

January 28, 2008
Bryce Collins
10 Laidlaw Street
Unit #720
Toronto, Ontario
M6K 1X3

Reliance Home Comfort
2 Lansing Square
12th Floor
Toronto, ON
M2J 4P8

Attention: Paul Kennedy

Dear Paul,

I wanted to take the opportunity to thank you for all the hard work that went into securing the rental hot water tank, air handler and associated heating and cooling systems that were installed at my home last week.

I would also like to thank you for putting me in touch with Michael DiCio and his outstanding, professional, compassionate and extremely knowledgeable staff at Ocean Mechanical Inc.

When my home was damaged in a fire on November 25th, it felt as though the world was falling down all around me. Many of my personal possessions had been destroyed, the house that I had lived in for less than four months was uninhabitable, I was forced to move into a rental apartment - all while insurance companies fought over whom was or was not responsible for paying for the cost associated with the repairs.

When I was finally able to move back into my home late last week, feel the warm air returning through the heating ducts and take a hot shower, I was compelled to thank you for making my situation so important to you.

It is with genuine appreciation that I forward you this letter and my promise to highly recommend the services of both Reliance Home Comfort and Ocean Mechanical Inc.

Best regards,

- Bryce Collins

Cc:
Mike DiCio
Ocean Mechanical Inc.