

Tillson, NY 12486
December 16, 2001
Invoice #10048

Stone Ridge Electric, Inc.
PO Box 3845
Kingston, NY 12402

Gentlemen:

I was very pleased to receive your Customer Satisfaction Inquiry as I was about to write to you.

First, let me assure you I was completely satisfied with the fine work done by your two man service team.

I called Stone Ridge Electric after spotting your Yellow Pages ad. I had been trying, unsuccessfully, to establish a service date with a competitor of yours and had become frustrated since my repeated phone messages had been ignored.

Your very pleasant front office representative provided me with helpful information regarding your approach to scheduling and providing service calls. I was told I would hear from Stone Ridge Electric 1-2 days before the actual service call. That is precisely what happened.

Your two man team arrived when they said they would and went about the work at hand in a very professional manner. I will admit that I was pleasantly surprised to find all bits and pieces of work debris thoroughly vacuumed and cleaned. The call required work in a rather tight crawl space and your electrician went about the task at hand without mumble or complaint. Much better than I would have done.

- So yes, your electricians were helpful.
- Yes, they were courteous.
- Yes, everything was neat and tidy.
- Yes, they were professional.
- The work done was excellent
- Yes, I would definitely call you again.
- Yes, I would definitely refer Stone Ridge Electric to others.

Thank you and please again extend my appreciation to the two electricians who performed the work.

Sincerely,

Ed Lynch