

October 1, 2008

Village Technologies
743 Queen Street East
Toronto, Canada

Greg, Gabriel

I wanted to send you a note regarding the installation of our new on-demand water heater. Three weeks after the installation of our system, I have noticed no change at all with respect to the availability of hot water in our home. This is exactly what I would have expected.

Also, I want to thank you for the attention you showed our work. As a long-time homeowner, seldom - if ever - have I had contractors who paid as much attention to the work in my house. Your work was done quickly, on time, on budget and with no surprises.

Again, thanks and all the best,

A handwritten signature in blue ink, appearing to read 'David Creelman', with a long horizontal flourish extending to the right.

David Creelman
Homeowner