

January 19, 2007

Dear Ad,

Several days ago Barbara and I completed burning our supply of hard wood and converted to a propane fueled fireplace. I am writing to compliment you on the quality of the individuals you have working in that part of your operation at AC&T. They were very businesslike and did not seem to waste any time. They knew exactly what to do and were extremely courteous in conversations with us and in making explanations to Barbara and I who know little about propane fireplaces. I am sorry I do not know the names of everyone involved, but Mr. Thomas who installed the tank and completed the installation today, very clearly went over everything we need to know in order to enjoy our new fireplace. I should also note that the Washington County Inspector told me that AC&T had done a particularly good and safe installation.

If you are ever in the neighbor hood and need to warm your hands, we can quickly light it up for you.

Chave