

BRIAN & NANCY MACDONALD

July 3rd, 2004

Jason McLean
Georgian Sprinklers Inc.
P.O. Box 370
Collingwood, ON, L9Y3Z7

Jason,

I don't frequently write letters of praise voluntarily, but this occasion warrants one.

Nancy and I are delighted with the irrigation system Georgian Sprinklers recently installed on our property. The layout, zone segmentation, type of heads, and quality of equipment are top notch. The installation crew was very accommodating - glad to explain what they were doing and why. That's good customer service. I'd appreciate your relaying the compliment to the crew.

Furthermore, as promised, you sent Gary back in to install the drip lines you included in the proposal, but that we weren't ready for at the time (plus a couple more!) - and adjusted a couple of zones to accommodate our new landscaping. That's real customer service too.

I am now very conscious of the systems around us, and my assessment is we have better coverage because of both superior planning with a greater number of heads and zones, and superior equipment. There is a difference. Our lawns and gardens look terrific.

If we had gone with the lowest bidder, we would have saved over \$1,000. We didn't because we believed your proposal delivered better value. So, we're the envied ones -- we could have been just like many of our neighbours who are watching our system - wishing they had called you.

I'm glad we did.

Regards,



Brian C. MacDonald