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ASSOCIATED MECH

July 31, 2008

Mr. Joe Sand, President
Associated Mechanical Contractors
1257 Marshall Road
Shakopee, MN 55379

Dear Joe:

I wanted you to know how much I appreciate the hard work of Tom, Paul, and Scott, who have been here since Tuesday morning working on the replacement of our domestic water tank and installing the final boiler. On Monday morning we found the existing tank had finally died. One call to Don Hoover from me brought a response; "we'll wrap up another project today and get there tomorrow morning."

We've had staff and residents (and their families) for the past three days washing with 80 degree water, but seeing your trucks in the parking lot and how long and hard your guys are working has resulted in patience and understanding, surprisingly so.

I also wanted to say that on Tuesday morning Kenley was here with another guy doing the thinking/designing of the piping and figuring out the space. Looking at his paper layout on Tuesday and looking at the final work just now.....what a work of art! That is really "design/build" at it's best. Given the space to work with, this new layout is going to be efficient for my guys and even give them some needed space to put to good use. Kenley is back doing the final touches and the hot water will be flowin' soon.

Just a couple minutes ago my evening nurse just about tackled Paul as he was coming in from the truck saying; "Will we have hot water by 5 o'clock cause you said we'd have hot water by 5."now he knows what it's like being an administrator.....When you say something, they take you literally....5 o'clock is 5 o'clock!

Thanks for the prompt response to my distress call on behalf of the 130 residents and their families and my 200 staff.

Thanks again for the good customer service and quality work.

Sincerely,



David Myren
Executive Director