

John Maurice Oppenheimer

Mr. Kenny Sugarman  
Riteway Service Company  
11710 Warfield  
San Antonio, Texas 78216

March 26, 2004

Dear Mr. Sugarman:

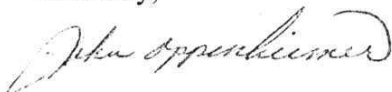
Regarding Riteway's removal and total replacement of the heating and air conditioning equipment at my mother's home, I wish to compliment your service team who performed the job with outstanding skill and in record time.

To begin removal of the cumbersome old equipment from mother's basement in the afternoon on one day, which required breaking it down into pieces, and completely reinstall and have operational the new equipment by the following morning is a feat I would not have believed possible.

Furthermore, every person on this job was jovial, courteous, and neat. Also, old material was immediately carried away from the premises. We could not have found another company that treated us as though we were their only customer.

Again, thank you very much for a remarkable installation .

Sincerely,



John Oppenheimer