



phone 717-625-2366  
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August 19, 2006

RED ROSE POOL SERVICE, INC.  
Attn: Juanita J. Gwinn.  
1031 Dillerville Road  
Lancaster, Pennsylvania 17603

Dear Juanita:

I am writing you to express my appreciation and great satisfaction with your commercial pool service. When I needed an emergency delivery of pool supplies, Red Rose Pool Service was quick to my rescue. On another occasion when I had an emergency service situation, once again, Red Rose Pool Service provided that service to me the same day. Your service technician, Rick, was professional, took care of the problem promptly, and walked me through steps to avoid the same situation in the future.

We also recently requested, and received, indoctrination for some new staff members who will be assisting me with maintenance on our swimming pool and spa. Again, Red Rose Pool Service and Rick took time to answer our questions, and provided valuable information that will help us save money by being proactive in maintaining our pool and spa.

Whenever I call Red Rose Pool Service, I am always treated as though your company truly values our business. You provide prompt, professional service, and always deliver on your promises. Unlike so many other service vendors, you and your team look for ways to help us save money by providing service tips to maintain and even prolong the life of our chemicals and equipment.

Thank you for consistently providing reliable, professional service to our business. In our industry, a swimming pool that is not functioning can be very costly to our bottom line. We value your company's professionalism, business ethics, and commitment to your customers.

Most sincerely,

A handwritten signature in blue ink that reads "Jody L. Osborne".

Jody Osborne  
General Manager