

To: Billy Carlson  
Billy Carlson Heating And Air Conditioning  
217 Berlin Avenue  
Southington, CT 06489-3225

June 16, 2010

Dear Billy,

John and I wish to thank you and your fine crew for the great job you did installing our new furnace and AC system, chimney liner and humidifier and air-cleaner upgrades. The time you spent with us answering all our questions and explaining the new system was greatly appreciated. We know how busy you always are, and yet you always took the time to call back when we had further questions. You gave us a complete, precise and detailed contract and did every single thing you said you would do and more. Your crew was polite, neat and knew their business and our basement and outside AC area left clean and neat after the job was complete. We know from our previous experience that you are man of integrity and honesty, and this really BIG job is just further proof of that fact. Thank you, thank you, thank you for the CT Recovery Rebate check that you personally covered for us...further proof that you are a man of your word. I wouldn't hesitate to recommend your company and give you permission to have any future customer call us so we can tell them personally about our great experience with you and your company. No one "likes" to have to replace a complete heating/AC system, but you made an unavoidable necessity a stress-free experience....I really love the new system and my home is cooler then it's been in many years. Thank you again for a job well done, we have complete confidence that you'll keep our new system in great shape for many years to come.

Sincerely,

*John  
Judith*

Judy and John

Southington, CT 06489



*THX BC*

*TEAM:  
This is  
why we're  
#1  
once again*