

January 4, 2007

Dave Morrill
c/o California Pools
3106 Garvey, Avenue South
West Covina, CA 91791

Dear Mr. Morrill,

I received the survey card you sent on December 8th, but can't miss this opportunity to let you know what an exceptional team you have in your Moreno Valley office. Our project wrapped up around the second week of November, 2006 and we are still beaming with joy!

As the CEO of an automotive parts manufacturer/distributor, I tend to be a bit critical of other's employees and recognize great customer service when it's delivered. My wife, Dee, and I have endured several home improvement projects over the past several months with varied results. I can honestly tell you that none of them compare to our California Pool experience. Once we reached an agreement (on the pool) with the help of David Foster, your Moreno Valley team of David Foster and John Diaz came to our home and told us very specifically what they were going to do. Then, the most exceptional part, they did what they said they were going to do exactly the way they said they were going to do it! We finished on time and within budget with no surprises - this is truly outrageous customer service and we thank you!

Though David, Justin, and the young lady in the office (whose name escapes me) were incredibly friendly and helpful, the absolute standout on the team was John Diaz - John's ability to communicate with Dee and I through the course of the job was unbelievably good. John's knowledge of pool construction and customer service skills are truly exceptional. John made working with your company a real pleasure. You are indeed fortunate to have such a talented individual on staff.

I was also very impressed with the choice of sub-contractors used to facilitate the various tasks to complete the project. And, finally, I must give kudos to Ryan the pool set-up guy - a true gentleman and professional! There is no question that we will recommend California Pools to anyone interested in building a quality pool.

Sincerely,



Ernie

Moreno Valley, CA