

Dear Sir:

We are so pleased we chose WATCO to help us with our pool and spa design. Having moved to Sheridan Wyoming from the Midwest we knew of no one to contact relative to designing, installing and maintaining a pool and spa for our new home. We researched companies from the Dakotas, Montana and Wyoming and carefully reviewed the reputations and references of available pool companies across those states for we wanted a full service company that would deliver a quality pool and spa and provide continued support once the installation was completed. WATCO provided a design that enhanced the beauty of our home, timely installation, start up, maintenance and continued support. WATCO met our standards in every criteria.

WATCO and the employees deserve the reputation it has earned over the past 30 years for pool and spa design, installation, operation and service. Many people comment on how beautiful the tile is in our pool and ask who installed it. When we tell them its vinyl they can't believe it, they get in on there hands and knees to take a closer look and comment on the "perfect craftsmanship and installation." As your eye moves around the pool the "tile" is exactly level, with no creases, dips, waves or other marks that would indicate it is providing nothing less than a perfect job for their customer.

Your company's service and customer attention is excellent. If we need something you get it here in a day. Billing and accounting is accurate, timely and the office staff is always able to help out with answers to questions.

Advice on pool care, water management, chemicals or operation is available 24/7, even on holidays. It's always helpful, patient, friendly, welcoming and attentive. Frankly I don't know how Duane and Phil consistently manage customers with such user friendly responses regardless of the time of day or question.

In short we have come to think of WATCO as our pool friendly family versus a company that we contracted to provide our swimming pool and spa. We couldn't be happier with the work you have done for us.

Sincerely

Ed & Joan Hawkinson.