



# Solar Sebastopol

## CUSTOMER EVALUATION SURVEY

As a customer of a Solar Sebastopol vendor, your feedback is very important to the success of our program. Please take a few minutes to tell us about your experience with Solar Sebastopol:

The project was for a:  Home  Business  Other: \_\_\_\_\_

### INITIAL CONTACT

~ How did you first find out about Solar Sebastopol?  Website  Handout  Newspaper

Referral  Other – please explain: \_\_\_\_\_

~ Was it easy to get information about our program and to find a vendor?  Yes  No

What could have been better: \_\_\_\_\_

~ Who did you decide to work with: Business name: \_\_\_\_\_

Contact person: \_\_\_\_\_

Reason: \_\_\_\_\_

~ Were their representatives courteous, prompt, and responsive to your needs and questions? \_\_\_\_\_

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~ Were you given a clear design and materials list to make a decision? \_\_\_\_\_

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~ Any other comments about the information and sales process: \_\_\_\_\_

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### INSTALLATION

~ Was your system installed in a timely manner? \_\_\_\_\_

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~ Did you get what you were promised in terms of equipment and design? \_\_\_\_\_

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~ Was the final price the same as initially quoted? \_\_\_\_\_

~ Was your property left in clean and tidy condition after work was complete? \_\_\_\_\_

~ Did you receive a copy of your warranty for the PV system? \_\_\_\_\_

~ Were there any problems during any part of the process? \_\_\_\_\_

~ If so, were they resolved to your satisfaction? \_\_\_\_\_

~ Would you recommend this solar business to a friend or associate? \_\_\_\_\_

If no, why not? \_\_\_\_\_

~ Would you recommend others contact Solar Sebastopol to explore their solar needs? \_\_\_\_\_

If no, why not? \_\_\_\_\_

Any other comments:

May we use your name and/or comments in our publicity? \_\_\_\_ Yes; \_\_\_\_ No

(If no, your information will be kept confidential.)

Signed by:

Customer

Date

Address

Phone

Email

**Mail to:** Solar Sebastopol, 7120 Bodega Ave., Sebastopol CA 95472