

Billy Wilgar Esq
Managing Director
A C Wilgar
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31st October 2011

Dear Mr Wilgar

Re: Boiler installation and system update

Until I looked at the Worcester Bosch website for an approved installer I had not heard of your company. However having looked at your website I was impressed by what I saw.

Having contacted you for an estimate I was even more impressed by Paul Conneely who grasped what was required very rapidly and provided very good advice. At this point our only hope was that the actual installation would be equally impressive, as four years ago we had a nightmare of an experience with a replacement kitchen.

I am pleased to say that we were not disappointed, as the work carried out by James Baker was most impressive, not just the quality but also the rate of progress made. On the second day he was assisted by an apprentice, Louis, who was also good to have around. At no time were we inconvenienced by what was going on, and we did not seem to lose facilities at any stage.

Finally all of this was rounded off by an equally impressive and helpful back office with Chris Pile. I think it is very unlikely that we could have found a better company to deal with, and I will recommend you to friends and family without hesitation.

I congratulate you on having created such an impressive organization.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Bruce B', with a long horizontal flourish extending to the right.

Bruce B