

Gary:

Nice to meet you at the DRHC yesterday (Sunday, Sept 24, 2017).

As I had mentioned, I changed my travel plans to accommodate the Olsen Cement 'estimate' schedule for Saturday, Sept 23, 2017.

I made the appointment a full TWO WEEKS in-advance, since I was going out-of-town on business.

Originally, I scheduled a return of Saturday evening, and would have missed their visit, etc.

During that two WEEK period I received no change, no notice, no updates, no issues...nothing.

When I discussed the pour with the nice lady at Olsen, the one who scheduled the estimate, she never flinched over the size, or any matter relating to minimums, or anything else. I was not told of such alleged issues until I received a call (1 pm ish from a "John" at Olsen) via Elizabeth at Kearns. I waited until 11am before I called your office; Elizabeth took the call.

The enclosure is what I had prepared on Friday, September 22, in preparation for Olsen estimate visit of Saturday . . . a no show.

Thanks for your help Gary. I am not "upset," but I am sharing as feedback to the results of a Kearns referral, etc.

Paul Sheridan  
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