

Dear Mr. DiDomenico:

N&M recently installed a new 4 ton Carrier Performance Heat Pump system in our home (May 6, 2009). All of your employees, from the receptionist, the sales man, installers and technicians were extremely professional. Jimmy, our salesman, arranged for us to have a whole house pressure test performed prior to the installation. He recommended that we replace our 6 year old builder's grade Carrier unit which was 5 ton, with a Performance 4 ton. I was very skeptical of going to a smaller unit, and was concerned that the unit would not be able to cool our house adequately. Checking around, I have learned how to properly size the Unit for the house, and have learned that the dew point is more important than the temperature, and that short cycling a large unit is not as efficient at cooling and dehumidification as a properly sized unit.

Jimmy was convinced this was the right move, and even put in writing that we would save \$100 per month in electricity usage from FPL. Being an engineer, having owned my own business, and coming from New York City, I definitely thought that he was full of hot air.

Well, we got our first electric bill after only 17 days. It was \$92.00 lower than last year's bill. Today, I got our first full month's bill, which is through yesterday. This month we had some 95 degree days with very high humidity. We were comfortable every day, and saved

\$247.00 this month alone.

At this rate, we should have the new unit pay for itself in 4 years.

The entire installation took less than one day, and after your people left, no one would have suspected that we had work done in our home.

Thanks for doing a great job!

Best Regards,

Richard D. Oppenheimer