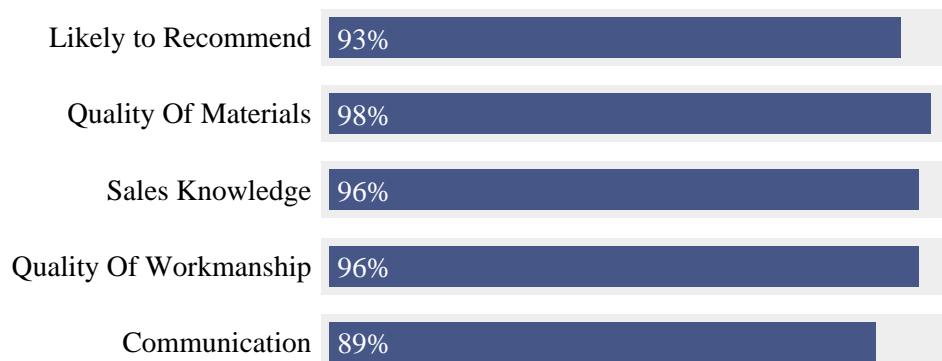


# FEEDBACK REPORT *for* SolarWorld



## Customer Feedback Summary

*Of 3,777 surveys sent, 2,551 were responded to*



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Camarillo , CA 93012  
(805) 388-6291  
[www.SolarWorld.com](http://www.SolarWorld.com)

### GUILDMEMBER SINCE 2012

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## Recent Reviews & Published Comments

### REVIEW

Garcia  
Niceville, FL  
Jan 13, 2015



They did a great job installing the hardware and on time. They were very helpful at all times. However, one optimizer was bad. I know they are busy and are in the business of making money and troubleshooting a problem can take a long time but the problem needs to be resolved a lot sooner. Showed up to the site to troubleshoot with no help, took 10 months. I did a lot of research and troubleshooting my self to help out. That took a lot of my time. Despite everything it took to solve the optimizer one thing can be said. They made sure the problem was fixed for me. Even though it was frustrating for them they were positive. Communication about the problem was good and we worked together to get the problem solved. They never left me hanging. Great customer service.

### REVIEW

Lorrie B.  
Cayuga, NY  
Jan 02, 2015



Very happy with our solar system, Would do again.

## FEEDBACK REPORT *for* SolarWorld



### COMMENT

Additional Comment  
Jul 23, 2014

We chose them because of the bid that they gave and the style of mounting that they were going to do, and an overall good feeling with the company.

### COMMENT

Additional Comment  
Jul 16, 2014

All of the MSS staff we interacted with performed superbly.

### COMMENT

Additional Comment  
Jul 16, 2014

My work has taken us to be in New York for most of the past four years, the time when we engaged MSS to install, make operational, and then coordinate with DTE and the Solar Currents Program. MSS was able to achieve this despite the fact that 90+% of the time we were not here. I consider that a real accomplishment.

### REVIEW

Beverly C.  
Freeport, NY  
Jul 16, 2014



I would like to thank the staff at You Save Green for doing a good job and their professionalism. I would and will recommend them for solar installations.

### COMMENT

Additional Comment  
Jul 01, 2014

I am most satisfied with the overall installation and the quality of the finished product.

### REVIEW

R T.  
St. John, VI  
Jul 01, 2014



The final product surpassed my expectations. The schedule was met, and the overall quality of the project was very good. The finished product was as described, and I couldn't recommend them any higher.

### REVIEW

Richard A.  
New Windsor, MD  
May 21, 2014



I was perfectly happy with the speed and professionalism of the installation crew. So far I haven't had any problems with the system itself. It seems to be doing what it is advertised to do.

### REVIEW

Thomas S.  
Edgewater, MD  
May 21, 2014



Renewable Energy Corp did a real great job with my project. I just got my first check since the project was completed, and I could not be happier.

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### REVIEW

Tyler  
Round Hill, VA  
Apr 22, 2014



It was a fairly hassle-free process and went smoothly from start to finish. The panels look neat on the house and they're all-around rather fun.

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### COMMENT

Additional Comment  
Apr 15, 2014

Thanks to Michigan Solar Solutions my quality of life has improved. I'm saving loads of money every day that I would otherwise be throwing out the door to the energy company. So with that being said I want to say a BIG THANK YOU!

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### COMMENT

Additional Comment  
Apr 15, 2014

To not include them all would be a insult. Mark, Don and Debbie have been an incredible resource in my life. They all love what their doing, their very knowledgeable and complement each other very well. I have had my most Contact with Debbie Vercnocke. Her customer service skills are second to none. I sleep easy at night knowing that if anything should arise she will handle it confidently.

### COMMENT

Additional Comment  
Apr 15, 2014

This Company does not fall short at all. In fact they endeavor to make sure I was informed and happy about every decision made. Its been an all around great experience. Very Professional!

### COMMENT

Additional Comment  
Apr 15, 2014

I have to say that I was the most satisfied with fact the they really new their stuff. If I had a question or concern about installation, product knowledge or warranty issues they were very responsive and accommodating.

### COMMENT

Additional Comment  
Apr 15, 2014

I have had people stop at my home to ask who Installed them. I could not say enough about this company.

## FEEDBACK REPORT *for* SolarWorld



### REVIEW

Costandi  
Shelby Township, MI  
Apr 15, 2014



My experience with Michigan Solar Solutions has been one that you can take to the bank. This company provides not just a service but you will develop a personnel relationship with all of them. When they installed our system at our home they made us feel like we became part of their family. Never at any time did I have reservations about using this company. They stand behind everything they say and go over and beyond your expectations. I recommend using this company for their professionalism, knowledge and personalized customer service.

Comment from Michigan Solar Solutions

Thank you Paul, we really enjoyed meeting you and working with you! Sincerely!

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### COMMENT

Additional Comment  
Apr 15, 2014

This was the panel that Michigan Solar Solutions Recommended. I am very happy so far with my decision and love the bells and whistles. The 25 year warranty helped too.

### COMMENT

Additional Comment  
Apr 15, 2014

I searched the internet for a reputable company for knowledge about solar energy. I'm very glad that I chose this company.

### COMMENT

Additional Comment  
Apr 10, 2014

US made materials

### COMMENT

Additional Comment  
Apr 05, 2014

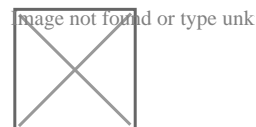
Every time I get my bill and look at it and I see a zero on it, it makes us very happy. We go to bed with a smile on our face.

### COMMENT

Additional Comment  
Apr 05, 2014

I'd like to recognize the salesman. He came out to give us the presentation and tell us about his company. That's why we chose his company over four or five other companies.

## FEEDBACK REPORT *for* **SolarWorld**



### COMMENT

Additional Comment  
Apr 05, 2014

I was satisfied in all areas. From beginning to end it was professionally done, we were treated courteously, and their workmanship is great. I was happy with all of it.

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### REVIEW

Charles L.  
Bonita, CA  
Apr 05, 2014  
★★★★★

From start to finish, the job was great. The people were great. The company produced and did everything they said they would do. From the person that put the panel up, to the roofer, to the project manager, it was a wonderful experience. If I had to do it all over again I would. I've highly recommended Independent Energy Solutions to friends and family. I'm very happy with the product. My wife and I are happy we went solar and picked the right company.

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### COMMENT

Additional Comment  
Mar 29, 2014

I am very pleased with the Natural Energy solar panels.

### COMMENT

Additional Comment  
Mar 29, 2014

I would like to recognize Jim and the installers for their services. the workers were very helpful, came on time when they said they would, the foreman was very friendly, and they made it a good experience.

### COMMENT

Additional Comment  
Mar 29, 2014

Jim was my salesman. He was very helpful and explained things well. He was a very personable person to work with.

### COMMENT

Additional Comment  
Mar 29, 2014

Every time I had a question I would call Jim and he would always get back to me same day. Anytime that I needed information he was there giving it to me. It was mostly him that sold me on the job. Everyone did a good job though.

### REVIEW

Judy F.  
Danville, CA  
Mar 29, 2014  
★★★★★

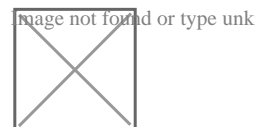
I liked everything about them. When they said they'd be here they were. They put the panels on cleanly, quickly, efficiently, then left. I have no complaints.

FEEDBACK REPORT *for*  
**SolarWorld**

COMMENT

Additional Comment  
Mar 26, 2014

I was satisfied in general. The installation was fine.



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