

Mr. Don Farri  
Service Supervisor  
Budget Propane 101 Beiers Rd.  
Gravenhurst, ON.  
P1P 1R3  
April 1, 2016.

Dear Mr. Farri and Mr. Callow

I am writing regarding your service technician Ray Zystra ( Certificate Number 00753839).  
Today he came and removed a propane tank from one of your competitors and replaced it with  
one belonging to Budget.

We are more than pleased with Ray's service. He was polite, efficient and obviously knew  
exactly what he was doing. In the tank removal and replacement, he took special care not to  
harm our grass or the bushes that we planted to hide the old ugly white propane tank. In the  
house, he removed his outdoor footwear, was articulate about what he needed to do and made  
sure we understood safety procedures for our new tank. He also carried out an inspection to  
make sure the equipment ( 2 propane fireplaces) were in good order.

We were pleased to switch to Budget and service like that Ray delivered will keep us as Budget  
customers for a very long time.

Kindest Regards,

*Anne & Bob Haugh*

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