# customer feedback report for Baker Renewable Energy

### COMMENT

Additional Comment Mar 29, 2015

COMMENT

Additional Comment Feb 09, 2015

#### COMMENT

Additional Comment Feb 03, 2015

#### COMMENT

Additional Comment Feb 03, 2015

### COMMENT

Additional Comment Nov 26, 2014

#### COMMENT

Additional Comment Nov 26, 2014

COMMENT

Additional Comment Nov 24, 2014

### COMMENT

Additional Comment Nov 24, 2014 Evan Bickerstaff did an exceptional job on this project. He was a determining factor in our selecting Baker and he did a very good job at keeping the project on track and communicating with us.

Jason epstein

Evan has been great. I have asked questions after job was completed; and received the same rapid informed responses that I was accustomed too.

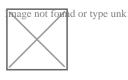
All calls and e-mails were responded to quickly! Big plus

Kate Heldreth was very responsive and knowledgeable.

The sales person, Kate Heldreth was very knowledgeable and professional.

None. All of our expectations were met or exceeded.

The entire process was easy and pleasant--from sales through commissioning. Everyone we encountered demonstrated the highest levels of professionalism and courtesy. We appreciated the time you took to look at different configurations to determine what would give us the most production for our money. You also made the HOA approval process easier by providing us with the design drawings and information we needed and took care of the applications and interface with Duke Energy. We couldn't be happier! Thank you!



517 Mercury St. Raleigh , NC 27603 (919) 828-2975 bakerrenewable.com

## **GUILDMEMBER SINCE 2014**

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

We have surveyed customers on behalf of Baker Renewable Energy in Raleigh, NC; Cary, NC; Chapel Hill, NC; Apex, NC; Clayton, NC; Greensboro, NC; Salisbury, NC; Hillsborough, NC; Madison, NC; Fuquay Varina, NC; and 30 other cities in North Carolina, South Carolina and Virginia.

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# CUSTOMER FEEDBACK REPORT for Baker Renewable Energy

### COMMENT

Additional Comment Nov 24, 2014

We don't know of anyone specifically who is interested at this time, but we have shared information about Baker Renewable with friends who have asked about our project and also on Facebook.

## COMMENT

Additional Comment Oct 03, 2014

### COMMENT

Additional Comment Oct 03, 2014

### COMMENT

Additional Comment Oct 01, 2014

### COMMENT

Additional Comment Oct 01, 2014

## COMMENT

Additional Comment Oct 01, 2014

## COMMENT

Additional Comment Oct 01, 2014

### COMMENT

Additional Comment Oct 01, 2014

I am completely with my system at this point even though I am not up and using my power yet. The sales team was very helpful and the installation crew was the most professional crew I've ever seen. The high quality of the mounting system gives me great confidence that the panels were properly installed and leak free!

The most professional installation crew that I've ever seen!

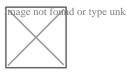
Well, everyone seemed right on the money with attitude, but if I had to pick one, I would pick Evan Bickerstaff.

The whole process was profesional.

Evan Bickerstaff did an excelent job in sales. His communication was top notch and he was very helpful through the whole process. Catlin Darner was also very prompt, pleasant and helpful.

Customer service was excellent. The entire staff was very professional and I greatly appreciated their support. This seems like an organization that truly is out to do a great job every time. I was very impressed.

I have at least one colleague at work that intends to install solar panels, and likely two or three colleagues. I have been promoting your services.



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### COMMENT

Additional Comment Aug 22, 2014

COMMENT

Additional Comment Aug 22, 2014

## COMMENT

Additional Comment Jul 16, 2014

## COMMENT

Additional Comment Jun 14, 2014

## COMMENT

Additional Comment Jun 07, 2014

### COMMENT

Additional Comment May 02, 2014

COMMENT

Additional Comment May 02, 2014

## COMMENT

Additional Comment Apr 15, 2014

### COMMENT

Additional Comment Apr 15, 2014

### COMMENT

Additional Comment Apr 10, 2014 Kate, the solar sales person, did a great job for me. She was very responsive.

I was most satisfied with the final appearance.

I was satisfied with their professionalism and honest.

They were able to create a solution retrofitting a previous installation and took older existing equipmenet and made it work.

Staff was professional and was responsive to questions and patiently answered some questions more than once.

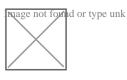
Evan did a fantastic job.

I was most satisfied with the integrity of the company and their responsiveness to answers. Its a means of establishing trust.

We were pleased with our service.

Level of professionalism. Knowledge of industry specifics.

I had no complaints whatsoever. They did what they said they were going to do at a very fair price. More importantly, they did it when they said they were going to do it. I was completely pleased with all of the work that they did. I wish other companies were that dependable!



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### COMMENT

Additional Comment Apr 10, 2014 I always work with Jason. They came back and redid the roof, so they had to re-install the solar panels. Every one of those guys knew what they were talking about, and I wish all companies provided service like they did!

### COMMENT

Additional Comment Apr 10, 2014 I was most satisfied with the people I dealt with. Everyone was more than willing to help out or answer questions.

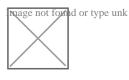
Did what they said. Good follow-up.

### COMMENT

Additional Comment Apr 08, 2014

### COMMENT

Additional Comment Apr 01, 2014 Alex Schiff was an excellent project manager, and Will DeGrace was an excellent troubleshooter for helping resolve some unexpected issues having to do with LED lighting.



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