

March 22, 2004

Dear Mr. Fulton

I recently became an A(+T) propane customer. My previous propane supplier consistently raised prices and over charged to the extent that my last delivery was billed to me at \$3.299 a gallon (when I called to complain they adjusted price down to \$1.699 without hesitation.) I hope I will have a better relationship with A(+T).

My main purpose for this letter is to compliment your employee Ron Thomas who delivered and hooked up your tank. He was very polite and knowledgeable. He was careful to observe and explain all safety issues with me.

Sincerely

Charles Jones