

September 3, 2010

Mr. Ethan Pleshar  
Naperville Exterior, Inc.  
16144 Rosemarie Lane  
Lockport, Illinois 60441

Dear Ethan,

I am writing this letter to you regarding the outstanding working relationship we have had pursuant to the replacement of my residential roof by your company.

As you know, I have been aware for many years of the continued deterioration of my original organic shingled roof and increased algae staining. Several years ago, I did an extensive search for a roofing contractor that myself, an engineer, could trust. You have visited my house several times over those last few years including inspection for hail damage, but this time it was a roof leak. It was obvious that this time, with your recommendation, that it was time to replace the roof. The quotation was emailed quickly, detailed, and financially achievable. The work crew, like yourself, was completely professional working under difficult hot and humid conditions.

Of particular mention is your knowledge, honesty, integrity, and easy access via phone and/or email. I have had several roofers at my home over these last few years, but absolutely nobody has come close to matching your ethic in any way, shape, or form. I was looking for a completely certified GAF contractor and one who believes the customer is priority, you have exceeded my expectations.

In summary, all I can say is Bravo, well done Ethan! I would be honored to recommend Naperville Exterior should a potential customer request a reference.

Sincerely,

A handwritten signature in cursive script that reads "Paul Powers". The signature is written in black ink and is positioned above the printed name.

Paul Powers