

May 28, 2009

Dear Curtis Plumbing:

Finally I'm getting around to doing what I've wanted to do for a while: thank you all for your company's fine service and best of all, attention to making your customers happy.

I first became a steady customer back in June 2000, a year after I bought my 1950's-era house, impressed that you managed to snake out a stubbornly clogged tub that I'd already had to call another plumbing company twice about. You guys solved the problem in one visit, and I definitely had the impression that you knew your way around cranky old plumbing. In January 2003 you put in a sewer connection for my house that the city inspector said was "superb" work—and I've certainly had no problems with it since. And earlier this year, I appreciated that when Billy came over to attempt to repair a bathtub diverter (which couldn't be fixed - - Moen's fault, not his) you reshuffled his schedule to allow him to stay and install a new Price Pfister fixture (which I had had the foresight to purchase) so that I would not have to be charged for another service call. And today, when Matt installed a new toilet in my main bath, and I asked for a wooden seat instead of the plastic one he brought, you allowed him to zip over to Ferguson's (fortunately, not too far from where I live) and get a wooden seat, with no charge for the extra time. It's this level of concern for your customers, and for getting the job done, that has kept me a loyal customer and will keep me calling Curtis Plumbing with future plumbing problems (not too many, I hope!)

I also want to say that over the years (nine now) all of your plumbing technicians have been courteous, professional and friendly - - as is the phone staff. In other words, I always have the feeling of being well taken care of once I make that initial phone call.

Feel free to use this letter however you wish. I have a feeling that you do have a loyal customer base, but I guess it's always good to have new customers!

Thanks again for your fine work - -

Susan Roberts