



**INDEPENDENT ELECTRIC  
SUPPLY, INC.**

460 TESCONI CIRCLE • SANTA ROSA, CA 95401  
PHONE (707) 577-7900 • FAX (707) 577-0306

*July 23, 2004*

*Aura White*

*The Printer Doctor  
3721 B1 Santa Rosa Avenue  
Santa Rosa, CA 95407*

*Dear Aura White:*

*Thank you very much for your excellent customer service. I greatly appreciate your positive, friendly, professional attitude. I have been very happy with you and your service associates.*

*I will highly recommend you and your company to others.*

*Sincerely,*

*Barbara J. Gramlich*

*Barbara Gramlich*

*Accounts Payable*