



October 7, 2009

Performance Plumbing & Heating, LLC  
609 Migeon Avenue  
Torrington, CT 06790

Mr. Yanavich,

We have had great satisfaction in the projects that we have done with your company. You have taken care of all the necessary steps to ensure a positive relationship throughout the duration of the project. We have received prompt submittals at the start of the project; a safe work environment, quality workmanship and a great attention to the schedule requirements during the project and the closeout is complete and any warranty items are followed up with at the end of the project.

We appreciate all your efforts to keep the projects running at its best.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kirk Nassetta", with a long horizontal flourish extending to the right.

Kirk Nassetta  
Project Manager