



PW LABORATORIES, INC.
6544 FREMONT ROAD, EAST SYRACUSE, NY 13057
315-437-1420 • Fax 315-437-1752 • pwlabsinc@hotmail.com

April 9, 2009

Jack's Septic Service
4644 Broad Rd.
Syracuse, NY 13215

Attn: Mr. Jack Coleman

Dear Jack:

I am writing to let you know how pleased our company, PW Labs, Inc., is with the quality of service you have provided us with.

You arrived quickly after receiving my call, which is much appreciated. You took the time to explain in detail why we are having problems with our septic system and how the type of business we run (soil analysis) effects the flow of our waste and gave us some very good tips on how to prevent frequent occurrences.

I have also found your rates to be very reasonable and will be happy to recommend your services to anyone I know who may need them.

Cordially,
PW LABORATORIES, INC.

A handwritten signature in cursive script, reading 'Virginia J. Thoma'.

Virginia J. Thoma
Manager

VJT/mc