

Mark and Susan Diana
633 Valley Road
Watchung, NJ 07069

November 29, 2010

Chubb Insurance
Attn: Jennifer Weiss
15 Mountain View Road
PO Box 1616
Warren, NJ 07059-1616

RE: leaking basement oil tank clean up

Dear Ms Weiss:

Thank you for your coverage commitment which made this complex decontamination project possible. Our home is now petroleum odor free for the first time in over 10 years. We are relieved that the environmental cleanup was thorough and is now complete. ANCO Environmental has shown us the final groundwater and indoor air sample analysis, and all is well.

Allow me to take a moment to write about ANCO, and Mark Annis, their principal remediation engineer. His company showed incredible care and concern for our property and our well being. They even protected our goldfish when chemically fogging and ozone treating our home.

We had a bad oil leak in our basement. The old tank, used prior to our ownership of the house, had apparently developed a major leak, but oil odors from our boiler and newer tank were camouflaging the source. I had known of Mark for a long time and invited his opinion. When ANCO removed the newer tank, the old leak was revealed. Thank God for homeowner's insurance, for the oil penetrated 8' beneath our basement floor, and affected the groundwater beneath the house. Portions of the foundation had to be undermined and supported.

ANCO completed the job in two passes. Ultimately, they opened a hole through the outside wall, structurally supported the foundation, then using earth conveying equipment they removed about 100 tons of soil from beneath the floor. They used their own vacuum trucks to suck out contaminated groundwater. They installed a soil gas ventilation system beneath the new basement floor. Finally, they replaced the foundation, and restored the basement with improved functionality.

We are now going to finish the basement and build a play room for our kids. Thanks again Chubb, and special thanks to ANCO Environmental.

Sincerely,

Mark Diana

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