

CUSTOMER FEEDBACK REPORT *for*

# JD Solar Solutions LLC



COMMENT  
Area Of Satisfaction  
Feb 18, 2014

Very knowledgeable and provided good additional information.

COMMENT  
Additional Comment  
Feb 18, 2014

Everyone at JD Solar did a fine job during my installation process. Anytime I had a question, they were able to answer it completely and correctly. I was very glad that I dealt with them. They used quality materials & installation methods. For example, flashing around brackets that supports the panel structure on my roof. Also I am pleased with the inverter selection as well as system design. I can easily view system generation statistics.

COMMENT  
Problem Resolution  
Feb 18, 2014

They worked effectively with my town's inspection department & with CL&P ,, making approvals seamless to me.

COMMENT  
Area For Improvement  
Feb 18, 2014

Quite frankly none.

COMMENT  
Recognize Excellence  
Feb 13, 2014

The whole team!

COMMENT  
Area For Improvement  
Feb 13, 2014

A little backed up with the installation schedule, but it all came together fine.

COMMENT  
Area Of Satisfaction  
Feb 13, 2014

Very responsive, made sure we understood everything clearly and precisely.

COMMENT  
Current Referrals  
Feb 13, 2014

Already taken care of!

COMMENT  
Recognize Excellence  
Jan 23, 2014

I would like to recognize Damon.

509 Garden suite #2  
Hoboken , NJ 07030  
(201) 822-5353

## **GUILDMEMBER SINCE 2013**

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

In this report, JD Solar Solutions LLC has published a summary of the customer feedback they've received since they joined GuildQuality in August 2013. In that time, 13 out of 18 customers (72%) responded to a GuildQuality satisfaction survey, with the most recent response in February 2014.

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COMMENT Area Of Satisfaction Jan 23, 2014	I was most satisfied with their explanations of the system and the installation.
COMMENT Recognize Excellence Dec 30, 2013	Jimmy, Damon, and Carl were all exceptional!
COMMENT Additional Comment Dec 18, 2013	Referral program is great, and i'll keep sending referrals your way.
COMMENT Recognize Excellence Dec 18, 2013	Damon
COMMENT Area For Improvement Dec 18, 2013	Can't think of any at this point in time.
COMMENT Area Of Satisfaction Dec 18, 2013	Communication was great. Letting people know the status of the job, and responding to phone calls, and emails quickly was great.
COMMENT Current Referrals Dec 18, 2013	I've told many of my friends about JD Solar, a few of which have already contacted you and have signed contracts
COMMENT Additional Comment Oct 13, 2013	Finally would just like to say my solar experience was awesome and I'm so glad I picked JD Solar!!!
COMMENT Recognize Excellence Oct 13, 2013	We would love to recognize Damon Weiss, James , and Derrick total professionals! The best crew we ever worked with
COMMENT Area For Improvement Oct 13, 2013	In no areas did JD solar fall short. We could not be happier with our project.
COMMENT Area Of Satisfaction Oct 13, 2013	Damon Weiss could not have been better. Explained the benefits thoroughly, went over every aspect of the project, and was there every step of the way with us
COMMENT Current Referrals Oct 13, 2013	Yes family is very interested in solar. We will let Damon know.

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COMMENT  
Recognize Excellence  
Aug 21, 2013

I think everyone did a great job.

COMMENT  
Area For  
Improvement  
Aug 21, 2013

I don't think they fell short of my expectations.

COMMENT  
Area Of Satisfaction  
Aug 21, 2013

I was most satisfied with their communication skills and professionalism.

COMMENT  
Recognize Excellence  
Aug 07, 2013

JD!Very, very nice to have him working on my home.

COMMENT  
Area Of Satisfaction  
Aug 07, 2013

Just all very nice people. Very nice work on the installation. Always happy to answer my questions.

COMMENT  
Recognize Excellence  
Aug 07, 2013

They were all exceptional. Everyone did a great job.

COMMENT  
Area Of Satisfaction  
Aug 07, 2013

Workmanship, materials and efficiency

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