

Dave Kugler

From: [REDACTED]
Sent: Wednesday, July 25, 2012 8:54 AM
To: [REDACTED]
Subject: Re: Bat Exclusion Doors

Dear Mr Kugler,

Recently I became one of your new customers. My first encounter was with your front desk ladies who were very friendly, informative and professional. I soon realized that I could not take care of my bat issue myself. (I tried 3-4 years ago and all I did was enhance their condo). My appointment was promptly set and at my convenience. Chad arrived on time, after a call letting me know he was on the way. I have a biology degree and had numerous questions. Chad answered all of them. He was equally polite and professional as your front office staff. The estimate was a bit more than I thought but because Chad made me aware that I have quite a few more bats than the 15-20 I thought I had I signed the contract with your company knowing that "you get what you pay for". Chad & Brian arrived on time yesterday and went to work. They did all the caulking for the bats and laid the traps for the mice. (To bad bats don't eat mice). They were done in just a couple of hours and left my yard as clean as when they arrived.

What really impressed me the most is how loyal Chad was to you and your company. I have owned my own business in the past and there is nothing more rewarding than when your employees recognize that you go out of your way to provide good equipment to work with, pay them well to be professional and provide a complete and honest service. I only met Brian once but twice now I have been impressed with Chad and your service. Looking forward to watching my bats find another dwelling. I'll recommend you to my neighbor if they settle there.

Respectfully,
Dan Selahowski.

-----Original Message-----

From: Dave Kugler [mailto:dkugler@cittercatchersinc.com]
To: [REDACTED]
Sent: Tue, Jul 24, 2012 7:52 pm
Subject: Bat Exclusion Doors

Dear Valued Customers:

The baby bats are FINALLY maturing to a point where they will begin to fly out of the roosts (I know everyone is excited). We are preparing to transition to where we will be adding one-way doors to your home. Once the doors are added, we would expect that the bats will all fly out and be evicted within 2-4 days. I anticipate that everyone will have the one-way doors added by mid-August - if not sooner. I am scheduling the routes to meet everyone's needs in the quickest possible manner. You do not need to be home for the installation.

We are very excited to announce that we added a fourth truck to the route in 2012, which we did not have last year. This addition will help facilitate this process.

If you are in a special situation where the installation of the one-way doors should be a priority, please respond to this email. I will do my best to schedule your job accordingly. We appreciate your patience during the next couple weeks. Thank you so much for your business and referrals. I am so fortunate to have such a motivated team and fantastic customers. Your bat friends will be looking for a new roost very soon!

David A. Kugler, President
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