

5/14/2007

Dear Joe and Scott,

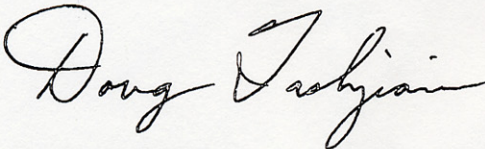
It is comforting to know that there are still a few really nice people left in this world.

We had not met prior to this job, and I would likely not have had the opportunity to meet you if the Higgins' had not arranged for their oil delivery through Holliston Oil. I'm certainly glad they did! At some point, I'd like to meet you both in person.

Without so much as a penny from me up front, or even a credit card number, you gentlemen addressed a "catastrophic" situation swiftly, efficiently, and professionally, and in one week installed a state-of-the-art heating system. In addition, you recommended an equally nice gentleman who installed a new cold water tank.

With deep appreciation, I thank you all for your trust, and for doing an incredible job. Please give special thanks to Dave for all of his efforts at the house. I hope to continue to do business with your family far into the future,.....even though I must admit that I'm a Hopkinton soccer fan!

Very Best Regards,

A handwritten signature in cursive script that reads "Doug Tashjian". The signature is written in dark ink and is positioned above the printed name.

Douglas Tashjian