

From: Sam Thorpe [***@gmail.com]
Sent: Friday, August 01, 2008 3:17 PM
To: jscerbo@gentecservices.com
Subject: Thank You!

Joe,

I wanted to thank you and let you know how much I appreciated the emergency service that you provided to us last week. As you know, we had electricity leaking into our pool and was unexpectedly shocking surprised swimmers. We had numerous service providers, some electricians and some pool maintenance providers, none of which could pin point the root cause of the waterborne electricity.

Joe, I was so impressed by your knowledge, talent, patience - and perseverance - with us and also in being able to resolve this very strange issue. Being in a field where I, myself, am often in challenging situations with customers, I recognize you to be a consummate professional both in being an expert in your field and in placing customer service at the top of your priorities.

I wouldn't hesitate to refer Gentec Electrical Services, and you personally, to anyone. Please feel free to use me as a reference going forward.

In the meantime, we'll be swimming again!

Thank you!

Sam Thorpe