

June 28, 2010

Hopkins City Hall
Attention: City Manager
1010 South First Street
Hopkins, MN 55343

RE: Yet Another Round of Help from Art Carlson

Dear City Manager:

We are once again the happy beneficiaries of Art Carlson's problem-solving! He worked wonders for us in 2004 (please see enclosed previous letter) and I am now thanking him for doing the same in 2008.

Our furnace failed mid-December 2008 because of a cracked heat exchanger; we faced the immediate purchase of a new furnace. However, because moisture was cited as the culprit, I remembered the previous fraudulent lining of the chimney produced dripping.

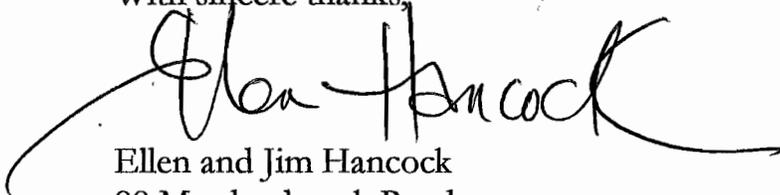
With the technician in the house, I scrounged up my only aid: **Art Carlson's cell phone number!**

Art Carlson arrived within twenty minutes. He remembered all the history. With good humor and easy banter, he called the heating company and suggested that the exchanger be fixed at no cost. He counseled us with clarity. The company complied. The furnace still works.

It does not get any better than this. We pump our fists when Art's name comes up. He has served us beyond all expectations.

Please take a patent out on the guy, or clone him.

With sincere thanks,

A handwritten signature in black ink, appearing to read "Ellen Hancock", with a long, sweeping underline that extends to the left and then curves back under the name.

Ellen and Jim Hancock
88 Meadowbrook Road
Hopkins, MN 55343