

Wanda W. Hill

COPY

February 2, 2009

Jonle Heating and Cooling
4117 Bridgetown Road
Cincinnati, OH 45211

To the Management of Jonle Heating and Cooling:

The purpose of this letter is to commend your staff for the excellent service I received in December when I woke to find a dead furnace.

I waited until 7:00 and called Jonle right away. Jennifer told me someone would be out that day and they could call me when they were on their way so I didn't have to miss work. Since I'm an elementary principal in Over-the-Rhine, I am only ten minutes away from home. Fortunately, I got the call close to the end of the school day. This plan worked well for me.

The tech, Steve, was very professional. He explained the pros and cons of repair versus replacement as well as the differences in the furnaces that I should consider. The \$900 rebate helped me make the choice.

On Thursday, the furnace was installed. I trusted the service folks at Jonle enough to give my house key to Steve; therefore, I came home to a warm condo and did not have to miss work. The icing on the cake was a call from Frank to see "if everything was alright." Finally, kudos (again) to Jennifer who guided me through checking my thermostat when I must have hit the off button as I was turning down the temperature.

This letter is tardy because right after the furnace was installed, my ninety-eight year old aunt, Nancy, fell, broke her hip, had surgery, went into a nursing home, had a stroke and died all within two weeks. Aunt Nancy was very independent and lived alone, with my help. I've had to spend the past month taking care of the funeral and clearing out her apartment. Sending this letter to you was at the top of my "To Do List" once I returned to a semi-normal life.

I appreciate the service and the attitude of the folks at Jonle. Good service leads to loyal patronage. You may use me as a reference for your company.

Sincerely,



Wanda W. Hill