



Report From Tammy L 77584 10/11

Was your initial call for service handled promptly and professionally?

Yes No Comments: _____

Was your electrician polite and helpful?

Yes No Comments: _____

Are you satisfied with our workmanship?

Yes No Comments: _____

Is there anything that you feel needs our attention?

Yes No Comments: _____

Can you tell us how you found our company?

Originally, your company was recommended by Vanderford Air.

Can you tell us why you chose to have us do your electrical service?

— I called ProLectric originally because they were highly recommended by another
— company working at our house and because ProLectric's customer reviews were very
M: good. Since then, ProLectric has done electrical work for us several times, and the
work has always been excellent.

X

What did you like most about our service?

I'm always very pleased with the work done by ProLectric electricians. The company's estimates have been considerably better than those of other companies, and they've always solved my family's electrical problems. Everyone I've interacted with at the company over the years has been so pleasant to work with, and I especially appreciate the owner's honesty. As an example, when the owner came by recently to give a cost estimate, I told him what type of light fixture I wanted to use in our kitchen, and he told me that my choice would not give me the amount of light I wanted. He could have just installed the fixture I'd chosen, but he wanted to be sure I got the lighting I wanted, and he took the time to explain my options in detail. I also emailed him quite a few follow-up questions, which he immediately responded to, and he continued to help me until we found a solution. As a result, we got the lighting we wanted at a very reasonable price. In addition, the electricians who installed the fixtures were professional and polite and answered all of my questions. I'm very