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December 17, 2011

Rick & Dick Bologna
Westmore Fuel Co. Inc.
86 North Water Street
Greenwich, Connecticut 06830

Dear Rick & Dick Bologna,

I would like to extend our deepest thanks to your wonderful staff for their excellent service in the midst of our recent boiler crisis. In order to maintain our long time relationship with our plumbing and heating contractor, we had his company install a new boiler. Unfortunately, there were a multitude of problems with the installation, at which time I contacted Glen Nadin for further guidance. We had gone through a period of several weeks with repeated episodes of lack of heat, and many visits by our plumbing contractor with his best efforts to remedy an increasingly worsening situation.

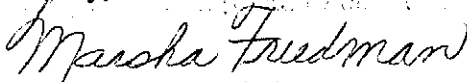
When I first spoke to Glen, he scheduled an immediate appointment to check the boiler and the installation, at which time he advised my husband and I what would be necessary to correct the problem. He explained the details of the situation, answered all our questions and was extremely accommodating, with a genuine understanding of our anxiety. The boiler had apparently not only been improperly sized, but required complete overhaul and repiping.

The repairs and revisions were done and completed yesterday by Ephraim (Effy), George and Ozzy, who worked tirelessly from early morning until evening, as always, pleasant and courteous. This morning, I received a call from Glen just to check that everything was working efficiently, and I told him how happy we are.

You have a truly wonderful staff of professionals at Westmore. Glen's superb customer service and technical knowledge, Dwight's attention to our problem, Maureen's kindness and concern, as well as the highly skilled expertise provided by George and Effy, with assistance from Ozzy, is deeply appreciated. We look forward to many more years as your always satisfied customers. It is a pleasure to know that we can always count on your devoted and loyal long time employees.

Our best wishes for a healthy and Happy New Year!

Sincerely,


Marsha & David Friedman

cc: Glen Nadin