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ENDORSEMENT LETTER

I am pleased to provide this endorsement for **Lacy Loyd of Penco** based on a truly outstanding experience she coordinated for my family.

For nearly ten years, our air ducts had never been professionally cleaned. Over time, I began to notice that every evening when I came inside from outdoors, I would start coughing. I assumed it was allergies or just part of getting older — but I was wrong.

During one of Lacy's PowerCore InfoMinutes, she described a very specific musty smell people often notice when turning on their heat for the first time each season. I immediately recognized it. I had always assumed it was just a normal part of seasonal change, but Lacy explained that it is often a sign of contamination inside the air ducts of our HVAC system. That insight alone was invaluable.

Lacy promptly arranged for Penco to come out, and two excellent technicians arrived exactly as scheduled. They walked us through every step of the process, showed us what they were finding inside the system, and worked with care and professionalism. They even cleaned areas of our ceiling that we normally cannot reach without a ladder — leaving our home cleaner than they found it.

Most importantly, the results were immediate and measurable. I no longer cough when I come inside. The musty odors that we had slowly become accustomed to are gone. And I have peace of mind knowing that our HVAC system is now operating more efficiently, more cleanly, and in a healthier environment for my family.

Lacy's expertise, attentiveness, and ability to identify problems that others overlook is exactly what you want in someone entrusted with your home and your health. I cannot recommend **LACY LOYD** or **PENCO** highly enough to anyone who values professionalism, honesty, and real-world results.

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