

December 29, 2008

Dear Golden West Plumbing,

I had a Rannai tankless hot water heater installed November 24 and 25, 2008. I want to express my gratitude to your plumbers and others that helped with this job. Your employee, Keith Croft, was very helpful and honest in his recommendations and assessment of our water heating needs. He explained the advantages and disadvantages of tankless units and traditional tanks.

When the time for installation came, Keith was unable to be there but instead sent another plumber, Michael Teague. Both men came early to discuss the work to be done and decide on the best strategy. Michael, his apprentice Anthony and others worked non-stop until the job was done almost 12 hours later. Keith called to check on progress despite the fact that his doctor advised him not to. Both Keith and Michael came the next day to follow up on the project and finish a couple remaining tasks.

I have been using the unit for over a month now and am very pleased. I learned about Golden West through the recommendation of a friend and will certainly be recommending you to others. Your employees exceeded my expectations and I am very happy with the whole process.

Thank you,  
Justin Little