

September 12, 2010

Bantam Fuel
P.O. Box 617
Bantam, CT 06750

To Whom It May Concern:

I want to send a note of recognition and praise for your employee, Edwin (I do not know his last name).

This past Saturday, September 11, 2010, I called Bantam Fuel at 7 am to report that we had no hot water or heat. Edwin called me back promptly and was at my house within the hour. Not only did he fix the problem quickly, but he also gave me, my wife, and my son a little tutorial on our boiler and the differences between propane and other options. He also offered to check on our pool heater while he was here.

He did all this in the most pleasant and professional manner. Additionally, he had the most complimentary things to say about Bantam Fuel and the people who run the company, explaining that your company is at the forefront of educating consumers and lawmakers of the benefits of clean Bioheat.

You are very fortunate to have such a knowledgeable and dedicated employee as Edwin.

Because of people like Edwin and your outstanding customer service, I will highly recommend Bantam Fuel to all my friends.

Sincerely,



Rob Guida