



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? _____

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

~ Any other comments about the information and sales process: _____

INSTALLATION

~ Was your system installed in a timely manner? _____

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

~ 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