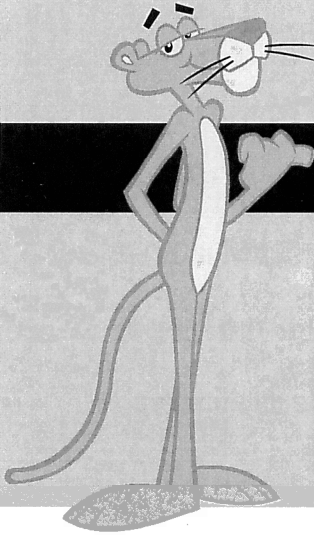


Marty & Kelly



CUSTOMER COMMENTS

(THIS IS OUR REPORT CARD)

It's important that we receive feedback from our customers. It's how we better serve you in the future as well as serve others. We ask all our customers to take a few minutes and give us some feedback as to their experience with our staff and with our organization as a whole. Below is a brief survey on our service. If you would take a few moments to fill it out and return it to us, we would greatly appreciate it. Thank you!

Jeff Cox, Owner
Right Now Heating and Air Conditioning

Please tell us about anything that particularly impressed you, or anything that you would suggest we improve:

I was very impressed by both Marty and Kelly. They explained in detail the things that I would need to know once they were gone. They made sure I understood what the heat pump would and would not do. I was impressed by how well they pick up after themselves and cleaned my floor up. They were careful not to track anything into our home.

Marty was very surprised to see our old furnace not being replaced but once we explained why we didn't replace it he was ok with it. I am sure it was a lot of extra work for him and took more time than he anticipated but he never got upset or frustrated he just did it all in stride. We thank both Kelly and Marty for the good impressions and feelings they left us with.

Your Name Jay Sperry Date 16 Feb 2002
Your City Pocatello 83204 Email _____



RIGHT NOW

24x7

(208) 242-3236

We would like to use your comments about our company in our marketing and advertising. By filling out this form and returning it to us, you are authorizing us to use your comments and your first name only, along with your city (e.g. John in Boise) in our marketing and advertising. Thank you for your permission.

RightNowHeatCool.com | Pocatello