

October 8, 2007

Steve Winter  
 Drain Brains, LLC  
 2801 Brentwood Road  
 Beavercreek, OH 43209

Dear Steve,

Congratulations - I'm writing to compliment you and your company on your fine employee, Brian Dickson - In today's busy world, people seldom take time to say a special "thank you" - for nice people and good service.

Brian was at my home twice recently - first, for clearing my storm drains - He worked very hard - on a hot day - and did a fine job - There are lots of trees in my yard - lots of roots - so they really needed clearing. He was very polite and patient with a "senior citizen with lots of questions" - was very thoughtful in calling ahead to let me know he'd be there when he would arrive.

Two weeks later - he installed a new sump pump - again - the same fine service. As I told Brian, I'll probably be calling again in November for sewer drain clearing.

Your office people, who answer the phone - were also very pleasant and informative - a good first impression! I learned of your company - through a flyer left on my porch - for the "storm drain special". I'll surely recommend you to my friends - I like doing business with a small company.

Keep up the good work!

Thank you,  
 Barbara Davidson  
 5496 Blue Ash Road  
 Columbus, OH 43229