

April 25, 2008

Dear Mr. & Mrs. Smith –

As you may remember, I'm the customer who had an unpleasant experience with Electric, and then found Randy's Electric via Dexonline and the BBB's website...

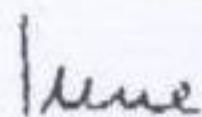
I called your company on 4/15 and spoke with Tammy (sorry if I'm not spelling your name right), who was so understanding and empathetic about the crappy service I'd gotten from Elec., that she offered to waive your company's trip charge (!) and promised to send her husband Randy, whom she felt sure would diagnose the problem in no time flat.

I just had to write and tell you both how much it meant to me to first of all, talk to a person who actually cared that I'd been ripped off by another company and two, had the confidence to assure me over the phone that my problem could no doubt be solved quickly and that your firm doesn't charge by the hour.

Not only did Randy show up five minutes early, in a new truck with impressive graphics, he was cheerful, kind, professional, moved at the speed of light, and managed to uncover the problem in less than 30 minutes. I especially appreciated his willingness to share his findings and to explain the process as he went along; at all times, I felt like I knew where we were, price-wise/time-wise, and I marvelled at his ability to stay focused on the work, while noticing other things in the house that needed updating such as worn outlets and bad light switches, and of course, the improperly installed ceiling fan in the kitchen -- the source of my outlet woes.

Bravo to both of you for running such a stellar business as a team. I wish you much happiness and success, and you can be sure I am spreading the good word amongst all my family, friends and co-workers here at the

Sincerely,



Irene

PS: This experience inspired me to finally start my own photography business – something I've wanted to do for many years. So I thank you for that as well!