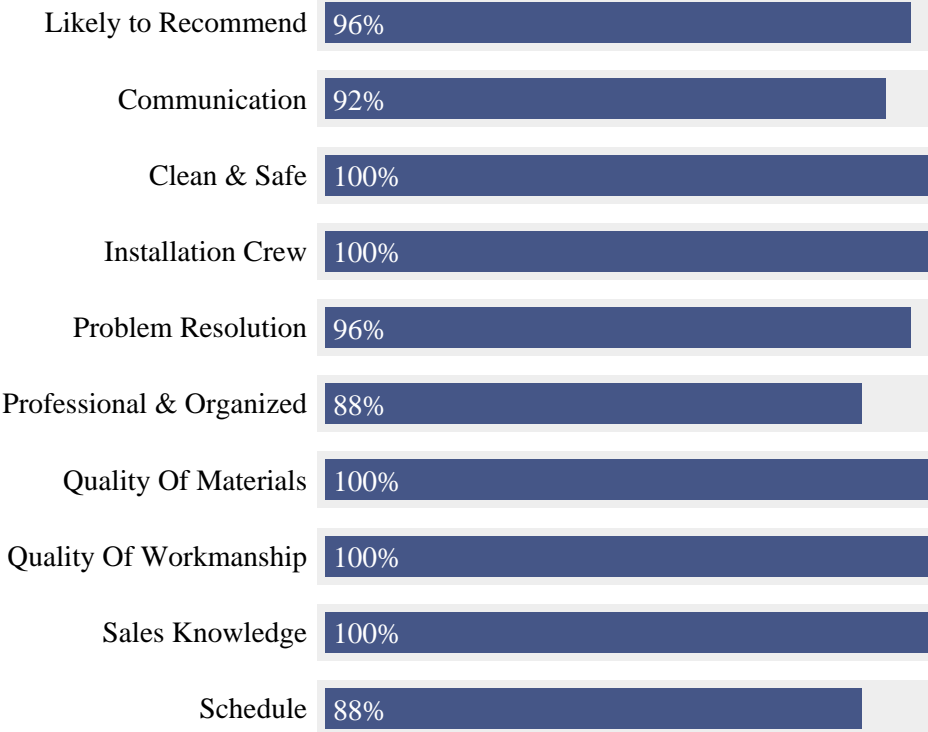


FEEDBACK REPORT *for*
Energy Plus Home Improvements



Customer Feedback Summary

Of 71 surveys sent, 26 were responded to



6649 NW Lumberjack Rd
Riverdale , MI 48877
(989) 681-8550

GUILDMEMBER SINCE 2018

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

We have surveyed customers on behalf of Energy Plus Home Improvements in Alma, MI; Ithaca, MI; Riverdale, MI; Midland, MI; St. Louis, MI; Crystal, MI; Elwell, MI; Mt. Pleasant, MI; Sumner, MI; Edmore, MI; and 20 other cities in Michigan.

Recent Reviews & Published Comments

FEEDBACK REPORT *for* Energy Plus Home Improvements



REVIEW

Martha P.
Ithaca, MI
Jun 08, 2019



Energy Plus recently insulated my home and the experience was even better than I anticipated. From the initial consultation/estimate process, to scheduling updates from the office, to the actual insulation event, the staff was completely professional, respectful, and helpful. I was immediately comfortable with them and was treated with respect throughout. All of the employees explained in great detail what they were doing and answered my questions clearly and to my satisfaction. Without exception, each employee with whom I came in contact was friendly and efficient in the execution of their responsibilities. Like Show more reactions

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COMMENT

Additional Comment
Feb 26, 2019

We are very satisfied with the finished product. Our sun room is beautiful inside and outside. The custom built fireplace is quite impressive! The deck perfectly compliments the beauty of our sun room.

COMMENT

Additional Comment
Feb 26, 2019

Chris, Mason and Sue were all responsive and friendly throughout the project. Chris and Mason surely aimed to meet our expectations. Chris is a talented visionary and has an excellent right hand man, Mason, who demonstrated dependability and a good work ethic.

REVIEW

Stacy V.
Ithaca, MI
Dec 01, 2018



Energy Plus, both as a company and as individuals that I spoke with, are polite, professional and very easy to work with. They were very flexible and fast and got the job done in a timely manner, and with a great work crew and office team. I would happily recommend them to anyone, and hope to work with them again in the future, myself.

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COMMENT

Additional Comment
Dec 01, 2018

I have already put the word out to a few friends that this company and everyone I've dealt with was great!

COMMENT

Additional Comment
Dec 01, 2018

They were fast and efficient and did a great job overall.

COMMENT

Additional Comment
Dec 01, 2018

The entire Energy Plus crew I have worked and spoke with were great. But Sue has been so nice and always very polite over the phone when we talk. And always willing to work with me when things come up!

REVIEW

John J.
St. Louis, MI
Nov 11, 2018
★★★★★

Had an encapsulation done on our crawlspace. Guys were awesome and even took care of things they didn't need to. Recommend them and would use them again for jobs.

COMMENT

Additional Comment
Nov 11, 2018

They did the job entirely as stated in a timely manner.

COMMENT

Additional Comment
Oct 22, 2018

They dealt with all issues in a very timely fashion. When I contacted them about a minor issue they were there that same day to deal with the issue. An issue that I could have dealt with but instead of telling me how it could be fixed, they took care of the issue themselves and very timely.

COMMENT

Additional Comment
Sep 26, 2018

I had a very problematic leak that defied a fix. They stayed on it until it was discovered and fixed.

COMMENT

Additional Comment
Sep 26, 2018

Sue, the communicator. Mason, the facilitator. Chris, the owner.

COMMENT

Additional Comment
Sep 26, 2018

They are communicative. They honor their commitments to keep at the job until the mystery leak in roof was fixed.

FEEDBACK REPORT *for* Energy Plus Home Improvements



REVIEW

Asta W.
Ithaca, MI
Sep 19, 2018



It was really great start to finish, very happy with end product. Looks Great!

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COMMENT

Additional Comment
Sep 19, 2018

They were all great

COMMENT

Additional Comment
Sep 19, 2018

When i brought an issue to their attention it was addressed right away.

COMMENT

Additional Comment
Sep 19, 2018

Not at this time but i will refer them to everyone i know.

COMMENT

Additional Comment
Sep 17, 2018

The guys that came out and did the work for us were great. They were very nice and kept me informed about what they were doing.

COMMENT

Additional Comment
Sep 17, 2018

Timeline. We were on a schedule to finish work so we could list our house and they came out and got it done in no time!

REVIEW

Breanne G.
Mt. Pleasant, MI
Sep 17, 2018



Our job was done on time and done well! Very happy with both the work and the customer service!

COMMENT

Additional Comment
Aug 16, 2018

I was most satisfied with the manager Mason who was very responsive, he showed me around the project to make sure I was satisfied and happy with the job.

COMMENT

Additional Comment
Aug 16, 2018

I would like to recognize Sue and Mason for their exceptional service.

COMMENT

Additional Comment
Aug 14, 2018

4 plus!

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COMMENT

Additional Comment
Aug 14, 2018

I was most satisfied with everything. They were just great people to work with!

COMMENT

Additional Comment
Aug 14, 2018

Energy Plus Home Improvements did not fall short of my expectations. They were great!

COMMENT

Additional Comment
Aug 14, 2018

I would like to recognize everyone for their exceptional service.

COMMENT

Additional Comment
Aug 09, 2018

I was impressed to be able to choose the shingle colors on a website and didn't have to travel. I am highly satisfied with the new roof.

REVIEW

Judy T.
Ithaca, MI
Aug 09, 2018
★★★★★

From start to finish Chris Kress worked with me very patiently and professionally. I was kept well informed by Sue Whitford. The whole process of getting a new roof was as good as it gets. I would recommend working with Energy Plus Home Improvement.

COMMENT

Additional Comment
Aug 09, 2018

I wish. Your work is the best.

COMMENT

Additional Comment
Aug 09, 2018

All expectations were met. I am a content consumer.