

To: Chuck Grosse
Del Rancho Pool & Spa
1315 Encinitas Blvd
Encinitas, CA 92024
(760) 753-6369

Date: Dec 11, 2010

Subject: Letter of Appreciation
Construction of New Spa for Rob and Deb

Dear Mr. Chuck,

Deb and I wish to thank you and Del Rancho Pool & Spa for the five-star Spa you created for us plus the commendable service during the construction and startup.

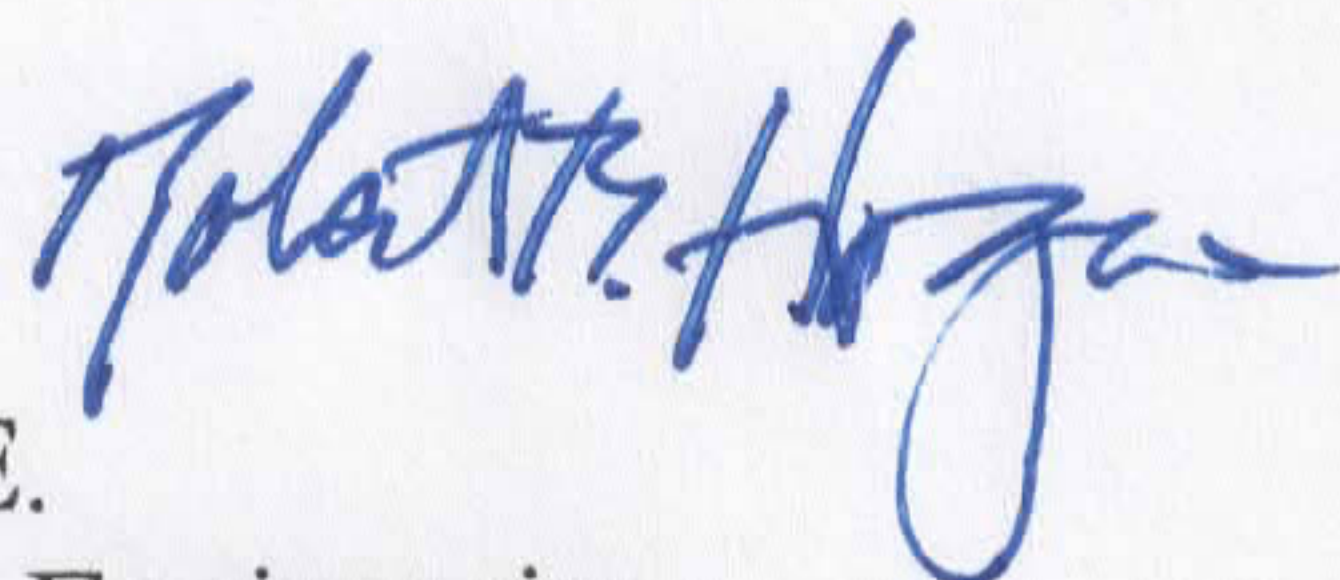
What sold us on you initially was that you brought us to three fantastic pool and spa projects you recently completed within a block or two from home. The quality was very impressive and knowing that we would be using a local firm gave us the confidence that selecting Del Rancho Pool was the right choice.

We knew that a professionally built in-ground spa would add value to our home. We were also aware that quality investments require corresponding compensation. As a professional engineer, I wanted do a few things that would save a bit on the overall budget. You allowed this and worked with us to arrive at a mutually beneficial agreement. Then, which was most impressive, you provided task assistance. You were quick to respond questions and displayed a level knowledge and experience that served to further my confidence.

The types, colors and qualities of materials used, which you helped us select, plus the your highly skilled construction craftsmen resulted in first class spa. The kept schedule was impressive. You provided excellent startup instruction for this technical state-of-art and energy saving system. And you were there when we were a bit confused. All of our friends are additionally impressed with the wireless remote controller and colored LED light shows. Thanks for recommending them.

Thanks Chuck, we would definitely recommend you and Del Rancho Pool to anyone.

Sincerely,



Rob Hogue, P.E.
President, RBH Engineering