



Jack Drake  
President

Dear Mr. Giddens,

Thank you for providing service to our generator, which malfunctioned during hurricane Ike. You went to bat for us with the manufacturer as our unit had been properly maintained and was only two years old and simply did not work when the power went out.

Your team did their best to fix it on the spot, but major generator elements had failed apparently due to manufacturing defects.

My wife and I are appreciative of the personal attention that you and your crew gave to us.

Please ask me to give references to prospective clients, and I will gladly do so. We appreciate your commitment to us.

Most sincerely,

A handwritten signature in black ink, appearing to read "Jack and Betty Drake", with a long horizontal flourish extending to the right.

Jack and Betty Drake  
1 Blalock Woods  
Houston, TX 77024

February 4, 2009

**GREENSPOINT DISTRICT**

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