CUSTOMER FEEDBACK REPORT for

Endless Energy

Customer Feedback Summary

Of 61 customers surveyed, 43 responded

<table>
<thead>
<tr>
<th>Service</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clean &amp; Safe</td>
<td>98%</td>
</tr>
<tr>
<td>Installation Crew</td>
<td>98%</td>
</tr>
<tr>
<td>Quality Of Workmanship</td>
<td>98%</td>
</tr>
<tr>
<td>Quality Of Materials</td>
<td>100%</td>
</tr>
<tr>
<td>Sales Knowledge</td>
<td>93%</td>
</tr>
<tr>
<td>Schedule</td>
<td>95%</td>
</tr>
</tbody>
</table>

Recent Reviews & Published Comments

**COMMENT**
I am most satisfied with everything.
**Additional Comment**
Jun 20, 2019

**COMMENT**
I found them on a web search.
**Additional Comment**
Jun 20, 2019

**COMMENT**
Yes Diana does a great job, as well as the crew who installed everything. When ever I had a question and asked Jim he handled it and got back to me right away.
**Additional Comment**
Mar 06, 2015

**COMMENT**
The installation went smothly. They handled all the paperwork and that is important. I think that was the most satisfying off all. Also being able to see my system up and running gives me great satisfaction. I have learned to monitor it by my computer as well as my smart phone.
**Additional Comment**
Mar 06, 2015

184 Cedar Hill Street
Marlborough, MA 01752
(508) 357-2354
www.goendlessenergy.com

GUILDMEMBER SINCE 2014

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We have surveyed customers on behalf of Endless Energy in Bellingham, MA; Beacon, NY; Monson, MA; Holliston, MA; Hadley, MA; Greenfield, MA; New Milford, PA; Middletown, CT; Billerica, MA; Bridgewater, MA; and 49 other cities in Connecticut, Massachusetts, Pennsylvania and New York.

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REVIEW
Geoffrey W.
Uxbridge, MA
Mar 06, 2015

I’m an old fashion type communicator and do not rely on computers as much as the average person of today. E-signing and communications mostly by internet was frustrating for me. Therefore I may have missed things or possibly deleted e-mails that caused certain delays and the weather did not help. You have to keep in contact with them to keep moving along after installation but other than that they are a good co. to work with.

COMMENT
Additional Comment
Mar 03, 2015

I would also like to think Jim. He has the knowledge of the workings of everything. I appreciated how their responses were always timely. They always took care of whatever questions or needs that I had.

COMMENT
Additional Comment
Mar 03, 2015

Diana was awesome. All of the guys that did the installation went above and beyond to do a neat, orderly job. They worked through everything. They were very professional. I felt very comfortable having them in my home.

COMMENT
Additional Comment
Mar 03, 2015

I was satisfied by my experience with the secretary Diana. She was excellent. Every single time I called she took the time to answer my questions and direct me to the corresponding person.

COMMENT
Additional Comment
Mar 03, 2015

extremely happy with our services

REVIEW
John V.
Bellingham, MA
Mar 03, 2015

We were extremely happy with the employees, the service, and the product. I would definitely would recommend them to anyone looking for solar.

COMMENT
Additional Comment
Mar 03, 2015

I heard about them from my husband. He did some research with local people.
CUSTOMER FEEDBACK REPORT for

Endless Energy

COMMENT
Additional Comment
Feb 12, 2015

I would definitely recommend anyone thinking of buying solar panels to look into Endless Mts Solar. I have been very happy with their performance. If I happened to move to another home nearby, I would again choose Endless Mts. without reservation.

COMMENT
Additional Comment
Feb 12, 2015

I thought John Pitcavage was very knowledgeable and experienced. He was able to lay out the entire plan and had hired a crew that could fulfill this plan. Ellen, the secretary, was wonderful at keeping the many details of the project organized. She was right on top of forms to be filled out, calls to be made, calling back with information... It really was a team effort. They worked so smoothly that they made the work seem easy yet I know that there was a lot of legwork they had to do.

COMMENT
Additional Comment
Feb 12, 2015

The only reason that I didn't give this a 4 was that there were issues with the building codes/inspectors. Each town has their own codes and with solar being somewhat new in our town, it was difficult to determine ahead of time what the building inspector would focus on. The state inspector also had to review the work. With each inspection, there was a minor adjustment which Endless Mt. notified us about and told us when to expect the fix. Endless Mt. did whatever it took to make the inspectors happy. I, in turn, was very happy with the way things were resolved.

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Visit www.guildquality.com to learn more about the customer feedback in this report. Visit www.goendlessenergy.com for more about Endless Energy.
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I don't feel like Endless Mt. fell short. When they said they would be there to do work, they were there. If they thought there might be a problem, they were up front about it and dealt with it quickly. They basically laid out the entire process in the beginning and that was our experience. We were not surprised by any sudden changes or loopholes. What was promised, was delivered.

I loved the workers. I really liked that most of the workers are local. They were dedicated and loved their jobs. No one grumbled or complained. They kept a clean work space and came when they said they would. Everyone seemed to be on the same page. If I had a question, if they didn't know the answer themselves, they knew exactly whom I should call. They asked me how I would like to be contacted instead of telling me. These are simple things that a lot of other companies overlook but make it so pleasant for the customer.

Endless Mountains Solar Services are a great company that provides quality equipment with excellent service. Their staff worked well as a team. They were honest, proactive, hard working and professional. The equipment looks great and is functioning well. I am a very satisfied customer.

Endless mountains were good and professional and I would recommend them to others.
I felt comfortable dealing with all of the installation crew. The crew installing the panels were friendly and very neat and the electricians were as well!! Nihal who came out to help with the Enphase setup, was great as well!

Rob Pratt initially for the sales aspect was very straight forward and knowledgeable! Jim was extremely helpful through out the installation and as well as getting the system on-line. Nihal was extremely helpful finalizing the network issues for me as well!

Though there were some delays, greatly due to the time of season, pretty all that I could have expected happened

Very professional team! Extremely knowledgeable and no bull!! The work site was always kept clean and the job was completed super fast!

From start to finish Endless mountain was highly professional in all aspects. Knowing that I am dealing strictly with a local business that has been around for over 30 years makes feel confident that if a problem ever arises, I should expect and receive quick solutions! All of the crew from sales to final inspection were great to work with!

John Pitcavage did an excellent job for me and I appreciated that.

I was most satisfied that it was done professionally. I did not have any problems and I am getting a fair amount of electricity out of it. I had to cut some more trees down, but after that I think I should be doing even better.
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COMMENT
Additional Comment
Jan 30, 2014
I already told the one person who was interested about them and he actually bought a system bigger than the one I have.

The installation crew was a five.

Great job. I'm overly impressed with the company, their employees and equipment that was recommended and used. I highly recommend this company. Our 30 panel solar system is over performing. I can honestly say this company under promises and over delivers.

Jim Laskowski, Joe, John & Mike. Dave was super awesome.

Extremely knowledgable and professional all the way through the process.

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