

MARLENE MERRITT

SAN ANTONIO, TEXAS

June 25, 2008

Mr. Kenny Sugarman
Riteway Service Co.
10722 Sentinel
San Antonio, TX 78217

Dear Kenny:

I wanted to compliment you on providing the best air conditioning service that I have ever had. I also wanted to pass on a compliment about one of your employees, Albert Hernandez.

When Albert arrived, he wanted to begin by checking the furnaces. I knew where one of them was, but since I built my house 10 years ago, I have never looked for the other two furnaces. It took quite some time and when we had finally located them, they were in a most inconvenient area of the attic. Albert never complained, would not accept extra payment for the extra time spent and did a thorough job of checking and cleaning the A/C's. I was very impressed.

I would like to offer to pay extra for the time it took to find the furnaces and based on the 4-way test, I want to be sure it is "fair to all concerned". Please let me know.

I will be calling in the fall to have the furnaces completely checked. Thank you for providing such excellent service.

Sincerely,



Marlene Merritt