



Books, Taxes & More, LLC
5114 Carole Place
Stone Mountain, GA 30087
678-717-9818

March 20, 2020

Paul Thompson
Zero Electric Design
Decatur, GA

Paul

I have used many electricians in my 20+ years in Atlanta. Many have been disappointments either because of their desire to upsell me or because they were trying to do the minimum they could. This is often because they didn't know that I know how to do what I am paying them for, I just don't want to do the job myself.

You are the exception to the rule. You visited my house twice. The first visit was to survey my system and either validate my ideas or tell me a better way to accomplish the goal. Your honesty is very refreshing. You didn't try to sell me something I didn't need and in fact fixed a couple of small connections without charge. That is impressive.

The second time you came to my house, it was to install a range hood that I had no desire to install. You were upfront with your pricing and when it took more than initially thought, your revised estimate was fair and less than what others would have charged me.

My wife and I both appreciate the education you gave us in LED color technology. You'll be happy to know that I purchased new bulbs based on what you taught us and it made all the difference in the world for our small kitchen.

Your professionalism is a credit to your trade. Your willingness to work with the customer to get the job done as expeditiously as possible is a breath of fresh air. We wish you continued success.

Sincerely,

A handwritten signature in dark ink that reads 'Steve Perry'. The signature is written in a cursive, flowing style and is positioned above a thin horizontal line.

Steve Perry