

Hill Top Ranch

Brangus & Simmental Cattle

Phillip H. & Sherry J. Arther

310 CR 328

Eastland, Texas 76448

254-631-1071

5-27-214

Russell Gould
Southwest Air Conditioning & Heating
8225 Buffalo Gap Rd.
Abilene, Texas 79606

Re; Water-Furnace / (2) Series 5 Geothermal Heat Pumps

Russell,

"Thank you" for your recommendation and the quality work installing the new Water-Furnace units. I have nothing but praise for your staff and how they carefully removed our Old Geothermal units and the clean, neat, well designed installation of the new equipment.

The little things are what make the difference. Work was on schedule and timely performed, trash was picked up daily, overall care of the property like it was their own. Time was taken to explain and answer questions to be sure the overall experience was positive. In today's business climate these "Little Things" and "who the customer is" are so often forgotten.

At this point we are very pleased with the performance of the system and look forward to years of satisfaction and savings. Please pass my thanks and satisfaction on to your team of "Professionals"! Do not hesitate to offer my name or referral to future customers you may encounter.

Thanks again – for a Job Well Done!

Respectfully yours,



Phillip H. Arther
Cc/file