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Immediate Release
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Dixie HomeCrafters is 1st Runner Up for the 2009 Torch Customer Service Award

(Atlanta, GA) April 23, 2009 – As one of the fastest growing home improvement companies in America, Dixie HomeCrafters is proud to be the first runner up for the BBB Torch Award for Customer Service. Each year, the Better Business Bureau (BBB) recognizes companies committed to maintaining exceptionally high standards of ethical behavior in buyer and seller relationships.

"It was an honor to be recognized with such an elite group of companies," says Penny Lewis, CFO of Dixie HomeCrafters. "Our goal has always been to provide honest and thorough communication in business."

Each applicant was asked to submit their Customer Service Policy, as well as a detailed training of employees with regard to Customer Service. They were also asked to provide specific information regarding how the company deals with consumer complaints. Entries were reviewed by three judges independent of the BBB's staff and Board of Directors. Accreditation in the BBB is not a requirement; however, Dixie HomeCrafters has been a BBB Accredited Business since March 2004.

The Awards Ceremony was held at Villa Christina on April 22nd, and the program featured guest speaker Randy Travis, I-Team Investigator for FOX 5 News.

"Our company believes that providing outstanding customer service is as important as any other aspect of management," Lewis says. "With this recognition, we look forward to many more years of setting the standard for ethical business."

About Dixie HomeCrafters:

Dixie HomeCrafters is a home improvement company specializing in vinyl siding, replacement windows and clog-free gutters. They offer installation by trained, insured crews, done to the highest standards of the industry. Dixie HomeCrafters also offers Diamond Barrier™, a state-of-the-art reflective insulation product that blocks radiant heat from home attics. Based in Atlanta since 1991, Dixie HomeCrafters has been ranked in the top 10 of replacement companies in the nation by *Replacement Contractor* magazine.