

Jan. 30, 2003

Mr. R.J. Tilley
R.J. Tilley Plumbing & Heating Inc.
11058 Washington Hywy. Su. 1
Richmond, Va. - 23059

Dear Mr. Tilley:

It is indeed a rare occurrence when a company's advertising statements are exceeded by its actual service. I have found this to be true of R.J. Tilley. And I am eternally grateful for you and your company.


I called a competitor of your's, and was very disappointed with what they did and how they did it. Remembering your, "I'm R.J. Tilley and I want to be your plumber" ad, I phoned your office. They were very anxious to work around my schedule, but get the problem fixed as soon as possible. (Imagine that, someone more interested in the needs of the customer than their own needs!!!) Your representative arranged for a person to come at 8 AM the following morning. And that's when I met "Andre." He showed me how in both my bathrooms the plate holding the shower water control had lost all of the seal behind it, causing water to leak down under my tub. One bathroom was much worse than the other. He fixed both, plus a small leak coming out of the valve below one of my toilets. He could not have been more professional! You are fortunate to have such an employee.

The next day, I noticed a much smaller leak coming out from under the tub. I phoned your office, and the person answering the phone was very concerned about getting everything done right, again working around my schedule, got Andre back to my house. He fixed a small opening in my tile and would not take a dime for the effort!! I said it was really two problems, not one. And Andre told me he should have seen it and corrected it on his first trip!!

Mr. Tilley, I have spent the better part of 40 years in advertising and marketing. It is so rare to find a company whose actions REALLY put the customer first. It is obvious to me that everyone in your company has the customer's needs and wants in front of their own. What a blessing!

I live in a townhouse off Lauderdale Rd. I bump into my neighbors very frequently. Believe me, there isn't a person in here with whom I come in contact ~~with~~ who will not know of R.J. Tilley and their efforts to satisfy this customer.

Sincerely,



Peter J. Quinn, Sr.