

December 26, 2001

Mr. R.J. Tilley
R.J. Tilley Plumbing & Heating, Inc.
11058 Washington Hwy., Suite 1
Glen Allen, Virginia 23059

Dear Mr. Tilley:

I just wanted to let you and your staff know what a wonderful job they did on my kitchen! My husband and I absolutely love it. From the beginning of the project, with Lisa helping me with every step, to Graham taking care of the on-site details, I was so impressed with everyone.

My friends told me of horror stories about remodeling but your staff made this virtually painless. Please thank everyone for me, especially Lisa and Graham, they were both fantastic. Your company is fortunate to have such professionals on board.

Sincerely,

A handwritten signature in cursive script that reads "Bonnie Price". The signature is written in black ink and is positioned above the printed name.

Bonnie Price