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Seacoast Energy Solutions
P.O. Box 448
Newcastle, ME 04553

Dear Sir:


Enclosed is payment for the bill you dated 12/31/2013.

We want to thank you for finally solving our heating problems for our propane boiler the company you bought out installed. Although, we initially were surprised at the amount of the bill, we were pleased that you stood by your work and did not bill us for subsequent follow-up service to correct the heating issues not entirely solved by the first two visits.

We were particularly impressed by the last two technicians we contacted. When the first one, who came in person, said he wasn't sure how to correct the heating issue, he quickly consulted your Buderust expert by phone to make sure our heating problem was alleviated.

Then, when our house didn't heat to the desire temperature on a really cold subsequent day, the technician called us right back and then asked us to wait as the houses who did not have heat at all should take priority. We readily agreed and fortunately our heat eventually rose to an acceptable temperature, but we were impressed by both the technician's responsiveness and his good judgment.

Sincerely,



J. Theodore Repa