

CUSTOMER FEEDBACK REPORT *for*
Ravinia Plumbing, Heating & Electric

REVIEW

Norman F.
Highland Park, IL
Sep 20, 2020



They did a great job. The team replaced our house electrical breaker box. They were done in their estimated time and verified with me at the end of the job that I was satisfied and everything was restored to normal.

REVIEW

DAVID M.
Glencoe, IL
Sep 17, 2020



Your electric company is the best

REVIEW

Gerald E.
Highland Park, IL
Sep 17, 2020



We've been well satisfied customers of Ravinia plumbing and electrician services for more than 40 years. We feel we get excellent service and good value.

REVIEW

Jerry F.
Highland Park, IL
Sep 17, 2020



The service and timeyness was great but the cost was way to high. \$400 for an hours work?

REVIEW

Tom K.
Evanston, IL
Sep 17, 2020



We've been using Ravinia for some years now. Without exception, your service has been phenomenal. We couldn't be happier.

REVIEW

Phil C.
Lincolnshire, IL
Sep 16, 2020



After a terrible experience with another plumbing operation, Ravinia Plumbing came in and saved the day. They were on-time, professional, fixed the problem promptly and at a very fair price. Thank you!

REVIEW

RICHARD N.
Northbrook, IL
Sep 15, 2020



For many years, I have not hesitated to call ravinia for my plumbing and heating needs.



575 Bond St.
Lincolnshire , IL 60069
(847) 432-5561
ravinia plumbing.com

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Ravinia Plumbing, Heating & Electric relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Ravinia Plumbing, Heating & Electric in Highland Park, IL; Deerfield, IL; Northbrook, IL; Lake Forest, IL; Glencoe, IL; Winnetka, IL; Wilmette, IL; Glenview, IL; Lincolnshire, IL; Evanston, IL; and 64 other cities in Illinois and Wisconsin.

In this report, Ravinia Plumbing, Heating & Electric has published a summary of the customer feedback they've received since they joined GuildQuality in October 2018. In that time, 3,807 out of 22,230 customers (17%) responded to a GuildQuality satisfaction survey, with the most recent response in September 2020.

CUSTOMER FEEDBACK REPORT *for*
Ravinia Plumbing, Heating & Electric

REVIEW

Mark S.
Glencoe, IL
Sep 15, 2020
★★★★★

I used Ravinia for an issue with my AC unit, and everything was very professional and seamless from booking the appointment all the way through the payment process. Tim was extremely knowledgeable and friendly. I asked a bunch of questions about the work he was doing, along with general questions about my AC systems. He was more than happy to address my questions. Will definitely use Ravinia again next time.

REVIEW

Homewood S.
Lincolnshire, IL
Sep 15, 2020
★★★★★

Old-fashioned family business feel and hospitable service. The scheduler could not have been more personable and engaging and treated me like a good friend, while handling our emergency call with urgency. The technicians were warm, friendly, and highly skilled. Our issue was resolved 100%. It was very refreshing to do business with Ravinia.

REVIEW

Tony T.
Vernon Hills, IL
Sep 13, 2020
★★★★★

Everything was done by the book and they answered all questions prior to parts being installed

REVIEW

Bill R.
Mundelein, IL
Sep 12, 2020
★★★★★

Once again, Ravinia came to the rescue and fixed a plumbing issue quickly and professionally, saving us from a long Labor Day weekend out of joint and out of a kitchen sink

REVIEW

DIDAKA D.
Wilmette, IL
Sep 10, 2020
★★★★★

Everything was good. Both technicians were very nice and good. My name spelling: Dipak Dutta



575 Bond St.
Lincolnshire, IL 60069
(847) 432-5561
ravinia plumbing.com

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Ravinia Plumbing, Heating & Electric relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Ravinia Plumbing, Heating & Electric in Highland Park, IL; Deerfield, IL; Northbrook, IL; Lake Forest, IL; Glencoe, IL; Winnetka, IL; Wilmette, IL; Glenview, IL; Lincolnshire, IL; Evanston, IL; and 64 other cities in Illinois and Wisconsin.

In this report, Ravinia Plumbing, Heating & Electric has published a summary of the customer feedback they've received since they joined GuildQuality in October 2018. In that time, 3,807 out of 22,230 customers (17%) responded to a GuildQuality satisfaction survey, with the most recent response in September 2020.

CUSTOMER FEEDBACK REPORT *for*
Ravinia Plumbing, Heating & Electric

REVIEW

MARK A.

Highland Park, IL

Sep 09, 2020



UNTRUSTWORTHY AND INCOMPETENT!Our air conditioning (space pack) stopped working, so we called Ravinia to come look at it. It was over the weekend and we were advised there was an extra fee for the tech visit for coming after hours. The tech spent maybe 3 minutes looking at the unit and told us we needed a new blower. He said it would cost nearly as much to replace the blower as it would be to just get a new unit. He also said most of the cost would be labor due to the small area in which the space pack was installed, and that we would have to tear out a wall in order to remove it. He said it wasn't fixable and strongly recommended a new unit and said he would send someone to give us an estimate. The cost for this 5-10 minute visit was \$300. Fast forward to the next week, another tech came out to look at the unit and give an estimate to replace it-it was over \$10,000 (our house is only 1700 sq ft)We called for a second opinion from another company. This technician removed our dirty filter and replaced it. Did a diagnostic test on the units. Everything checked out fine and was working perfectly after the filter was replaced and hoses cleared of the ice that had built up. He charged us \$80 and could not believe the unprofessionalism of Ravinia. He said the filter and hoses was the first thing they should have checked and that by no means did we need to replace either the blower or the unit.Moral of the story-don't trust this company and always get a second opinion/quote!



575 Bond St.
Lincolnshire , IL 60069
(847) 432-5561
raviniaplumbing.com

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Ravinia Plumbing, Heating & Electric relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Ravinia Plumbing, Heating & Electric in Highland Park, IL; Deerfield, IL; Northbrook, IL; Lake Forest, IL; Glencoe, IL; Winnetka, IL; Wilmette, IL; Glenview, IL; Lincolnshire, IL; Evanston, IL; and 64 other cities in Illinois and Wisconsin.

In this report, Ravinia Plumbing, Heating & Electric has published a summary of the customer feedback they've received since they joined GuildQuality in October 2018. In that time, 3,807 out of 22,230 customers (17%) responded to a GuildQuality satisfaction survey, with the most recent response in September 2020.

CUSTOMER FEEDBACK REPORT *for*
Ravinia Plumbing, Heating & Electric

REVIEW

Jeff T.
Winnetka, IL
Sep 08, 2020
★★★★★

Roy was extremely friendly and knowledgeable. He went out of his way to make sure all of my questions were answered and efficiently address the issues we were having. We definitely plan to use Ravinia (and Roy) again.

REVIEW

Arthur K.
Highland Park, IL
Sep 02, 2020
★★★★★

the rates are way too high.

REVIEW

Joan F.
Wilmette, IL
Aug 29, 2020
★★★★★

Have used Ravinia for years. They are heads above any other company for solving the simplest to the most complex problems. Honest, friendly, quality professional service every single time!

REVIEW

Harvey Y.
Highland Park, IL
Aug 27, 2020
★★★★★

I trust and use only Ravinia Plumbing and Heating

REVIEW

Scott G.
Lake Forest, IL
Aug 27, 2020
★★★★★

Your technicians are always great, friendly and knowledgeable.

REVIEW

JOHN F.
Libertyville, IL
Aug 26, 2020
★★★★★

We had been a loyal customer of Bishop, and when they became part of Ravinia we trusted them to continue being our service provider. 20 years ago we purchased our first heating and A/C system from them, and this summer it was time to replace both units, so of course we chose Ravinia. Thank you for your continued reliability!



575 Bond St.
Lincolnshire, IL 60069
(847) 432-5561
raviniaplumbing.com

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Ravinia Plumbing, Heating & Electric relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Ravinia Plumbing, Heating & Electric in Highland Park, IL; Deerfield, IL; Northbrook, IL; Lake Forest, IL; Glencoe, IL; Winnetka, IL; Wilmette, IL; Glenview, IL; Lincolnshire, IL; Evanston, IL; and 64 other cities in Illinois and Wisconsin.

In this report, Ravinia Plumbing, Heating & Electric has published a summary of the customer feedback they've received since they joined GuildQuality in October 2018. In that time, 3,807 out of 22,230 customers (17%) responded to a GuildQuality satisfaction survey, with the most recent response in September 2020.

CUSTOMER FEEDBACK REPORT *for*
Ravinia Plumbing, Heating & Electric

REVIEW

CAROLYN T.
Wilmette, IL
Aug 26, 2020



I used Ravinia Electric services to do the wiring from a new lamp post to my garage and to install the automatic timers and new fixtures for the lamp post and coach lights. It was a big job but all the work was done with care to minimize the impact on existing landscaping which was very important to me. I am very pleased with the result.

REVIEW

TERRI F.
Buffalo Grove, IL
Aug 25, 2020



I realize it was 1:00 a.m. when our technician came and I was glad to pay the \$165 fee for overtime. What I wasn't prepared for was the \$850 cost of the sump pump when I found it on multiple sites the next day at \$250. It was the exact make and model number that was installed. I'm grateful that it was installed before the next days rain, however I didn't expect to be taken on the cost.

REVIEW

Henry P.
Glencoe, IL
Aug 18, 2020



Your prices are outrageous

REVIEW

Linda G.
Gurnee, IL
Aug 17, 2020



Great service!

REVIEW

Juan M.
Glencoe, IL
Aug 16, 2020



I was very happy with the work.



575 Bond St.
Lincolnshire, IL 60069
(847) 432-5561
raviniaplumbing.com

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Ravinia Plumbing, Heating & Electric relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Ravinia Plumbing, Heating & Electric in Highland Park, IL; Deerfield, IL; Northbrook, IL; Lake Forest, IL; Glencoe, IL; Winnetka, IL; Wilmette, IL; Glenview, IL; Lincolnshire, IL; Evanston, IL; and 64 other cities in Illinois and Wisconsin.

In this report, Ravinia Plumbing, Heating & Electric has published a summary of the customer feedback they've received since they joined GuildQuality in October 2018. In that time, 3,807 out of 22,230 customers (17%) responded to a GuildQuality satisfaction survey, with the most recent response in September 2020.

CUSTOMER FEEDBACK REPORT *for*
Ravinia Plumbing, Heating & Electric

REVIEW

Marcia B.
Evanston, IL
Aug 12, 2020



It took a return visit with another technician to resolve the issue with my kitchen drain, but I am satisfied with the outcome. Plumbers were polite, explained the problem clearly, and left my kitchen clean

REVIEW

Edward M.
Highwood, IL
Aug 12, 2020



We've been using Ravinia Plumbing for our HVAC systems for many years. All the technicians inspire confidence in what they are doing. Very happy with them.

REVIEW

Carol S.
Deerfield, IL
Aug 12, 2020



I'm thoroughly pleased with the electrical work Ravinia did for me, and impressed by the knowledge, professionalism and friendliness of their technicians...On time, explained everything, fair/competitive pricing...Also had great luck with a cabinet contractor they referred me to for some unrelated repairs I needed. I will definitely be using Ravinia in the future!

REVIEW

RON P.
Northbrook, IL
Aug 12, 2020



We have been using Ravinia Plumbing, Heating & Electric for 10 years and have been extremely satisfied with their work. It was extremely easy to set up an appointment and they were at my house within the estimated time frame. Their service technicians were courteous, fixed the repairs without any issues, and made sure to clean up the area when they were finished. I definitely recommend them and suggest taking advantage of their maintenance contract.

REVIEW

Jim K.
Glencoe, IL
Aug 12, 2020



Ravinia plumbing has always done excellent work for us. We have used Ravinia at least 10 years.



575 Bond St.
Lincolnshire, IL 60069
(847) 432-5561
ravinia plumbing.com

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Ravinia Plumbing, Heating & Electric relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Ravinia Plumbing, Heating & Electric in Highland Park, IL; Deerfield, IL; Northbrook, IL; Lake Forest, IL; Glencoe, IL; Winnetka, IL; Wilmette, IL; Glenview, IL; Lincolnshire, IL; Evanston, IL; and 64 other cities in Illinois and Wisconsin.

In this report, Ravinia Plumbing, Heating & Electric has published a summary of the customer feedback they've received since they joined GuildQuality in October 2018. In that time, 3,807 out of 22,230 customers (17%) responded to a GuildQuality satisfaction survey, with the most recent response in September 2020.

CUSTOMER FEEDBACK REPORT *for*
Ravinia Plumbing, Heating & Electric

REVIEW

Anne L.
Lincolnshire, IL
Aug 09, 2020



Had been the best for years in every type service The most reliable service company possible on the North Shore For almost all core needs The best !



575 Bond St.
Lincolnshire , IL 60069
(847) 432-5561
raviniaplumbing.com

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Ravinia Plumbing, Heating & Electric relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Ravinia Plumbing, Heating & Electric in Highland Park, IL; Deerfield, IL; Northbrook, IL; Lake Forest, IL; Glencoe, IL; Winnetka, IL; Wilmette, IL; Glenview, IL; Lincolnshire, IL; Evanston, IL; and 64 other cities in Illinois and Wisconsin.

In this report, Ravinia Plumbing, Heating & Electric has published a summary of the customer feedback they've received since they joined GuildQuality in October 2018. In that time, 3,807 out of 22,230 customers (17%) responded to a GuildQuality satisfaction survey, with the most recent response in September 2020.