

August 4, 2006

TLC Plumbing, Inc.
4569 Mission Gorge Place, Suite E
San Diego, CA 92120

We are writing this letter to thank you for the high quality of workmanship and customer service provided by your company and it's employees.

We have owned the same home for 29 years and over time have had the need for a plumber on many occasions. We went to the phone book and used various plumbers, some with good results, some with not so good results.

A few years ago when our water heater needed to be replaced, my wife again went to the phone book and this time picked TLC Plumbing. One of the reasons she picked you was because of the slogan: "Serving San Diego County and Jesus Christ". We were extremely satisfied with the quality of the work and the pleasant customer service attitude of the plumber.

Earlier this year we experience a leaky shower head and again called your company. That turned out to be a complicated situation, effected by other parts of our old plumbing system, that eventually led to all of our pipes being replaced with a larger size pipe and having them installed in the attic instead of underneath the cement slab. Daniel Staten performed that complex job by himself over a period of several days. His knowledge of this phase of plumbing and his explanations to us were very thorough. He was also very considerate of the impact his work was having on our daily lives. His pleasant and polite personality made the whole experience relatively painless.

We would like to commend your company on the training that you provide to your plumbers and office staff and the wise hiring choices you have made.

We will recommend your company to anyone without hesitation.

Thank you again for your high quality of service.

Sincerely,

A handwritten signature in cursive script that reads "Ken + Isabel Stinde". The signature is written in black ink and is positioned above the printed name.

Ken & Isabel Stinde