

FEEDBACK REPORT *for* Allterra Solar



Customer Feedback Summary

Of 47 surveys sent, 32 were responded to



207-B McPherson Street
Santa Cruz , CA 95060
(831) 425-2608
allterasolar.com

GUILDMEMBER SINCE 2014

As a GuildQuality Guildmember, Allterra Solar relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Allterra Solar in Santa Cruz, CA; Aptos, CA; Scotts Valley, CA; Watsonville, CA; Soquel, CA; Saratoga, CA; Los Altos, CA; Berekely, CA; Pacifica, CA; San Jose, CA; and 2 other cities in Georgia and California.

Recent Reviews & Published Comments

REVIEW

LJ G.
Santa Cruz, CA
Feb 19, 2017



Fantastic company A+

REVIEW

Tutti H.
Santa Cruz, CA
Dec 21, 2016



From start to finish, everything went incredibly smoothly!

REVIEW

Suzanne P.
Santa Cruz, CA
Sep 02, 2016



They made it really easy for me. They took care of all the permits and grunt work.

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REVIEW

George P.
Santa Cruz, CA
Aug 31, 2016



Everybody from the salesman to the office staff to the installers was professional, courteous and knowledgeable. The installation itself was awesome. I highly recommend this company.

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COMMENT

Additional Comment
Mar 10, 2014

The entire project was very positive. I only wish the rest of the planet could be as positive and professional to work with.

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COMMENT

Additional Comment
Mar 10, 2014

All personnel involved were superb. The installation crew caused the Berkeley inspector to say it was the best installation he'd ever inspected.

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COMMENT

Additional Comment
Mar 10, 2014

None.

COMMENT

Additional Comment
Mar 10, 2014

In every aspect of the process.

COMMENT

Additional Comment
Mar 10, 2014

Perhaps our neighbors.

COMMENT

Additional Comment
Feb 25, 2014

The job was completed quickly and efficiently.

COMMENT

Additional Comment
Feb 21, 2014

I would like to recognize David Stearns for his exceptional service on my project.

COMMENT

Additional Comment
Feb 21, 2014

I was most satisfied with David Stearns for his excellent follow-up.

COMMENT

Additional Comment
Feb 21, 2014

I chose Allterra because they are a local company.

COMMENT

Additional Comment
Feb 21, 2014

I met them at an Earth Day event.

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COMMENT Additional Comment Feb 18, 2014	Rep and install crew
COMMENT Additional Comment Feb 18, 2014	Clean install , rep was very knowledgable
COMMENT Additional Comment Feb 13, 2014	Great local company.First introduction to Allterra was at event at King Insurance.
COMMENT Additional Comment Feb 13, 2014	Andrew Lezin was very proactive and followed up quickly on questions and issues.
COMMENT Additional Comment Feb 13, 2014	Allterra committed to complete the installation in December 2013 in time to take the tax credit in 2013. Work was completed near the end of December, but not in time to complete the inspection process. So the credit could not be taken until 2014.
COMMENT Additional Comment Feb 13, 2014	Flexible about panel layout and system configuration.Flexible about working with the roofer to complete posts.
COMMENT Additional Comment Feb 13, 2014	Thank you!
COMMENT Additional Comment Feb 13, 2014	The whole team did a great job.
COMMENT Additional Comment Feb 13, 2014	None. They did a fantastic job.
COMMENT Additional Comment Feb 13, 2014	The whole project was a pleasure. The inspector was impressed with their work. The system is working as promised and we are very pleased. Thank you.
COMMENT Additional Comment Feb 13, 2014	Our next door neighbor has said that he wants to install solar at some point. Probably others too. I haven't asked. I will.

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COMMENT

Additional Comment
Feb 13, 2014

On budget, on schedule.

COMMENT

Additional Comment
Jan 11, 2014

None

COMMENT

Additional Comment
Jan 11, 2014

Very professional, did what they said they would when they said they would do it. They followed up just the right amount without being pushy.

COMMENT

Additional Comment
Jan 11, 2014

Yes. I have provided these referrals to Alterra already.

COMMENT

Additional Comment
Dec 21, 2013

Everything was taken care of nicely and smoothly.

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