



Elaine Bracciodieta
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Preferred Plumbing/HVAC
P.O. Box 5120
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To whom it may concern:

This letter is for Jeff, the technicians and everyone in the office who have helped us resolve the issues with our Trane HVAC unit.

Thank you all so very much. My husband and I are so very impressed by the professionalism you have all shown, and your continued efforts to make this Trane system work well for us.

Additionally, whenever I call, I am always greeted with enthusiasm and courtesy. It makes all the difference that this has been a team effort, yours and ours since day one.

We would not hesitate to recommend your company with the most excellent reviews, and just want you to know that all your extra effort is very much appreciated.

Happy Holidays to all and thank you again.

Sincerely,

Elaine & Bill Bracciodieta