

To: Dale Johnson, The Civilized Plumber

December 18, 2014

From: Phil Pennartz

Endorsement Letter

Dale, once again you have exceeded my expectations. Your installation today of some assist bars in my shower and other locations has greatly increased my home safety. (My recent hip surgery has made me mindful of fall risk areas.) As usual, you did an exceptionally good job.

I discovered after you left that you had also fixed my shower door that was not closing properly. What a pleasant surprise, especially since you did this without a request from me.

Dale, you may use this letter in any way you wish since I unconditionally endorse you.

Sincerely,

Phil Pennartz