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**William A. Good, CAE**  
Executive Vice President

April 6, 1994

Mr. Troy Bardwell  
D & M Roofing Enterprises Inc.  
16801 Oakmont Ave.  
Gaithersburg, MD 20877

Dear Mr. Bardwell:

It's not often that we receive unsolicited calls from consumers with positive things to say about our members, but you do have a satisfied customer, and I thought you should know it.

Judy Merkel told me that you went above and beyond the call of duty to repair a flashing leak in terrible weather. She was impressed enough to call, and you should be proud to have that kind of an impact on your customers.

Keep up the good work!

Sincerely,

**NRCA**

*William A. Good*  
William A. Good, CAE  
Executive Vice President

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