

6 October 2004

From: PRIVATE CUSTOMER
INFORMATION REMOVED

To: United Paving Company Ltd
753 Farewell Avenue
Oshawa, Ontario, L1H 6N4
(Attention Carlo)

This letter can be used as a letter of reference for prospective clients.

In 2004, United Paving Company Ltd installed my 5,000 square foot permanent driveway. The previous driveway was gravel.

Customer Service:

- Not only did the United Paving Team do exactly what I requested and agreed to in the contract, but they went that extra mile (for no additional costs) to ensure that I was completely satisfied. They provided me with additional advice on how to maintain the driveway, the optimum size of the driveway (in order to reduce costs but ensure that it was aesthetically pleasing) and ensure the driveway was prepared for paving (e.g. killing all weeds in the gravel driveway).

Quality:

- United Paving employees are very friendly, hard working, and knowledgeable. They are also committed to producing a quality product. They constantly sought feedback from me throughout the process to confirm that I was satisfied with their work.
- United Paving were the only paving company who conducted a detailed assessment of the amount of base material that would be required. Carlo dug several holes into the gravel base to determine the amount of additional concrete-gravel mix that would be required for the new base.
- The base layer (approximately 4 to 6 inches of mixed concrete and stone) was excellent. During the summer months it hardened to provide a firm foundation for the 2 inches of asphalt that covered the concrete layer.

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Value for Money:

- From a financial perspective, United Paving was not the least expensive quote. Carlo is extremely honest and provides this information during the discussions about costs. Other paving companies quoted less but also did much less.
- I was very satisfied that I received excellent value for money based on a cost benefit and product analysis (i.e. I would have had to pay far more for other paving companies to match United Paving services (i.e. labour costs of approximately 55 person hours) and products (i.e. 4-6 inches of base material and 2 inches of asphalt).

I have no hesitation in recommending United Paving Company to anyone who desires a quality driveway at reasonable costs. I am very satisfied with my driveway and the manner in which the United Paving employees conducted themselves throughout the process. The experience was pleasurable and stress free. If I ever need another driveway I will definitely speak with United Paving first.

Sincerely;

**PRIVATE CUSTOMER
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