

MIRACLES DO HAPPEN

August 13, 2002

To My Friends:

As we see some of our country's corporate giants fall and consumer confidence floundering, we ask why and how can this happen. Some answers are greed, lack of morals, trust, and maybe no conscience. Trust is only a word, but I was taught it means something very special. A good reputation is critical to operating a successful family business.

I am very blessed to have my six sons here with me, and my parents, along with my awesome office staff and other people whose support make the Pool Doctor a success.

Many people place their faith in us. We have had over four hundred fifty NEW customers in 2001 alone. THANK YOU again for the continued trust you place in us as we service thousands of pools and spas this summer. Whether it is your daughter's 13th birthday party and your heater stops working, or if you experience equipment, chemistry problems or just require our weekly service, we continue to cater to your needs.

I would like to extend a heartfelt thanks to all those who responded to the summerizing letter by fax, mail, e-mail or phone sharing your concerns.

It seems ironic that my February summerizing letter was focused around early American traditional values and trust in God. Right after 9/11, the churches were full beyond capacity and we found out that our country still has patriots and heroes.

Then, we all waited on the edge of our seats for the rescue of nine miners from rural Pennsylvania trapped 240 feet underground. The first attempt at drilling failed because the drill bit broke. The location to resume the drilling was moved 60 feet away. I'm sure we all said OH NO! It didn't look good. A few days later I was in the "Goodie Shop Bakery" when I heard the news about the rescue teams getting through. I screamed "YEAH" for nine men I didn't even know. It was an emotional experience! The miners' faith and strength at a time they all thought they were going to die were common amongst them. Writing letters to there loved ones, tying themselves together so that they would be found together. Wow! It was reported that if the first drill bit didn't break and they continued drilling, it would have flooded the miners' area.

How does that happen? Was this Divine Intervention? Sometimes I think we aren't supposed to know all the answers and just simply accept the outcome. People come into or go out of our lives and we ask "WHY"? Whether it is Jesus, a new friend younger or older, the Pool Doctor or life-altering events, just remember everything happens for a reason.

What an awesome summer we are having. I hope you have taken enough time as I requested in my spring newsletter to enjoy your pool. Having a cool Pepsi or some homemade wine with family and friends is what life is about.

Now the time has come to think about closing your pool. If you have any questions or need help filling out the enclosed contracts, please don't hesitate to call. We really do care and know best how to service your pool and spa.

REMEMBER, if you are adding water to the pool once a week, you have a leak. All leaks must be repaired before the pool is winterized.

We appreciate your continued support and the trust you place in us. Have a safe and healthy winter. See you in the spring of 2003 and God Bless you and your family.

Peace, Love and Patience to all,

Sincerely,

Lawrence J. Penna

Pool Spa Doctor

126 State Route 37 - New Fairfield, CT 06812

203.746.7665 Service 203.746.7000 Office 203.746.6019 Fax

WWW.POOLSPADOCTOR.COM

E-MAIL: LARRY@POOLSPADOCTOR.COM