dear Kenny,

Melvyn and I wanted to thank you again for your prompt, efficient response to our dilemma of having to replace our heating, air-conditioning and duct work in the midst of our remodeling project. The quick response with a bid and the quick start of the project kept us from losing too many days with our builders. Your employees were professional, pleasant and neat. Now that we've had time to get a couple of utility bills, our savings with the more efficient system has amounted to around 30%. Thanks again for being so helpful and responsive.

Sincerely,

A handwritten signature in cursive script that reads "Barbara Levine".

Barbara Levine