

May 9, 2007

Shelton's Water Refining
Attn: Office Manager
2708 E. Randol Mill Road
Arlington, TX 76011

Re: Kinetico and Debbie Noel

I wish to take time to thank Debbie Noel for answering all the questions my husband and I had for her. She is professional and yet friendly to interface with. All her efforts to get our water softener installed and working on a timely basis was wonderful. I grew up on soft water so I was quick sale for her. I am very happy with the Kinetico equipment. It's a far cry from the old days of water softeners. My washing machine and dishwasher show me each time I use them that the soft water is working. Taking a shower in soft water shows on our skin. It is softer and not dry and itchy. Using soft water for our coffee maker is amazing. Even the coffee tastes different.

Rocky was great getting things installed and left no mess afterwards. He worked swiftly and knew exactly what needed to be done.

The bottom line here is we are happy to have soft water in our home. Thank you Debbie and Rocky!!!

Sincerely,

A large, elegant handwritten signature in black ink, reading "Dr. & Mrs. Barry C. Ashkinaz". The signature is written in a cursive style with long, sweeping flourishes, particularly on the "A" and "z".

Dr. & Mrs. Barry C. Ashkinaz
Heritage Ranch
703 Mustang Drive
Fairview, TX 75069
(972) 363-0471