



**HARRY COOPER SUPPLY COMPANY**  
P. O. Box 1747 – 605 N. Sherman Parkway  
Springfield, MO 65801-1747

Phone (417) 865-8392 Fax (417) 869-5920

December 19, 2008

**Rich Kramer, Owner**  
**RICH KRAMER CONSTRUCTION**  
789 North Miller Road  
Springfield, MO 65809

Dear Mr. Kramer:

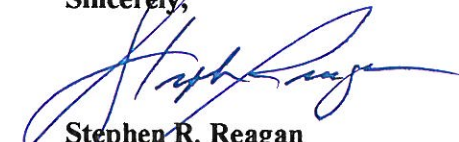
As you know, we are nearing completion of the renovation of our warehouse facility that was damaged in the tornado last January. I wanted to write to say thanks to you, your staff and all of your employees who worked on the job. They all, individually and collectively, were great to work with and demonstrated the highest degree of integrity and top notch craftsmanship.

While the job took somewhat longer than any of us anticipated, we appreciate the fact that unforeseen challenges and necessary changes were met head on and that your employees went out of their way to complete the project in a cost effective and timely manner. During the bidding process, we had several strong contenders for this job. Though any of the contractors on our short list would likely have done a good job, I am pleased that we selected Rich Kramer Construction and you will certainly be at the top of our list for any future needs we may have.

In particular, I would like to thank Lowell Thomas. Lowell and I have been friends for many years and, having worked with him in the past I knew that I could expect a 110% effort from him. He gave that much and more and once again demonstrated a keen sense of awareness and understanding of the construction process, providing timely updates on the status of the job as well as problems and solutions as they arose.

Please feel free to use my name as a reference for Rich Kramer Construction, and if we at Harry Cooper Supply Company can ever be of service to you or your company, please let me know.

Sincerely,



**Stephen R. Reagan**  
Vice President and CEO