

Raymond

I wanted to take this opportunity to thank you. When we had our audit performed we were skeptics. Being we have had problems with builders in the past trusting anyone that works in your industry is a challenge. We thought most of our problems were heating system based and we thought we needed new windows. To upgrade both items would have cost us over fifty thousand dollars. One of our friends had an audit done on their home and they told us to get an audit before doing anything. We selected your company because of the notes you had posted on your web page. We have been getting the runaround from other builders and we wanted an unbiased opinion.

We were a little set back when we did our walk through. We expected you to focus on the windows, the heating system, and to tell us to caulk around our windows. We never expected you to crawl behind our attic wall and into our addition crawl spaces. When you were done with your audit you explained how everything in the house works together and why we needed to focus on air sealing and insulation before replacing the heating system and windows. We went over all of the information you gave us, did some home work, and decided to start with air sealing and insulation before the other upgrades.

We were a little set back by the \$14,000 price tag so we got a quote from two of your competitors. Both quotes were thousands of dollars more. We also had problems with both sales men. Both companies gave us a hard time and they made multiple follow up phone calls. Being we are not a fan of high pressure sales techniques we were left with a bad taste in our mouths.

Unlike most builders your team showed up on time, you stayed on site till the work was done, and you finished the project within the time frame you gave us. The builder that upgraded our kitchen told us four weeks and it took them over three months. Being you did our audit we never expected you to show up and work with your crew. You were watching everything they did and you made sure everything was done right. The thing we appreciated the most was that your crew cleaned up after themselves every day. When you did work inside you mopped and vacuumed the floors when you were done. After you insulated our walls you cleaned up the yard and left everything immaculate. The other builders we used left a wake of destruction behind them and we were always cleaning up after them.

One of the reasons we took so long to write this note was because we wanted to see how much we had saved. When you did our audit you told us we could reduce our heating bills by about 40%. We have tracked our bills for the past four months and we

have seen a 52% reduction in our heating bills. More importantly you addressed all of our comfort problems and we didn't need to replace our furnace and windows.

The only complaint my wife and I have is that it took a while to process the paperwork. That being said we didn't know that you worked with your crew. We thought that you were a sales man and we never expected to see you once the job started. Being we have owned several businesses we understand how hard it is for an owner to wear so many hats. My wife and I are still trying to figure out how you do audits and sales calls after working with your crew all day. All we know is that we are happy we hired you and we are completely satisfied with your work.

Sincerely,
Dave and Sue Hill
Paramus, NJ