



CUSTOMER FEEDBACK REPORT *for* **Baker Renewable Energy**

COMMENT
Additional Comment
Mar 29, 2015

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.

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

COMMENT
Additional Comment
Feb 09, 2015

Jason epstein

GUILDMEMBER SINCE 2014

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

COMMENT
Additional Comment
Feb 03, 2015

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

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.

COMMENT
Additional Comment
Feb 03, 2015

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

In this report, Baker Renewable Energy has published a summary of the customer feedback they've received since they joined GuildQuality in March 2014. In that time, 56 out of 93 customers (60%) responded to a GuildQuality satisfaction survey, with the most recent response in July 2016.

COMMENT
Additional Comment
Nov 26, 2014

Kate Heldreth was very responsive and knowledgeable.

COMMENT
Additional Comment
Nov 26, 2014

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

COMMENT
Additional Comment
Nov 24, 2014

None. All of our expectations were met or exceeded.

COMMENT
Additional Comment
Nov 24, 2014

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!



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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.

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COMMENT
Additional Comment
Oct 03, 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!

GUILDMEMBER SINCE 2014

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COMMENT
Additional Comment
Oct 03, 2014

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

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COMMENT
Additional Comment
Oct 01, 2014

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

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COMMENT
Additional Comment
Oct 01, 2014

The whole process was professional.

COMMENT
Additional Comment
Oct 01, 2014

Evan Bickerstaff did an excellent 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.

COMMENT
Additional Comment
Oct 01, 2014

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.

COMMENT
Additional Comment
Oct 01, 2014

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
Kate, the solar sales person, did a great job for me. She was very responsive.
- COMMENT
Additional Comment
Aug 22, 2014
I was most satisfied with the final appearance.
- COMMENT
Additional Comment
Jul 16, 2014
I was satisfied with their professionalism and honest.
- COMMENT
Additional Comment
Jun 14, 2014
They were able to create a solution retrofitting a previous installation and took older existing equipmenet and made it work.
- COMMENT
Additional Comment
Jun 07, 2014
Staff was professional and was responsive to questions and patiently answered some questions more than once.
- COMMENT
Additional Comment
May 02, 2014
Evan did a fantastic job.
- COMMENT
Additional Comment
May 02, 2014
I was most satisfied with the integrity of the company and their responsiveness to answers. Its a means of establishing trust.
- COMMENT
Additional Comment
Apr 15, 2014
We were pleased with our service.
- COMMENT
Additional Comment
Apr 15, 2014
Level of professionalism. Knowledge of industry specifics.
- COMMENT
Additional Comment
Apr 10, 2014
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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Baker Renewable Energy

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.

COMMENT
Additional Comment
Apr 08, 2014

Did what they said. Good follow-up.

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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