

1 July 2019

Mr. Paul Thompson  
Zero Electric Design  
2129 Pine Forest Dr NE  
Atlanta, GA 30345

Dear Paul:

When I asked you about smoke alarms and random misfires of those smoke alarms, always at 3 o'clock in the morning, I expected you to recommend replacing them. I asked if you would handle that and find the most reliable and least-likely-to-misfire versions to use instead.

The service you provided was so much more.

Instead of just selecting new ones to replace them, you came to the house, took down both faulty smoke alarms and called the manufacturer to explain what was happening. During a lengthy call in which you demonstrated the fault in the smoke alarm, you got them to agree to replace both at no charge.

I asked you to come back to the house to address another problem, and in the space of 30 minutes, you solved a problem that two other electricians failed to resolve.

I appreciate your determination to find the real issue, rather than just make the symptom go away. I appreciate your advocacy on my behalf with the smoke detector manufacturer.

Thank you for taking those extra steps. I look forward to recommending you to friends and colleagues who are looking for a knowledgeable, practical, thoughtful and caring electrician.

Warmest regards,



Jill Pullen