

DENILLO HEATING & COOLING, INC.  
3627 BROWNSVILLE ROAD  
PGH., PA. 15227

"The Only GUY To Call"

412-885-2356

FAX 412-885-2884

**THANK YOU FOR YOUR BUSINESS!**

Being in the HVAC Service Business, We understand the importance of having customers that are "More Than Satisfied", and we strive to achieve that goal. At Denillo Heating & Cooling, Inc., we have found that the best way for us to learn how to achieve this goal, is by asking you, our customer, your opinion.

Customer Name GERI BURDELSKY  
Address 403 EAST GARDEN RD (15227)

1. Was the initial Contact with our Office prompt and helpful?  
 Very Satisfied       Acceptable       Not Acceptable

2. Were our installers courteous and professional?  
 Very Satisfied       Acceptable       Not Acceptable

3. Did the installers clean up after completing the job?  
 Very Satisfied       Acceptable       Not Acceptable

4. Was the operation of your new Equipment explained to you?  
 Very Satisfied       Acceptable       Not Acceptable

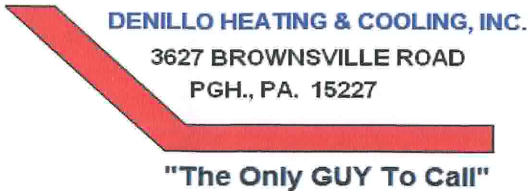
5. Would you recommend Denillo Heating & Cooling, Inc., to a relative or a friend?  
 Yes / ABSOLUTELY       No

6. May we use your name as a reference for future customers?  
 Yes ABSOLUTELY       No

7. Please provide us with any additional comments:  
Outstanding professional & friendly & prompt service!

**THANK YOU FOR HELPING US TO BETTER SERVICE YOU**

rec'd 7/31/07



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Customer Name Pat Vogel

Address 2216 Brownsville Road

1. Was the initial Contact with our Office prompt and helpful?

Very Satisfied                       Acceptable                       Not Acceptable

2. Were our installers courteous and professional?

Very Satisfied                       Acceptable                       Not Acceptable

3. Did the installers clean up after completing the job?

Very Satisfied                       Acceptable                       Not Acceptable

4. Was the operation of your new Equipment explained to you?

Very Satisfied                       Acceptable                       Not Acceptable

5. Would you recommend Denillo Heating & Cooling, Inc., to a relative or a friend?

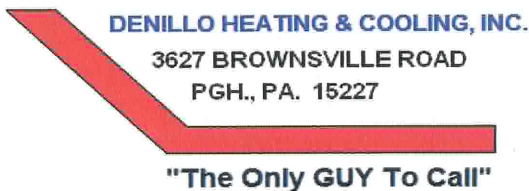
Yes                                       No

6. May we use your name as a reference for future customers?

Yes                                       No

7. Please provide us with any additional comments: This Company & its workers take pride in their work, they are very knowledgeable & reliable - Highly Recommended

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Customer Name BRUNO DELLANA

Address 1134 PROSPECT Rd. Pgh Pa 15227

1. Was the initial Contact with our Office prompt and helpful?

Very Satisfied                       Acceptable                       Not Acceptable

2. Were our installers courteous and professional?

Very Satisfied                       Acceptable                       Not Acceptable

3. Did the installers clean up after completing the job?

Very Satisfied                       Acceptable                       Not Acceptable

4. Was the operation of your new Equipment explained to you?

Very Satisfied                       Acceptable                       Not Acceptable

5. Would you recommend Denillo Heating & Cooling, Inc., to a relative or a friend?

Yes                                       No

6. May we use your name as a reference for future customers?

Yes                                       No

7. Please provide us with any additional comments: Extremely pleased w/ the workers - very courteous & polite.

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Customer Name JAMES HUDZIK

Address 5736 CHEERVALE DR PGH PA 15236-1646

1. Was the initial Contact with our Office prompt and helpful?

Very Satisfied                       Acceptable                       Not Acceptable

2. Were our installers courteous and professional?

Very Satisfied                       Acceptable                       Not Acceptable

3. Did the installers clean up after completing the job?

Very Satisfied                       Acceptable                       Not Acceptable

4. Was the operation of your new Equipment explained to you?

Very Satisfied                       Acceptable                       Not Acceptable

5. Would you recommend Denillo Heating & Cooling, Inc., to a relative or a friend?

Yes                                       No

6. May we use your name as a reference for future customers?

Yes                                       No

7. Please provide us with any additional comments: THANKS FOR THE EXTRA

WARMTH AND LOWER ELECTRIC BILLS.

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Customer Name GARY L. GILBERT

Address 363 FANNIE STREET McDONALD PA 15057

1. Was the initial Contact with our Office prompt and helpful?

Very Satisfied                       Acceptable                       Not Acceptable

2. Were our installers courteous and professional?

Very Satisfied                       Acceptable                       Not Acceptable

3. Did the installers clean up after completing the job?

Very Satisfied                       Acceptable                       Not Acceptable

4. Was the operation of your new Equipment explained to you?

Very Satisfied                       Acceptable                       Not Acceptable

5. Would you recommend Denillo Heating & Cooling, Inc., to a relative or a friend?

Yes     No

6. May we use your name as a reference for future customers?

Yes     No

7. Please provide us with any additional comments: GUY - THANKS! AS

USUAL MY EXPERIENCE WITH YOU HAS ALWAYS BEEN  
FRIENDLY, COURTEOUS AND PROFESSIONAL!

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Customer Name Doris E Moore

Address 839 Vista St. Pgh 15212 Pa.

1. Was the initial Contact with our Office prompt and helpful?

Very Satisfied                       Acceptable                       Not Acceptable

2. Were our installers courteous and professional?

Very Satisfied                       Acceptable                       Not Acceptable

3. Did the installers clean up after completing the job?

Very Satisfied                       Acceptable                       Not Acceptable

4. Was the operation of your new Equipment explained to you?

Very Satisfied                       Acceptable                       Not Acceptable

5. Would you recommend Denillo Heating & Cooling, Inc., to a relative or a friend?

Yes                                       No

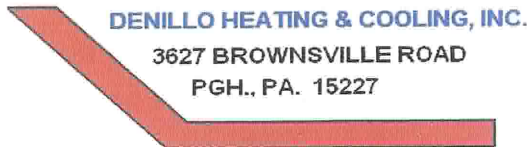
6. May we use your name as a reference for future customers?

Yes                                       No

7. Please provide us with any additional comments:

They were the  
very best. I can't thank them  
enough.

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Customer Name Carol Loy

Address 604 Carolina Ave Oakdale, Pa 15071

1. Was the initial Contact with our Office prompt and helpful?

Very Satisfied       Acceptable       Not Acceptable

2. Were our installers courteous and professional?

Very Satisfied       Acceptable       Not Acceptable

3. Did the installers clean up after completing the job?

Very Satisfied       Acceptable       Not Acceptable

4. Was the operation of your new Equipment explained to you?

Very Satisfied       Acceptable       Not Acceptable

5. Would you recommend Denillo Heating & Cooling, Inc., to a relative or a friend?

Yes       No

6. May we use your name as a reference for future customers?

Yes       No

7. Please provide us with any additional comments: Guy has been my No. 1 person - friend all that. I know that he will always be there when I have a problem.

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*Great guy in my*