

CUSTOMER FEEDBACK REPORT *for*  
**Solar Energy World**



5681 Main Street  
Elkridge, MD 21075  
(866) 856-4580

**GUILDMEMBER SINCE 2012**

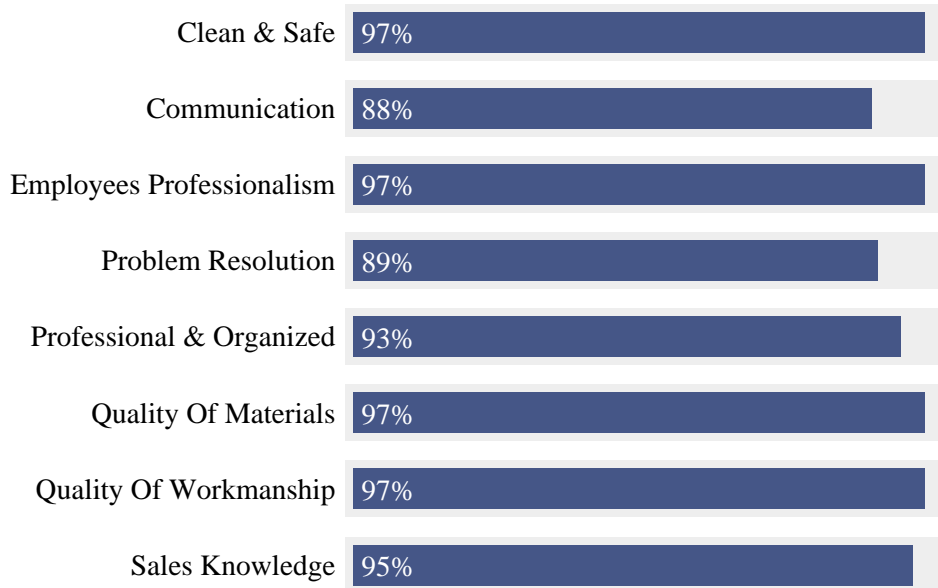
As a GuildQuality Guildmember, Solar Energy World relies on our customer surveying to help them deliver an exceptional customer experience.

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**Customer Feedback Summary**

Of 3,374 customers surveyed, 1,857 responded



**Recent Reviews & Published Comments**

REVIEW

Grant T.  
Alexandria, VA  
Aug 16, 2019  
★★★★★

All employees were friendly and professional. My Solar Analyst, Paul Skorochood, was incredibly pleasant to work with. Installation crew showed up early, finished early, and did a great job. Very satisfied!

REVIEW

Ryan A.  
Owings Mills, MD  
Aug 16, 2019  
★★★★★

Solar Energy World has done multiple projects for me and they give me best value. They are very professional in dealing with customers like myself, who have done various projects with them. Even though they might not get the work done right the first time, they always listen and resolve problems. Absolutely happy with the work done in my home..

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### COMMENT

Additional Comment  
Aug 15, 2019

I really appreciated the service I got, it was excellent. The salesperson was very knowledgeable, every question I asked he didn't have to think about it he answered it right away.

### REVIEW

Karen L.  
Hagerstown, MD  
Aug 15, 2019



Solar Energy was very good at explaining the process. They were also very good at providing a nice looking installation, hiding wires and connections.

### REVIEW

G.M.M.  
Baltimore, MD  
Aug 15, 2019



SEW was very easy to work with. The process is straight forward and the service was very good.

### REVIEW

Andrew S.  
Laurel, MD  
Aug 15, 2019



They were extremely professional, the quality is outstanding. The total result is 5 stars!

### REVIEW

B.L.J.  
Silver Spring, MD  
Aug 15, 2019



I was extremely happy and satisfied with their service. I highly recommend them to my family and friend.

### REVIEW

Sharon E.  
Bowie, MD  
Aug 15, 2019



We were exceeding pleased with Jay professionals and expertise. We are more than satisfied and glad that we took this journey to save money and help save the planet.

### REVIEW

Lisa S.  
SICKLERVILLE, NJ  
Aug 14, 2019



Solar Energy World gave me the best price and installation went very smoothly. I would definitely recommend them.

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REVIEW

Edward P.  
Fairfax, VA  
Aug 14, 2019



Because the county inspection has not yet occurred (and therefore neither the NOVEC part has been completed) I have not yet had the satisfaction of utilizing my solar installation. This is a problem with doing this survey now.

REVIEW

Scott V.  
Gaithersburg, MD  
Aug 14, 2019



I hired Solar Energy World following a referral from a friend. I bought the system outright, and Solar Energy World was very knowledgeable communicated options and plans well with me. The installers were pretty good and happy to discuss what they were doing and why. Their admin staff, whom I never met, were top notch, taking care of everything on the back end. The entire process was pretty smooth, with SEW taking care of all the county permits, HOA approvals, inspections, setting up net metering with the power company, etc. We went from a contract to an installed system in less than a month, and our system was only idle for about a week until final approvals/inspections allowed us to throw the switch.

REVIEW

Meagan M.  
Parkville, MD  
Aug 13, 2019



I am pleasantly surprised by the money we are saving and also by how well it works! Wyatt was friendly and looked out for our best interests.

REVIEW

Ronald R.  
Rockville, MD  
Aug 12, 2019



Very smooth and professional process, thus far, zero complaints. I highly recommend Solar Energy World.

REVIEW

Lisa M.  
York, PA  
Aug 12, 2019



They were very professional & informative. They followed through with everything. I couldn't be happier with their service!

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REVIEW  
Thomas S.  
Columbia, MD  
Aug 10, 2019  
★★★★★

After meeting with several other solar installers, I am thankful that I reached out to Solar Energy World. Their sales associate had ready answers to all of my basic and advanced questions from the get go and I felt like the final system I decided on was one that was best for what I was hoping to accomplish. The installers did a quality job making sure that the look of the layout and wiring were just as important as the performance of the system, and the administrative staff have been professional keeping to the overall timeline that the sales person predicted. I strongly encourage you to give them a call and consider working with them!

COMMENT  
Additional Comment  
Aug 10, 2019

I received a call with a short notice opening and was informed they can do the job within 2 days. The installation team arrived on time and was able to complete the task in one day within six hours on non-stop production. Great job guys. Thanks

REVIEW  
Leonel L.  
Silver Spring, MD  
Aug 09, 2019  
★★★★★

They did a very good job. They were punctual and did everything they needed to do.

REVIEW  
Brenda L.  
Odenton, MD  
Aug 06, 2019  
★★★★★

We couldn't be happier about going solar with Solar Energy World! We think everyone should start using solar energy!

REVIEW  
Jeff H.  
Silver Spring, MD  
Aug 05, 2019  
★★★★★

It takes longer than they promise. They are also slow on the follow through, but they have competitive pricing.

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REVIEW

W.M.D.  
Falls Church, VA  
Aug 05, 2019



Really very pleased. Jamie was able to answer all our questions up front in the most comprehensive manner and we felt no sales pressure. Installation was surprisingly prompt despite the crush of business and the record heat wave that made it temporarily impossible for anyone to work in the attic. Still awaiting county and Dominion inspectors so we can see how the system will operate.

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REVIEW

Holly M.  
Olney, MD  
Aug 02, 2019



They were very friendly and professional. I am very happy with the installers!

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REVIEW

Kamalakar N.  
Ellicott City, MD  
Jul 31, 2019



Last week Solar panels were installed on my house. Mr. Summer Crosby, Operations Manager informed me that I have to pay the balance. I am waiting for some one in Solar Energy to collect the balance. i offered to pay by credit card or mail a check, but have received no reply. I would have liked to have it completed before my wife returned from abroad by this week end, but that has not happened. I am disappointed at your progress in getting it inspected by the county, and then BGE.

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REVIEW

Jason S.  
McLean, VA  
Jul 31, 2019



Overall a good experience with estimates, design, install, and appearance. About 2.5 months from contract to install complete seems reasonable. I have one outstanding question and one suggestion. The suggestion is to split the payment schedule into 4 parts instead of 3. My schedule had the remaining balance due after install, even though the system isn't functional until county inspection and electric company net metering is complete. I'd like a portion of the payment to be withheld until the system is functional. My outstanding question relates to having a stand-by generator - the inverter (I think that is the thing) has warnings about interactions with standby generator - both shouldn't be operating at the same time. They have probably addressed this but haven't yet explained to me how it will work.

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REVIEW

Ray F.  
Clarksville, MD  
Jul 27, 2019



Excellent service across the board throughout the entire sale to installation to final operating system. Highly recommended.

REVIEW

Pamela M.  
Brookeville, MD  
Jul 26, 2019



Matt and crew were exceptional.

REVIEW

JIAN L.  
East Brunswick, NJ  
Jul 25, 2019



Solar Energy World is an excellent company and I would recommend them to everyone.

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REVIEW

Kristel W.  
Severn, MD  
Jul 24, 2019



I highly recommend that everyone considers going solar, and they should take the opportunity to get information from Solar Energy World about what they can do.

REVIEW

Kevin B.  
Bowie, MD  
Jul 24, 2019



I would highly recommend Solar Energy World. Jay and the crew were fantastic.

REVIEW

Winston H.  
Germantown, MD  
Jul 24, 2019



I think the guys did a very good job and I am pleased with the results.

REVIEW

Joshua C.  
Owings, MD  
Jul 22, 2019



Solar Energy World is knowledgeable, efficient, and has an agreed-upon service.

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