

2425 L Street NW
#331
Washington
DC 20012

RE: Jim Swingle – outstanding customer service

To whom it may concern,

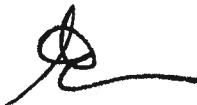
Jim came by twice to help me fix my not so hot water problem. He had to come twice as no-one could tell us how to turn the water off. On both occasions he went out of his way to correct the issue. He was at all times friendly, courteous and polite. He's also clearly a good plumber!

I would recommend Jim to anybody and be thrilled to do so. A great guy, that's the first time I have ever said that about a plumber.

Please pass on my thanks and I hope that you continue to value this rare resource. If you circulate a newsletter or other information sharing resource please feel free to recognize him for outstanding customer service.

Sincerely

Andi Pavlou

A handwritten signature in black ink, appearing to be 'Andi Pavlou', with a long horizontal stroke extending to the right.