

October 1, 2009

Erwood Air Inc.,
177 Duclos Point Road,
Pefferlaw, Ont. L0E 1N0

Attention: Mr. Beric A. Erwood

Dear Beric,

I am writing this letter to thank you and your staff for the incredible service you have given to me over the past five years. Since the initial installation of the Water Furnace system in August of 2005, you have been prompt in replying to any queries I have had as well as ensuring that any problems I have with my propane stoves has been remedied quickly.

Your staff has been courteous, friendly and efficient and I commend you and them. Recently when preparing my house in Orillia for sale and encountered a problem with the heating system there, your staff; Todd with service and Joanne in your office as liaison, helped me immeasurably. They certainly went out of their way to ensure that the service was completed to the total satisfaction of the purchaser.

I have taken the liberty of sending a copy of this letter to the Canadian GeoExchange Coalition so they may know how highly your firm is regarded.

Sincerely,

A handwritten signature in cursive script, appearing to be "Pat", is written above a horizontal line.