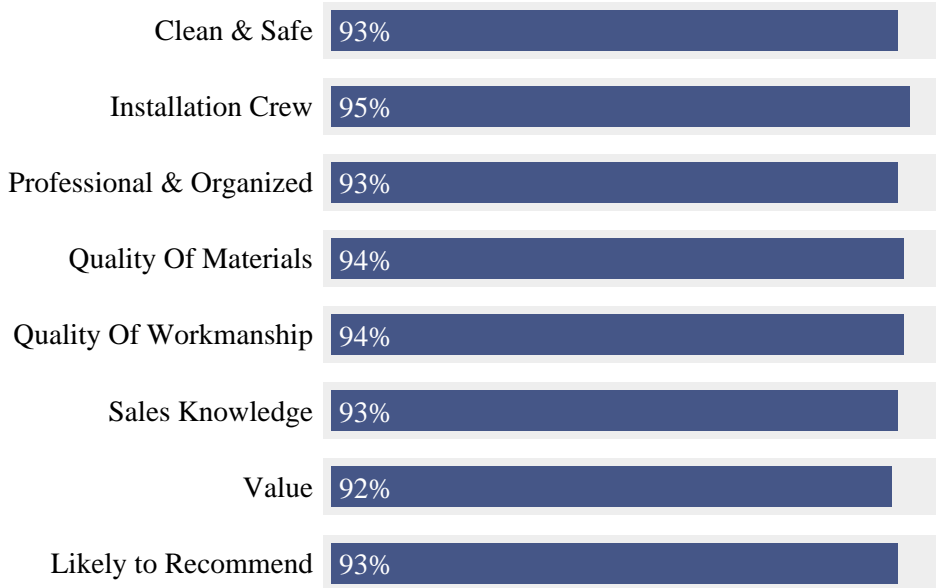


Fidelity Home Energy

Customer Feedback Summary

Of 209 customers surveyed, 114 responded



2235 Polvorosa Avenue
San Leandro, CA 94577
(510) 957-2220
www.fidelityhome.net

GUILDMEMBER SINCE 2014

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

We have surveyed customers on behalf of Fidelity Home Energy in San Jose, CA; Oakland, CA; San Diego, CA; Los Angeles, CA; San Francisco, CA; Vallejo, CA; Escondido, CA; Antioch, CA; Hayward, CA; Chula Vista, CA; and 81 other cities in California.

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Recent Reviews & Published Comments

REVIEW

Leigh E.
Richmond, CA
Apr 24, 2019



Install was quick and easy. So far the panels are working but I can't really comment on the overall effectiveness for a few more months since it's been raining so much. Right now I owe PG&E at true up but I am expecting summer to correct for that. I feel that the app has a lot of room for growth but everything else has been great. My sales person was attentive and friendly and handled my questions well.

COMMENT

Additional Comment
Jan 21, 2019

I would like to recognize everyone that came to our house for their exceptional service.

COMMENT

Additional Comment
Jan 21, 2019

I was most satisfied with my electric bill. The first month's bill was \$5.00.

Fidelity Home Energy

REVIEW

Roy .
Fremont, CA
Jan 21, 2019
★★★★★

They were right on time as scheduled and answered all of my questions. I was very satisfied with everything they told me because everything happened just as they said that it would.

REVIEW

Angelita A.
San jose, CA
Dec 10, 2018
★★★★★

My family and I had searched for a good solar installer for a year, even talked to 2 companies during that time but it was Andrew Smith of Fidelity Home Energy who had done the excellent job of giving a clear and detailed discussion of the process. He was knowledgeable and yet honest enough to state that HERO [the lender] could provide more accurate answers to my questions regarding the loan and he connected me with its manager. When I asked him deeper about the tax incentive, he let me talk to my tax preparer first to be enlightened. One would not think twice of airing any concern to him as he's very approachable which sends a good feeling to the customer. Throughout the project, he was easily reached by phone or email, along with their customer service people. Fidelity Home Energy's installation group was diligent in tackling the hard work of dealing with our stone-coated metal roof. Not all solar companies like to handle our type of roof. Their technician who came for the city inspection and the technician who turned on our solar system encouraged us that if we encounter any problems in the future, we should not hesitate to call their office, a good reassurance for a customer. So far our experience is excellent. As our solar system was just turned on, we hope we'll have excellent production too. I would recommend Fidelity Home Energy to our friends.



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REVIEW

Julia E.
Hayward, CA
Dec 09, 2018
★★★★★

I recommend Fidelity Home Energy Inc. My experience with them was a pleasure from start to finish. The sales representative, Arthur "Andrew" Smith was courteous, respectful, well-prepared, and thorough in all matters. The installation was completed on schedule. The installers were personable and punctual, prepared and satisfactory in all matters. There have been no issues or problems with the solar system. Fidelity has timely responses regarding questions of any kind. The company offers high quality incentives regarding costs and financing, not just for the initial installation, but also for referrals.

REVIEW

Bllie B.
Vallejo, CA
Oct 15, 2018
★★★★★

Fidelity was a great company to do business with. My husband and I had talked to several solar companies but just didn't get that warm and fuzzy feeling that we were looking for. When we met with Brian Capehart, it just felt right! He was so professional, courteous and friendly. Fidelity dealt with all of the inspections, paperwork including paperwork for PG&E. We could not be more satisfied. Looking forward to the savings!

REVIEW

John P.
Vallejo, CA
Jul 30, 2018
★★★★★

They did a very good job and I'm very satisfied with their work.

REVIEW

Ann B.
Oakland , CA
Jun 17, 2018
★★★★★

FHE is a local business that provided very competent information up front and carried through the solar installation quickly, accurately and to spec. Excellent experience working with them.

Fidelity Home Energy



COMMENT
Additional Comment
May 29, 2018

I was most satisfied with the people that I dealt with. They were very pleasant, courteous, very helpful and answered all of my questions.

REVIEW
Rodel R.
San Francisco, CA
May 29, 2018

They provide excellent service.



COMMENT
Additional Comment
May 29, 2018

The clean up was very good. I was surprised at how thorough it was done.

COMMENT
Additional Comment
May 29, 2018

All of them were very professional with their service.

COMMENT
Additional Comment
May 29, 2018

I am the most satisfied with the information provided beforehand and the look of the finished product.

REVIEW
Claudia R.
San Jose, CA
May 29, 2018

They were very quick and organized in the process of what they did.



COMMENT
Additional Comment
May 21, 2018

I felt that Everyone I came in contact with from initial salesman to the installers, to the gentleman that made the follow up call were all patient and respectful.

REVIEW
Ruth Q.
Hayward, CA
May 21, 2018

Fidelity Home Energy was a pleasure to work with. They were quick and professional. They answered all of my questions and as always I had many.



COMMENT
Additional Comment
May 05, 2018

I highly recommend Fidelity Home energy for their professionalism and excellent service.

COMMENT
Additional Comment
May 05, 2018

Everyone

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CUSTOMER FEEDBACK REPORT *for*
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- COMMENT
Additional Comment
May 05, 2018
None
- COMMENT
Additional Comment
May 05, 2018
Timeliness
- COMMENT
Additional Comment
Apr 06, 2018
professionalism and punctuality of people who do the job
- REVIEW
Juanito B.
Daly City, CA
Apr 06, 2018
★★★★★
hily recommended who interested in installing solar in their house
- COMMENT
Additional Comment
Mar 30, 2018
4+
- COMMENT
Additional Comment
Mar 30, 2018
Edgar did a great job. 4++
- COMMENT
Additional Comment
Mar 30, 2018
It was spotless. Everyone had their job and they all took care of it.
- COMMENT
Additional Comment
Mar 30, 2018
Edgar did a great job. He walked me through it and was more than helpful. He needs a raise. The installers did great and I would highly recommend them too. Carlos, Frank, and Dezi.
- COMMENT
Additional Comment
Mar 30, 2018
I was most satisfied with the installers, Dezi, Frank, and Carlos were 100+. They did a super job. They were very responsive and watched what they were doing. They cleaned up and it was spotless.
- COMMENT
Additional Comment
Mar 30, 2018
4+++

CUSTOMER FEEDBACK REPORT *for*

Fidelity Home Energy

REVIEW

D.P..

Antioch, CA

Mar 30, 2018



They did a great job. You wouldn't believe how fast they worked.



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