

RUSTY LUCAS  
P.O. Box 422  
SANDUSKY, OHIO 44871-0422

November 8, 2011

Anderson Plumbing Heating and Air, Inc.  
1150 N. Marshall Avenue  
San Diego, CA 92020  
ATTN: Pipeliners

Dear Anderson:

I heard that your company was started by a woman in a male dominated industry. From humble beginnings, it has grown into the large company that it is today. I respect that. For that reason, I've chosen your company to assist me in a monumental task. Begging your indulgence, there is a bit of a back story to my request.

My uncle lives in rural Minnesota not far from Lake Superior. My cousin, Nate, was Uncle Merlin's only child. As a young boy, Nate had a horrible speech impediment. No matter what he did to try to control it, Nate always stuttered something fierce anytime he spoke. He was unmercifully teased as a child because of it. In later years, Nate would eloquently describe his affliction as being imprisoned by his own words for a life sentence from which he had to meticulously plan his escape. He said that for nearly ten years he dedicated his entire being to achieving his own dramatic and climactic escape from his personal prison. So it was with a dedicated therapist and many long hours of practice that Nate overcame his stuttering and even went on to be the captain of his college debate team.

Uncle Merlin bought a small yacht in the early 1980's, in honor of Nate's achievements and named it *The M-m-m-m-aster Debater*. It was very endearing and Nate genuinely loved the gesture.

In his younger days, when I was just a school boy myself, Uncle Merlin used to pilot his yacht through the Great Lakes every other year or so and visit my family in Ohio. We would spend a day at Cedar Point and a day at South Bass Island and he would go on to Buffalo, New York to see the falls, then he would make the long journey back home to Minnesota. Those trips were very special for all of us.

Last winter Nate was injured in a tragic accident. It wasn't life threatening, but it has greatly affected Nate's quality of life. Nate had no health insurance and Uncle Merlin spent all of his life's savings to care for Nate and now he has practically nothing left. His only real joy in life these days is to take Nate out on *The M-m-m-m-aster Debater* for short little jaunts in his corner nook of Lake Superior. Neither Uncle Merlin nor Nate are able to venture very far anymore, so *The M-m-m-m-aster Debater* doesn't make it to Lake Erie or Buffalo, New York these days.

In the winter, Uncle Merlin used to store *The M-m-m-m-aster Debater* at a heated boat storage facility in his area. Due to Nate's injuries and ongoing medical care, Uncle Merlin can no longer afford the storage fees, so he stores the yacht in a drafty old barn near the lake. This is where you and I come in.

The least I can do is help to keep *The M-m-m-m-aster Debater* in top condition. So I've decided that I want to provide heat to the barn on Uncle Merlin's farm in Minnesota. But for legal and financial reasons, I need to tie that into my local utility accounts in Ohio. I am not able to open a new account in

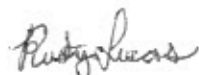
Minnesota because I am neither the owner nor the occupier of the property where the boat barn is located. After reviewing all the options, I've decided that the best solution is to tie in a pipeline to my natural gas line on my side of the gas meter and run the tie in line from Sandusky to Minnesota. Because natural gas is pretty serious business, I need to hire trained professionals to tap in and run my auxiliary line to Uncle Merlin's barn. I know that this is something way over my head and beyond my layperson's expertise.

Do you have the ability to take on this project? If so, what would you charge to do something like this? Before giving me your estimate, let me assure you that I will take care of getting any necessary easements and have already made a few phone calls to that end. I expect to have that all tied up soon after Thanksgiving if all goes as planned.

I know that this project isn't likely to be completed before the really cold weather hits this winter. If I had gotten the jump on this idea a few weeks sooner that may have made a difference, but I just wasn't thinking as clearly then as I am now. If *The M-m-m-m-aster Debater* has to spend this winter's frigid Minnesota weather in an unheated drafty barn, at least she will be sheltered from the actual snowfall. But there is no reason why I shouldn't have the gas line in place for next spring while the chill is still in the Minnesota air.

Can you give me an idea of what you would charge for this project? If you are unable to do this, can you please provide me a referral to another company in your industry that you trust?

Sincerely,

A handwritten signature in cursive script that reads "Rusty Lucas".

Rusty Lucas

p.s. Do you have any Anderson PHA baseball caps? If so, please send me a free one. I think this is a large enough job that you can probably afford to give away one free promotional company baseball cap, don't you think?