



Chicago Slaughter Professional Indoor Football

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To Whom It May Concern:

My Mother and Father have an older home, which had lost power a couple months ago, due to the age of the house, as well as a very bad storm, which had knocked down some wiring. They were very nervous and upset and did not know who they should call, so they called another company out of the phone book and were waiting for a response. They felt they were waiting too long, so they asked me if I knew anybody that could help them. I told them that I had heard great things about Black Diamond, from some other people that I know and recommended that they call you guys to help them out. They followed that recommendation and called your company immediately to try and resolve this very pressing problem. Well, I have to tell you that you guys made me look like a hero to my family, as your people not only responded immediately, via the phone, but also had representatives of your company come out immediately, on site, to help solve my parents' electrical issues. The employees that came to their house were not only very knowledgeable and professional, but they were very sympathetic to my parents' problem and assured them they would not leave until they had restored power. In addition, 2 gentlemen from the front office (Scott and Rick), showed my family personal attention, and actually came out to their house to oversee their problem. To me, this kind of service is just not seen these days and deserves recognition. Every person that we came in contact with at Black Diamond went way up and beyond the call of duty, including helping us in dealing with Com-Ed in regard to the power line issue. TM

My apologies for such a lengthy letter, but I feel that your company was owed a well deserved thank you for your service in what was indeed a very troubling situation with my parents.

Thank you Black Diamond!

Alan Perkins

Chicago Slaughter – General Manager