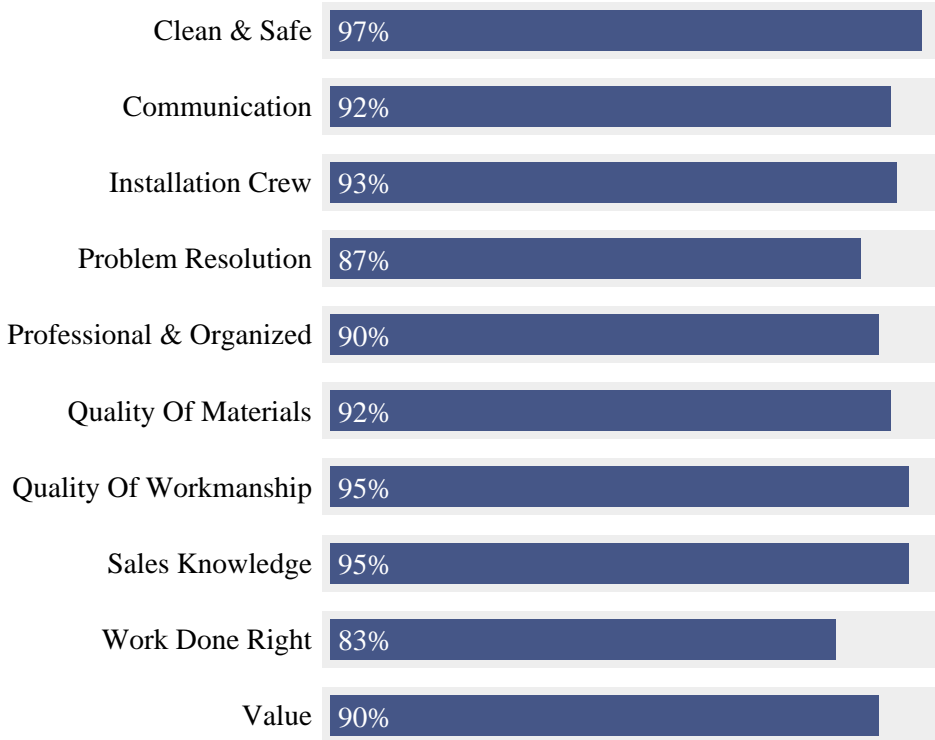


CUSTOMER FEEDBACK REPORT *for*  
**Rock Electric, LLC**

## Customer Feedback Summary

Of 160 customers surveyed, 65 responded



2829 NE 3rd St #1110  
Renton , WA 98056  
(206) 472-1512

### **GUILDMEMBER SINCE 2018**

As a GuildQuality Guildmember, Rock Electric, LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Rock Electric, LLC in Bellevue, WA; Renton, WA; Seattle, WA; Tacoma, WA; Woodinville, WA; Sammamish, WA; Bothell, WA; Issaquah, WA; Kirkland, WA; Puyallup, WA; and 31 other cities in Washington.

In this report, Rock Electric, LLC has published a summary of the customer feedback they've received since they joined GuildQuality in February 2018. In that time, 65 out of 160 customers (41%) responded to a GuildQuality satisfaction survey, with the most recent response in March 2020.

## Recent Reviews & Published Comments

### REVIEW

V.R.-.  
REDMOND, WA  
Jan 22, 2020



The way Miss Linda communicated to us regarding scheduling the work to be completed was very unprofessional both on email & on the phone. The group of Electricians were very professional but the scheduling & line of communication was a mess when it comes from the office. Our project lasted from July to December. We don't plan on using Rock Electric for our future projects.

### REVIEW

B.R.-.  
FEDERAL WAY, WA  
Jan 16, 2020



The staff was very helpful and the work well done!  
They were very careful in my home!!

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REVIEW

G.R.-.  
Bellevue, WA  
Jan 16, 2020



I am a retired electrical engineer so when I hire an electrician I have a high standard for them to meet. In many cases I just do the job myself because it is so difficult to find an electrician that will perform the job in a reasonable amount of time for a fair price. But I recently purchased a hot tub that required a 150 ft run of 220v 50 amp service. I thought it would be best to hire an electrician so I searched for reputable companies and found Rock Electric. From start to finish this company was outstanding. They offered a fast, clear and fair estimate process and price quote. The estimate and contract were all performed on line with a clear explanation of the work and results I could expect. The scheduling was quick and met my timeline perfectly. But what impressed me most was the quantity of the electricians that came to do the installation. They arrived on time. We discussed the routing plan, they ran the conduit cleanly and in the location as planned. The team was very professional and respectful of my time. The work was completed quickly, the workmanship was outstanding and I am completely satisfied. I especially want to thank the electricians Ben, Aaron and Michael for an outstanding job! In the future Rock Electric will be the only electricians I will hire.

REVIEW

G.R.-.  
ISSAQUAH, WA  
Jan 11, 2020



Very happy with the work. The team worked into the evening to finish a pretty hard job. Also followed up multiple times to close the inspection (which I kept forgetting to do). A good company to work with, would definitely use Rock again in the future.



# Rock Electric, LLC

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REVIEW

Robert C.  
Monroe, WA  
Jan 08, 2020  
★★★★★

This is the company you want to hire! Only contractor I've hired for a house project that didn't have something go wrong a some point. Every step of the way you were dealing with the best. Will be my first choice for my next project.

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REVIEW

Gregory M.  
Bellevue, WA  
Jan 06, 2020  
★★★★★

I am a retired electrical engineer so when I hire an electrician I have a high standard for them to meet. In many cases I just do the job myself because it is so difficult to find a good electrician that will perform the job in a reasonable amount of time for a fair price. But I recently purchased a hot tub that required a 150 ft run of 220v 50 amp service. I thought it would be best to hire an electrician so I searched for reputable companies and found Rock Electric. From start to finish this company was outstanding. They offered a fast, clear and fair estimate process and price quote. The estimate and contract were all performed on line with a clear explanation of the work and results I could expect. The scheduling was quick and met my timeline perfectly. But what impressed me most was the quantity of the electricians that came to do the installation. They arrived on time. We discussed the routing plan, they ran the conduit cleanly and in the location as planned. The team was very professional and respectful of my time. The work was completed quickly, the workmanship was outstanding and I am completely satisfied. I especially want to thank the electricians Ben, Aaron and Michael for an outstanding job! In the future Rock Electric will be the only electricians I will hire.

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REVIEW  
BOB R.  
FEDERAL WAY, WA  
Nov 20, 2019  
★★★★★

Staff was very helpful.

REVIEW  
JIM A.  
EVERETT, WA  
Aug 20, 2019  
★★★★★

Really happy with the whole job from start to finish. The tech who came to my home was really kind and I couldn't be happier with the work done. David is sales was also super helpful. Great job and Thank you!

REVIEW  
David H.  
Puyallup, WA  
Jul 10, 2019  
★★★★★

Linda and Donald were rockstars. Professional, patient and courteous. Wouldn't hesitate to use them again for future projects.

REVIEW  
M.P.E.  
Renton, WA  
Jul 10, 2019  
★★★★★

Rock electric did an outstanding job, I would recommend them to everyone. They discovered the issue immediately and had it addressed quickly.

REVIEW  
George B.  
Seattle, WA  
Jul 03, 2019  
★★★★★

Really exceptional experience.

REVIEW  
Chris P.  
Port Orchard, WA  
Jul 01, 2019  
★★★★★

They did a great job. They were very helpful, they got the job done the correct way and there were no issues.

REVIEW  
Casey P.  
Woodinville, WA  
Dec 31, 2018  
★★★★★

My job was done right the first time and on time!

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REVIEW

John J.  
Tacoma, WA  
Sep 04, 2018



Completely pro.

REVIEW

Donald M.  
Bellevue, WA  
Aug 27, 2018



I have utilized Rock twice this year and both projects were extremely well one. I will use them for the next project. I learned of them from my next door neighbor who was very happy with their service.

REVIEW

Jeff N.  
Buckley, WA  
Aug 21, 2018



They were very personable and respectful.

REVIEW

Graham A.  
Bellevue, WA  
May 31, 2018



Great quality, reliable service.

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