

11231-University Avenue  
Edmonton, AB T6G 1Y7

May 21, 2010

Better Business Bureau

888 9707-110 St.

Edmonton, AB. T5K 2L9

Dear Sirs:

Re: B & B Demolition Ltd.

12836 - 153 St. N.W.

Edmonton, AB. T5V 1A9

Since the majority of the public's contact with you deals with complaints rather than complements, it will be a refreshing change for you to receive a bouquet rather than a beef.

Please find enclosed a copy of my letter to B & B Demolition Ltd. outlining the nature of their incredible customer service. Their work for me in removing the stairs/landing involved two 10-ton trucks, a back-hoe, another piece of digging equipment, and 3 men providing 6 hours of labour plus travel time - all at no charge.

At 85 years of age I ~~now~~ have the concrete experience that the old warning of "If something sounds too good to be true, it can't be true" does have exceptions.

B & B Demolition's extraordinary service, I believe, merits attention and commendation.

Yours sincerely,  
Jessie M. Strange