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January 18, 2002

Jason Robertson  
1300 Inca Street  
Denver, Co 80223

Dear Jason,

I am writing this letter to just let you know how well the Installation Crew has done here. The crew: Grant Woods, Mike Bakersky, Brooks Wood, and Matt Schaffer have been wonderful. They were very respectful, courteous, and informative. Always letting me know when they arrived, when they were leaving for lunch, and when they were leaving for the day. They kept me informed of progress on a daily basis. Grant would let me know where they were going to be working that day to make sure that was okay with what was going on here. They answered all questions we had about the new system and seemed to be quite knowledgeable of that. We have had different companies in here doing work without really knowing the status of the job. These guys are all wonderful and I would recommend this crew for any future jobs if needed.

Thanks for having such a great team! If you have any questions or comments, I can be reached at 970-350-6712

Sincerely,

A handwritten signature in cursive script that reads "Janie Damron".

Janie Damron  
Administrative Secretary  
Monfort Family Birth Center