

Tim Munson  
AES Builder & Home Improvement, Inc.  
6915 Golden Ring Road  
Baltimore, MD 21237

Dear Mr. Munson,

Although our home addition project still is underway, we wanted to send you this quick letter of appreciation for the windows already installed in our home, the quality of the workmanship, and the excellent service we have received from everyone at AES. The Schüco windows are demonstrating their energy efficiency benefits already: we have noticed that our central air conditioning unit has been cycling less this cooling season than last, and with one utility bill already under our belt since the new windows were put in place, there is evidence that we used less electricity than the same period last year under similar average temperatures. More surprising, however, was the incredible installation job Steve performed by replacing 16 windows in a matter of less than two days with perfect fitment and without issue. It is a testament to the skill and service AES provides that Steve was able to install so many windows—of varying sizes and conditions, from a large picture window to hopper windows embedded in less-than-perfect openings—in a 40+ year old home. We could challenge anyone to detect that these windows were not part of the original structure with great certainty that they could not; the job Steve did is so good that these high-tech windows blend perfectly into a home built when windows were decidedly low-tech!

We also wanted to mention how pleased (and relieved!) we feel working with Brian and Jeff on this project. Jeff has made it very easy for us to translate our ideas into reality, while Brian simply is excellent in every way and gives us great confidence that the job will be done right. As we mentioned to Jeff at the outset of our project, doing the job well was as important to us as the end result.

AES' newest raving fans,

Walter & Rosa