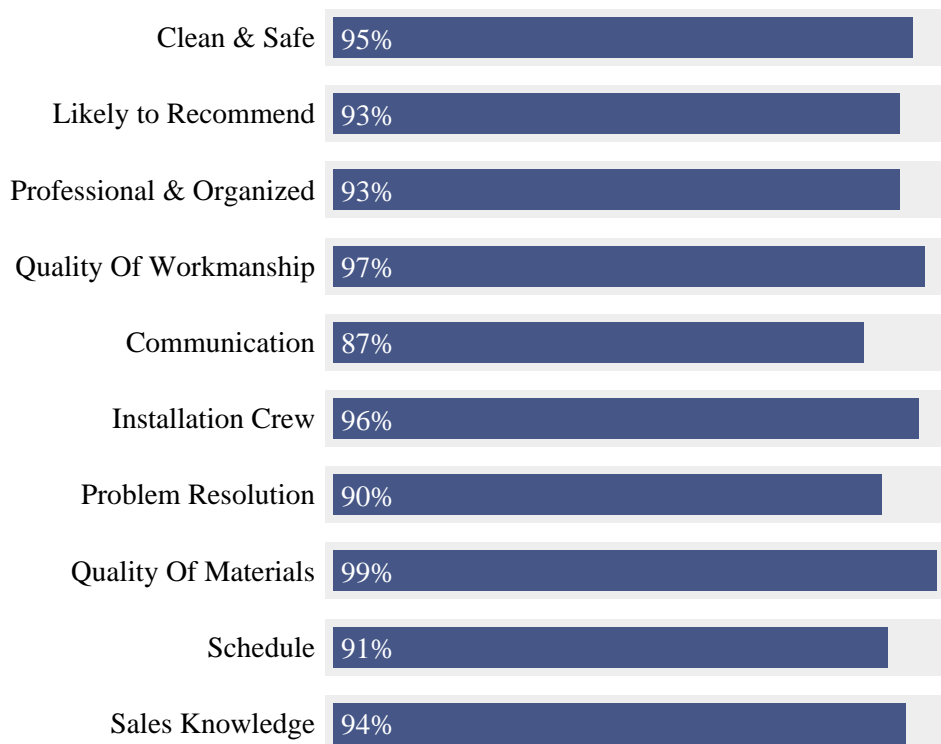


CUSTOMER FEEDBACK REPORT *for* Future Energy Savers



Customer Feedback Summary

Of 372 customers surveyed, 228 responded



8980 Grant Line Road
Elk Grove, Livermore, San
Jose, Upland, Oceanside ,
CA 95624
(800) 985-0733
www.energysavers.com

GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Future Energy Savers relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Future Energy Savers in San Jose, CA; Elk Grove, CA; Vacaville, CA; Tracy, CA; Antioch, CA; Sacramento, CA; Roseville, CA; Modesto, CA; Victorville, CA; Oceanside, CA; and 108 other cities in California.

Recent Reviews & Published Comments

COMMENT

Additional Comment
Dec 16, 2013

I like the lay out. I was able to get what I wanted. I liked they way they followed what I asked them to do and that they were neat. They did a good job at running cables and took care to make it look good. Everything seems to be working properly. I am very pleased with the suggestions they made and that the installation is not intrusive. I was very pleased that they showed me how to get a tax credit to get a new roof so they could install the panels. This is not something their competitors knew about or suggested to me. They added value to the project by doing this.

CUSTOMER FEEDBACK REPORT *for*

Future Energy Savers



COMMENT

Additional Comment
Dec 16, 2013

I was most satisfied installation. It was really handled well and efficiently.

COMMENT

Additional Comment
Dec 10, 2013

The whole thing was great. The installation crew was good. They did their job, were professional, explained things to me and then left. I was happy with all of it.

COMMENT

Additional Comment
Dec 03, 2013

We would like to recognize the installation crew. They did an outstanding job throughout the process. We did not want any visible lines running outside the house. They ran everything through our attic to the outside of the garage, matched up the paint very well for the small area that was visible and did a fantastic job on the drywall and paint inside the garage. We can't even tell where they went through the wall. They ran into a problem when setting up the modem to run on our wireless system. After several attempts and tests, they determined it would have to be hard wired and they ran the wiring back up through the top and down from the attic and only a small amount of wiring shows in the closet, which they also painted to match the wall. This crew was very friendly, professional and knowledgeable and went above and beyond to do an excellent job. We told them it was obvious they take a lot of pride in their work.

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Future Energy Savers



COMMENT

Additional Comment
Dec 03, 2013

Our sales person and his management were very sensitive to our budget and listened to our specific energy needs and helped us negotiate a price and system that we are very happy with that we feel will fulfill all of our needs for the long term. Our sales person was very knowledgeable and professional. He was able to answer our questions during the initial presentation and follow up calls. We had talked to a few other companies and their presentations fell short in this area. Ed's representation gave us confidence in Future Energy Savers. We were also very impressed with the quality of the materials and the workmanship during the installation.

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COMMENT

Additional Comment
Dec 03, 2013

American made panels was one of the strongest considerations for us choosing Future Energy. We are confident we have chosen the best possible materials.

COMMENT

Additional Comment
Dec 02, 2013

I would like to recognize the installation team from Future Energy Savers for their exceptional service on my project.

COMMENT

Additional Comment
Dec 02, 2013

Eugene Tyshovich was completely thorough in explaining with no pressure all about the benefits of solar and the working crew were very professional and polite. They worked very hard to make sure it was done in a timely manner and right the first time.

COMMENT

Additional Comment
Nov 26, 2013

Our sales representative was very knowledgeable of the workings of the solar system which helped us make an informed decision when considering our purchase of the system.

COMMENT

Additional Comment
Nov 26, 2013

In closing I would just say that all the employees from the salesman, installers, to the receptionist were very professional.

CUSTOMER FEEDBACK REPORT *for*

Future Energy Savers



COMMENT

Additional Comment
Nov 26, 2013

I would like to recognize the sales representative and the lead installer for their exceptional services on my project. The sales representative was extremely helpful and presented plenty of options for me to select for my panels. The installer did a very professional job. I have worked in repair services for 50 years and owned my own business for 25 years, so I know quality work when I see it. They did an excellent job!

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COMMENT

Additional Comment
Nov 26, 2013

I am most satisfied with the solar panels from Future Energy Savers because I love that my neighbor comes over to watch my meter go backwards and I save so much money!

COMMENT

Additional Comment
Nov 26, 2013

I chose this company because they use American made products and have an excellent warranty. I was very satisfied with the entire process once my initial concern was addressed. All workers were professional and on-time and installation went very smoothly.

COMMENT

Additional Comment
Nov 26, 2013

I am thoroughly enjoying watching the meter go backwards. I love saving through my new system.

COMMENT

Additional Comment
Nov 26, 2013

I wish half the companies in this country were a quarter as good as Future Energy Savers.

COMMENT

Additional Comment
Nov 26, 2013

I would give them a 10. The service was very professional. This guy came out and waited for the final inspection; he asked me for some paint to paint over any areas where the electrical panels had to be installed. He chose to paint my house while he waited for the inspection, which is professional and beyond all other companies' services.

CUSTOMER FEEDBACK REPORT *for* Future Energy Savers



COMMENT

Additional Comment
Oct 22, 2013

The overall process was pleasant and efficient. We are very pleased to have solar installed and very pleased we went through Future Energy. Thank you.

COMMENT

Additional Comment
Oct 21, 2013

If I get the opportunity, I will recommend Future Energy Savers to anyone that might show interest in this product.

COMMENT

Additional Comment
Oct 17, 2013

I think the whole process went smoothly with Future Energy; from the initial visit, which was very thorough, the continuing communication about the ordering and installation date, and the installation crew were helpful and kept me updated about the progress. I am extremely pleased with the end result and hope this solar system will last for many years.

COMMENT

Additional Comment
Oct 16, 2013

I was most satisfied with the salesman's knowledge and how he explained things.

COMMENT

Additional Comment
Oct 03, 2013

I have already endorsed your services to a couple of my co-workers.

COMMENT

Additional Comment
Oct 01, 2013

The installation crew leader was very professional, knowledgeable, and efficient.

COMMENT

Additional Comment
Oct 01, 2013

The entire staff!!! Everyone treated my wife and I like life long customers.

COMMENT

Additional Comment
Sep 30, 2013

Everything was great. Everyone was nice. I didn't work with them as much because I work nights at the hospital so I sleep during the day. The people were all very kind. Everyone was great and they did an excellent job. We are very pleased. We will definitely recommend them to anybody who is interested.

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COMMENT

Additional Comment
Sep 30, 2013

The salesperson who came out broke it down and made it really easy to understand and logical. He gave us the numbers and based on the numbers and the logic as well as how nice he presented the information, we decided to do it. It can get kind of confusing but the salesperson was so well over prepared. My husband is a math professor and I'm not, but the salesperson made it very simple for both of us to understand. He satisfied my husband who is a mathematician. We wish it was cheaper and that is what kept us from getting it sooner but we know it is a long term investment.

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COMMENT

Additional Comment
Jun 01, 2013

It's all connected and generating. I'm ecstatic!

COMMENT

Additional Comment
May 28, 2013

I'd like to recognize everyone for their exceptional service, especially my salesperson, Rob. I don't have any complaints about anyone.

COMMENT

Additional Comment
May 14, 2013

All did great. Thank you

COMMENT

Additional Comment
May 11, 2013

I think the follow up has been great and I really liked having this phone call as well!

COMMENT

Additional Comment
May 11, 2013

Tom and Roy were very good. Roy was the key player and was very knowledgeable and brought his own energy bills and when we saw the bills drop we were impressed. Lisa and Alyssa are very nice as well, they are all nice. But the sales rep you send out is very important.