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18 September 2008
Village Technologies
Att: Greg Bonser,

Greg,

Just a note to thank you for your service call at the Cooper residence. It means a lot to their piece of mind to know that you are available to respond to any problems that they might have with their systems. As their builder, I am very impressed with your prompt response.

Let me take this opportunity to compliment you on a job well done at the Cooper residence. It was an exciting project from our perspective. I think that the Cooper's are probably pioneers on vertical well heat pumps in this city neighbourhood. I thought the work was done very well, appreciated your professionalism and expertise. This was an excellent retrofit, in my opinion. We are all eager to see how your design combination of heat pump, HRV, drain water heat recovery and tankless hot water heater perform over the coming seasons.

At times this was not an easy project-weather, timing and the usual forces beyond our control, but I appreciated your calm and steady approach and very much enjoyed working with you. I think that you and Gabriel have delivered a terrific design and installation, and I know that the Coopers will enjoy the work that you have done for many years to come.

Thanks again for a terrific job, will look forward to working with you again.

Regards,

Gerald McSweeney
President, Walder and McSweeney Contracting Ltd.



Member, Toronto
Home Builders'
Association



Contracting, Design, Project Management