

CONTRA COSTA COUNTY · APRIL 2019

363,000
CUSTOMERS SURVEYED

Diamond Certified[®] Directory

LOCAL COMPANIES RATED HIGHEST IN QUALITY · PERFORMANCE GUARANTEED



INSIDE: Capability Profiles of
Top Rated Diamond Certified Companies
PLUS: Expert Tips in the Back of this Directory

Ratings updated daily at www.diamondcertified.org

2019

The Rating Process

American Ratings Corporation conducts accurate customer satisfaction research.



1. APPLY

The company must apply to begin the rating process.



2. SAMPLE

A random sample of typically 400 past customers is collected from all customer files of the applicant company.



3. SURVEY

Only real customers are surveyed in confidential telephone research to determine the company's customer satisfaction score based on quality.



4. SCORE

To qualify, the company must score Highest in Quality and Helpful Expertise®, with a score of 90 or above on a 100 scale.

Rigorous standards are enforced.



5. CREDENTIALS

We confirm that the company has required insurances and valid state-mandated credentials.



6. PRACTICES

The company must perform to contract, have customer-friendly business practices and stand behind its work.



7. COMMITMENT

The company agrees to adhere to the Diamond Certified® Customer Satisfaction Principles.



8. AWARD

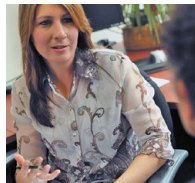
If the company's quality rating, business practices and credentials meet our high standards, it is awarded Diamond Certified.

We require ongoing customer satisfaction and performance.



9. MONITOR

We conduct ongoing surveys to ensure the company is maintaining high customer satisfaction and loyalty.



10. MEDIATE

The company agrees to participate in Diamond Certified mediation if necessary.



11. GUARANTEE

The Diamond Certified Performance Guarantee provides added assurance of the company's commitment to customer satisfaction.



12. QUALITY

Companies that are able to qualify for and maintain their Diamond Certified awards are much more likely to deliver quality to their customers.

2/15/19 was the cutoff date for publishing this directory. Please go to our website to see changes.

Individual Research Reports

Each company, pass or fail, receives a research and rating report with the results of their study. The example pages below show the value of these reports:

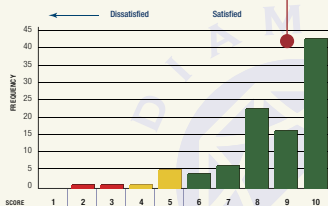
Question 1

“On a scale of 1 to 10, with 1 being ‘very dissatisfied’ and 10 being ‘very satisfied,’ how do you feel about the quality you most recently received from [Company Name]?”

Diamond Certified® Ongoing Rating and Certification Report

Question 1:

“On a scale of 1 to 10, with 1 being ‘very dissatisfied’ and 10 being ‘very satisfied,’ how do you feel about the quality you most recently received from Advanced Roofing Services?”



FREQUENCY	0	1	1	1	5	4	6	23	16	43
CUMULATIVE FREQUENCY	0	1	2	3	8	12	18	41	57	100
PERCENT	0.00%	1.00%	1.00%	1.00%	5.00%	4.00%	6.00%	23.00%	16.00%	43.00%
CUMULATIVE PERCENT	0.00%	1.00%	2.00%	3.00%	8.00%	12.00%	18.00%	41.00%	57.00%	100.00%

Statistical results for 100 observation

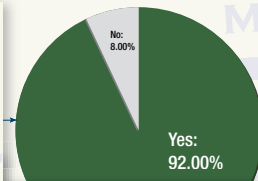
Mean: 8.58
Standard Deviation: 1.74
Percent of responses 6–10: 92.00%

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Question 2

“If you needed this type of service in the future, would you use [Company Name] again?”

- Question 2:
“If you needed the services of [Company Name] in the future, would you use Advanced Roofing Services again?”



Certification Report

...did [Company Name] provide that expertise?”

Yes: 94.00%

Question 3

“If you needed any Helpful Expertise®, did [Company Name] provide that expertise?”

Question 4

“When you think about [Company Name], what would you like to tell other consumers?”

Question 5

“What did you like best about [Company Name]?”

Question 6

“What do you think [Company Name] could do to improve?”

Only local companies rated Highest in Quality and Helpful Expertise® earn Diamond Certified and appear in this directory. Each company has undergone at least 30 hours of research and passed every rating step in customer satisfaction, insurance coverage, license, business practices, complaint bureau status and credit for contractors as described on the previous page.

CRIMINAL BACKGROUND CHECKS ARE NOT CONDUCTED: The rating steps that we conduct are described on this page. We do not conduct criminal background checks. If this is important to you when choosing your next service provider, do not hesitate to ask the company representative whether the employees who will be working in your home have passed criminal background checks and if any additional measures will be undertaken to protect your family and your property while work is in process. If you have children, you may also want to review the Megan’s Law website. We hope that this information has provided you with an added measure of decision-making power.

Compared to Review Sites

We know review websites can be helpful, but you have to be careful when using them. It's important to understand the key differences between how we conduct research and how review sites collect reviews. While we exclusively conduct telephone surveys from an entire customer base of each rated company, review sites post reviews from any person who chooses to post, which means legitimate, spontaneous reviews are mixed with fake and cherry-picked reviews that come from a company's best customers, family and friends. Due to the accuracy of our ratings, we're able to back your purchases from top rated companies with the Diamond Certified Performance Guarantee, while review sites do not. For these reasons, we naturally encourage consumers to first look to top rated Diamond Certified companies whenever possible.

Diamond Certified Resource (DCR)	Most Review Sites
<p>Real Customers To start each rating, DCR uses a company's actual customer list. Then DCR only performs its surveys by telephone, which allows it to verify that each customer has actually purchased from the company being rated.</p>	<p>Fake Reviews / Multiple Identities Anyone can post an anonymous review, whether they were a customer or not. Roughly 30% of posted reviews are fake. Anyone can game the system by creating multiple identities and posting fake reviews to bolster bad companies, or sabotage good ones.</p>
<p>Random Sample / All Customers DCR receives all customer names and phone numbers or a large, random sample of customers (400) from each rated company. Company owners can't cherry-pick because of such a large base. Thus, dissatisfied and satisfied customers are surveyed in true proportion to their occurrence.</p>	<p>Cherry-Picking Review sites encourage companies to ask people to write reviews. Many times, owners and employees solicit their families, friends and best customers to post 5-star reviews. This cherry-picking produces misleading and biased results.</p>
<p>Statistically Reliable / Rigorous DCR research is statistically reliable because a large, random sample of customers is pulled from each company's customer base. Customers are "interrupted" by phone interviews at home, so there's not a self-selection bias. Ongoing research, complaint and credentials ratings ensure Diamond Certified companies continue to perform well.</p>	<p>Inaccurate Star Scores Each company's "star score" (calculated by averaging scored reviews) isn't an accurate score for customer satisfaction because reviewers aren't derived from a random sample that represents all customers served. Instead, customers and non-customers are solicited to write reviews. As such, the results of the review scoring are not statistically reliable.</p>
<p>Performance Guarantee Should a dispute arise about performance on contract, DCR provides mediation and a money-back guarantee per the terms of the Diamond Certified Performance Guarantee (see page 5).</p>	<p>No Guarantees Most sites don't offer a performance guarantee.</p>

American Ratings Corporation

Who We Are and What We Believe

Our mission is to define excellence and identify for consumers the highest quality local companies. Our team at American Ratings Corporation is the most experienced in the nation in rating and certifying local companies. We are dedicated to ensuring you have confidence in the companies you choose.

We are committed to performing all ratings and ongoing certification work with the highest integrity and accuracy.

We believe:

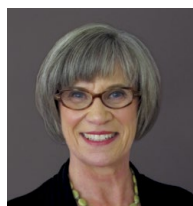
1. You the consumer have the right to know which companies are truly performing at the highest level of quality.
2. The highest quality companies should be rewarded for their ongoing performance through public recognition.
3. Companies should be held accountable for their performance—one customer at a time.

How to Reach Us

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Chris Bjorklund,
Consumer Advocate



Greg Louie, Founder and
Chief Executive Officer



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Mediation and Compliance



David Pak, Director of
Ratings and Research

Your Performance Guarantee

If you're dissatisfied with the performance of a Diamond Certified company and try unsuccessfully to resolve the issue, we're here to help. Initiate mediation within six months of your purchase. If the company fails to honor its contractual obligations, uphold industry standards or participate in good faith to resolve the issue, we will refund your purchase price up to a limit of \$1,000. See the details below or at www.diamondcertified.org.

AMERICAN RATINGS CORPORATION
DIAMOND CERTIFIED

PERFORMANCE Guarantee

A dispute may arise from an unmet expectation or a simple misunderstanding. Many disagreements are resolved after the parties work with each other using the contract and industry standards for guidance.

If you have tried unsuccessfully to resolve a disagreement please contact us at info@diamondcertified.org or (800) 738-1138. Our mediator will work with you and the Diamond Certified® company to attempt to reach an agreement that both parties can live with.

If the mediation fails to produce a mutually-agreeable solution due to failure of the Diamond Certified company to honor contractual obligations, uphold industry standards, or participate in good faith, we will refund your purchase price up to \$1,000.

TO QUALIFY FOR THIS GUARANTEE, THE CUSTOMER MUST:

1. Have purchased the services of a company that was Diamond Certified at the time of the transaction
2. Have attempted to resolve the issue with the company directly
3. Initiate mediation within six months of your purchase
4. Have no previous or concurrent complaints against the subject company elsewhere
5. Be willing to allow the company to correct the problem

Greg Louie

Greg Louie, Founder & CEO
American Ratings Corporation



Quality • Satisfaction • Trust

WHAT WE CAN'T PROMISE—LIMIT OF LIABILITY

The Diamond Certified® symbol is not a promise of a company's future performance or your actual satisfaction with that company. We endeavor to perform the rating process accurately and without bias according to the description supplied by our organization. Furthermore, we believe that the methodology used to ascertain this rating and award Diamond Certified is a fair representation of the qualifying company's high customer satisfaction level during the period of the rating. Since we rely on multiple sources of information and each company's performance can change over time, we cannot guarantee the accuracy of the information provided herewith. The content and materials provided are provided "As Is" and without warranties of any kind, either expressed or implied. Memberships, awards and affiliations are not independently verified. Under no circumstances, including but not limited to negligence, shall we be liable to you or any other entity for any direct, indirect, incidental, special, or consequential damages. The Diamond Certified symbol does not mean that a certified company will meet every individual's subjective markers for satisfaction. We do back our certification with a Performance Guarantee, which is our sole guarantee provided users of any information related to Diamond Certified.

Read Expert Articles Before You Choose

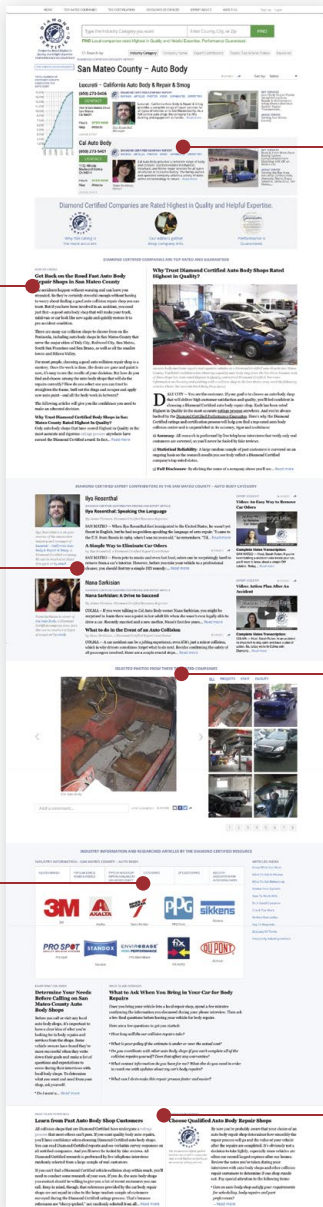
Visit www.diamondcertified.org to find expertly researched articles about shopping for and buying from local companies across a wide variety of industry categories.

These industry-specific articles detail why it's important to choose a Diamond Certified company that has been independently rated Highest in Quality and Helpful Expertise®.

Become a savvy consumer by accessing helpful articles, tip sheets, videos and blog entries contributed by local Diamond Certified Experts.

Expand your research by viewing related industry brands, agencies, associations and more.

Find more than 20,000 informative articles at www.diamondcertified.org



Get the basic facts about each Diamond Certified company in a particular industry, including contact information, key services and areas served.

This photo gallery showcases Diamond Certified companies' staff, facilities, vehicles and work. As you scroll through the photos, detailed captions give you context and enhance meaning.

Our researched articles help you choose with confidence. Learn what to ask before hiring a local company, get helpful advice on preparing for your job, read answers to Frequently Asked Questions, see a detailed Glossary of Terms and much more.

Diamond Certified Experts

Find expert advice from Diamond Certified company owners in the back of this directory.

We encourage you to access the Diamond Certified Expert Reports at diamondcertified.org. These valuable articles, tip sheets, videos and blog entries are created for consumers by local experts. The authors know what they're talking about because they own or manage local Diamond Certified companies that have been independently rated Highest in Quality and Helpful Expertise®. Each has contributed their expertise to create these reports for you and other consumers as a way to give back to their community.

Get free access to hundreds of Expert Contributions at www.diamondcertified.org/find-expert-advice

Bylined Articles

Get helpful industry tips and information from each Diamond Certified Expert Contributor.

Videos

Watch useful video tips from each Diamond Certified Expert Contributor.

The screenshot shows the website interface for a Diamond Certified Expert Contributor. At the top, there is a navigation bar with the company name 'Save Energy Company', a navigation menu (RATINGS, ARTICLES, PHOTOS, VIDEO, CAPABILITIES, TIPS, WEBSITE), a phone number (877) 312-1327, and a CONTACT button. Below the navigation, the page title is 'DIAMOND CERTIFIED EXPERT CONTRIBUTOR ADVICE & TIPS FROM JOHN GORMAN'. The main content is divided into three columns: 1. 'EXPERT CONTRIBUTOR PROFILE' featuring a photo of John Gorman and a bio: 'John Gorman is a 30-year veteran of the window industry and owner of Save Energy Company, a Diamond Certified Company since 2002. He can be reached at (907) 708-1918 or at jgorman@savenenergyco.com.' Below this is a section titled 'John Gorman: One Man's Journey' by Matthew Solis, Senior Editor, Diamond Certified Resource. The text describes his career in the window and door industry. 2. 'EXPERT ARTICLES' featuring a photo of a window frame and an article titled 'How to Choose the Right Window Frames' by John Gorman of Save Energy Company. The article discusses window options and popular styles. Below it is a section titled 'Vinyl Window Frames' which explains their history and attributes. 3. 'EXPERT VIDEO TIP' featuring a video player with a play button and a thumbnail titled 'Diamond Certified Experts: H... Window Frames'. Below the video is a section titled 'Video: Three Window Frame Options' with a transcription by Sarah Rutan, Host, discussing window materials like wood, vinyl, and fiberglass.

Human Interest

Read a human interest profile on the Diamond Certified Expert Contributor; see their photos; and get to know their background, philosophy, hobbies and interests, and more.

Verbatim Text of Video

Read text versions of the Diamond Certified Expert Video tips.

Dear Savvy Consumer



American Ratings Corporation
Defining Excellence

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Telephone (415) 884-2700
Facsimile (415) 884-2784
www.diamondcertified.org

Dear Savvy Consumer,

We've all felt the joy of choosing a good local company and, unfortunately, the pain when we mistakenly choose a bad one. The problem is, every company claims to be good, yet despite these glowing claims some provide inconsistent quality while others are downright unscrupulous.

That's why we're proud to present you with the Diamond Certified solution: a directory of only top rated local companies, each guaranteed. Every profiled company has earned the prestigious Diamond Certified and been rated Highest in Quality and Helpful Expertise® in the country's most accurate rating process of local companies.

You won't be fooled by fake reviews and cherry-picked reviews.

By their own admission, roughly 30% of reviews posted to high-volume review sites are fake. Anyone can game the system by creating multiple identities and posting fake reviews to bolster bad companies. Equally as devastating is the fact that review sites encourage company owners to tell family, friends and selected customers to give them 5 stars. This cherry-picking produces misleading and biased results.

We verify by phone that each surveyed customer is real, not cherry-picked.

When you choose a Diamond Certified company, you'll never be fooled by fake or cherry-picked reviews because we verify only real customers are surveyed from a large, random sample of each company's actual customer base. Company owners can't cherry-pick by telling cohorts to post reviews on our site—we don't allow it. That's why all of the 363,000+ surveys we've conducted are by telephone.

Diamond Certified companies are top rated for quality and guaranteed.

Our rigorous rating and certification process starts with the in-depth pass/fail rating of each company's customer satisfaction, license and insurances. Then we continue to monitor each company and complete ongoing customer satisfaction studies. Finally, we stand behind our work by backing your purchase with the Diamond Certified Performance Guarantee (see page 5).

Ratings are updated daily online. Expert advice is there to help you.

We encourage you to visit www.diamondcertified.org, where you can find updated ratings, see verbatim survey responses on each Diamond Certified company, and read thousands of industry-specific expert articles and tips.

Now you can feel confident about your choices. Keep this valuable directory by your phone, and for the best service, let companies know you selected them from the Diamond Certified Directory.

Sincerely,

Handwritten signature of Greg Louie in blue ink.

Greg Louie
Founder and CEO
greglouie@diamondcertified.org

Handwritten signature of Chris Bjorklund in blue ink.

Chris Bjorklund
Consumer Advocate
chrisbjorklund@diamondcertified.org

Consumer Group Membership

We invite you
to become a
Diamond Certified®
Preferred Consumer
(always free)

Join your savvy neighbors who use Diamond Certified companies and receive all the following membership advantages:

- 1 A special **MEMBER HOTLINE** phone number that you'll always call for live help, questions or problem resolution.
- 2 A free subscription to the annual and quarterly **DIAMOND CERTIFIED DIRECTORY** for your county, plus your choice of two additional counties and access to free digital downloads of every directory.
- 3 A **DOUBLE DIAMOND CERTIFIED PERFORMANCE GUARANTEE**. Every Preferred Consumer transaction is backed up with a \$2,000 guarantee instead of the standard maximum of \$1,000 under the Diamond Certified Performance Guarantee. To be eligible, you must be a Diamond Certified Preferred Consumer at the time of the transaction.
- 4 Members-only **DIGITAL PUBLICATIONS** and **DOWNLOADS** so you can download the latest edition of the Diamond Certified Directory, read expert advice, watch hundreds of consumer video tips, and more.



Join now by mailing in the attached postcard, signing up online at www.diamondcertified.org or calling us at (800) 480-1978.

OUR PROMISE TO YOU:

Your information is kept completely confidential. We will never sell your name or address to anyone. Diamond Certified Preferred Consumers are members of the Diamond Certified Consumer Group. Questions? Call (800) 480-1978

Frequently Asked Questions

Q: What does a company have to do to earn Diamond Certified®?

A: Each company must undergo a rigorous rating process and earn a customer satisfaction rating of 90 or higher (on a 100 scale). Companies that score Highest in Quality and Helpful Expertise® and pass verifications for insurance coverage, license, business practices, and complaint bureau status earn Diamond Certified. Most companies can't make the grade.

Q: Why do you say your ratings are more accurate than review sites?

A: Unfortunately, many online review sites are plagued with fake and cherry-picked reviews, where anonymous posters pretend to be customers and reviewed companies solicit their favorite customers to post reviews. Conversely, our ratings are based on statistically reliable research that's derived from a large, random sample of each company's verified customer base. We conduct telephone surveys to ensure we survey only real customers of the company being rated, and we require every Diamond Certified company to pass ongoing research and credential ratings in order to maintain their certification.

Q: What if I have a problem with a Diamond Certified company?

A: Contact the senior manager of the company and explain the problem. Use the original service contract for reference. Describe what reasonable measures the company can take to correct the problem. If the issue remains unresolved, please review the terms of the Diamond Certified Performance Guarantee on page 5 and contact us at (800) 738-1138.

Q: Can a company cheat to earn Diamond Certified?

A: It's possible, but unlikely. A company with low customer satisfaction has a problem hiding that fact because most customers don't bother complaining. We survey a large, random sample of past customers, conduct ongoing research and monitor all complaints received. Companies that fail to keep their customers satisfied are disqualified.

Q: Why don't you tell us which companies don't pass your rating and certification?

A: All companies are guaranteed anonymity in the rating process so they're more likely to apply to be rated. To be safe, use a Diamond Certified company.

Q: Who pays for the rating? How does American Ratings Corporation generate money to cover costs?

A: Companies that go through the rating process pay a rating fee and receive a pass or fail research report. Companies that qualify and earn Diamond Certified pay an annual certification fee, allowing us to monitor the Diamond Certified brand, conduct each company's ongoing customer satisfaction research, provide mediation, back you with the Diamond Certified Performance Guarantee, and educate the public.

How to Use This Directory

Business categories are displayed alphabetically. Each top rated Diamond Certified company is presented using the format below:

Business Category Listing
For easy navigation through this directory

WINDOWS
SAVE ENERGY COMPANY
(415) 367-3149

Business Name and Contact Information

Serving San Francisco, Marin and Sonoma Counties



Save Energy Company offers a variety of window and door products at its Petaluma showroom.

WEBSITE
www.SaveEnergyCo.com

EMAIL
JGorman@SaveEnergyCo.com

MANAGER
John Gorman & Pat Gorman, Owners

SERVICES
Window Replacement
Sliding and French Door Replacement
Entry Doors

HOURS
Mon - Thu: 8:30am - 4:30pm
Fri: 8:30am - 4pm

CREDIT CARDS
Discover, MasterCard, Visa
Financing Available

CERTIFICATION/TRAINING
Installation/Masters Residential/Light Commercial Window and Door Installer (AWMA)
Lead Safety for Renovation, Repair & Painting Refresher

DIAMOND CERTIFIED COMPANY REPORT
www.dccert.org/51

Fact Boxes
Summarizes essential information about the company

Quick Links
Follow these links to see the company's Diamond Certified Company Report and Video Profile

Diamond Certified Dashboard
Each company's rating results are presented

DIAMOND CERTIFIED RATINGS DASHBOARD based on 462 random customer surveys



- COMPANIES**
- ✓ Workers Compensation
 - ✓ Liability Insurance
 - ✓ State License No. 440356
 - ✓ Current Complaint File
 - ✓ Legal & Finance
 - ✓ Business Practices

For recent rating status and additional survey responses visit www.diamondcertified.org

91

Customer Satisfaction
Demonstrates level of quality experienced

Customer Loyalty
Researches customers' intent to return

Required Credentials
Verified in writing

Save Energy Company provides and installs energy-efficient windows and doors for residential clients throughout San Francisco, Marin, and Sonoma Counties. The family-owned and operated company celebrated its 30th anniversary in 2013. It continues to offer the industry's top brands—such as Simonton, Milgard, Marvin and Cascade—and friendly, clean, expert installation crews.

Owners John and Pat Gorman established Save Energy Company in 1983 to provide energy-efficient solutions for their community. Since then, the firm has completed more than 20,000 projects and has been named one of the Top 500 Remodelers in the United States by *Qualified Remodeler* magazine.

"We're also the only company to offer free one-year checkups after window installation upon request," says Mr. Gorman.

Save Energy Company's website offers a free information pack called "How to Maximize Your Construction Investment" that provides information on how to choose a window and door contractor. "It's crucial to understand this information before hiring any window replacement company," says Mr. Gorman.

COMPANY PHILOSOPHY

"We strive to make the replacement window purchasing process easy and hassle-free. Our products come with lifetime warranty and professional installation workmanship guarantee. We ensure our clients receive products that meet the highest standards. Ultimately, we help our customers select the right window and doors to complement their home."

EXCERPTED SURVEY RESPONSES

"They're reliable, they do spotless work and the product is good quality. We've used them twice and we're about to use them a third time."—Becky C.

Article
A report that includes the owner's background, history, specialties, customer philosophy and selected survey quotes from the customer satisfaction study

Survey Responses
Read what real customers have to say about their experiences with the company

Helpful Expertise®
Proves the company's status as a helpful local expert

Find a Diamond Certified Company

- | | |
|--|--|
| 13 Air Duct Cleaning | 85 Heating & Air Conditioning |
| 14 Air Quality – Indoor | 90 Home Theater & Automation |
| 16 Alarm & Security Systems | 91 House Cleaning |
| 17 Asbestos Removal | 92 Insulation |
| 18 Auto Body | 93 Interior Designer |
| 19 Auto Dealer | 94 Kitchen & Bath Contractor |
| 20 Auto Repair | 98 Kitchen & Bath Showroom |
| 25 Auto Tires, Wheels & Alignment | 100 Landscape Contractor |
| 26 Auto Transmissions | 104 Landscape – Designer & Consultant |
| 27 Awnings | 105 Landscape Maintenance |
| 28 Bathtubs & Showers | 106 Lawns – Artificial Turf |
| 29 Business Coach | 108 Locksmith |
| 30 Cabinets | 109 Marble & Granite |
| 31 Cabinets – Refacing | 110 Moulding & Trim |
| 32 Carpet & Upholstery Cleaning | 111 Mover |
| 35 Carpet Showroom | 112 Optometrist |
| 36 Chiropractor | 113 Painting |
| 37 Computer – Service & Repair | 118 Patio Covers |
| 38 Concrete Contractor | 119 Paving Stones |
| 41 Contractor – Fire & Water Damage | 122 Pest Control |
| 42 Contractor – Green Building
& Remodeling | 125 Pet Boarding |
| 43 Contractor – Remodeling & Additions | 126 Plumbing |
| 47 Countertops | 131 Roofing |
| 48 Decks & Patios | 136 Roofing – Metal |
| 49 Demolition | 137 Sewer Line Contractor |
| 51 Dentist | 139 Shower Enclosures |
| 57 Drainage | 140 Solar |
| 60 Drywall Contractor | 144 Stairs Contractor |
| 61 Electrical Contractor | 145 Swimming Pool Contractor |
| 65 Fences | 147 Swimming Pool & Spa,
Service & Supplies |
| 68 Flooring Installation | 148 Termite Control |
| 69 Flooring Showroom | 149 Tile Contractor |
| 72 Foundation Contractor | 150 Tree Services |
| 75 Framing | 154 Veterinary |
| 76 Garage Doors | 155 Water & Fire Damage Restoration |
| 79 Handyman – Home Repair | 156 Water Treatment & Service |
| 81 Hardwood Floors | 157 Window Coverings |
| 83 Hardwood Floors Refinishing | 158 Window Tinting |
| 84 Hearing Aids | 159 Windows |

Connolly Heating and Air Conditioning cleans air ducts, designs and installs HVAC systems, and provides other services that are designed to improve indoor air quality for residential and commercial clients in Contra Costa and Alameda Counties. The company is also qualified to assess how customers are using energy beyond their HVAC systems and offer various energy-saving solutions, including photovoltaic solar systems.

Owner Norman Grimes says Connolly Heating and Air Conditioning's highly skilled personnel have been an important aspect of its success. "Our handpicked team of installers, service technicians, and office staffers understands the importance of design and execution. Other companies hire and fire and try to get their team members up to speed to handle the busy times. We have our 'A' team and work to maintain the highest possible quality with the best possible established team year after year."

Connolly Heating and Air Conditioning prioritizes quality control throughout each step of its work, which Mr. Grimes says is important for ensuring the best possible results. "We send a project manager to oversee every job, and when the work is complete, we send the client a survey to get their direct feedback. We go out of our way to take care of our customers and promptly address their concerns."

COMPANY PHILOSOPHY

"Our customers always come first—we treat them like family, fulfill their needs to the best of our abilities and make sure they have positive experiences throughout their projects. By effectively solving their problems and being honest with them, we're able to ensure their long-term satisfaction."

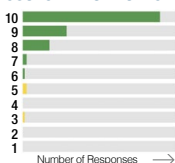
EXCERPTED SURVEY RESPONSES

"The unit and the service were great."—Wally S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **115** random customer surveys since February 2017

CUSTOMER SATISFACTION



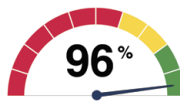
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 268327, 658796
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CONNOLLY HEATING AND AIR CONDITIONING

(925) 269-4614

Serving Contra Costa and Alameda Counties



WEBSITE

www.connollyhvac.com

EMAIL

info@connollyhvac.com

MANAGER

Norman Grimes, Owner

SERVICES

Air Duct Cleaning, Indoor Air Quality, HVAC System Installation & Design, Solar Design Energy Assessment

HOURS

Mon – Fri: 7am – 5pm

CERTIFICATION/TRAINING

- Certified Air Duct Cleaning Specialist (Mike Sabo)
- BPI Certified Building Analyst Professional (Jayman Henry)
- Mitsubishi Electric Cooling & Heating Training (Norman Grimes)
- NATE Certified - Air Conditioning Installation (Mr. Grimes)
- Home Upgrade Qualified
- Advanced Home Upgrade Qualified
- Carrier Factory Authorized Dealer
- PG&E BayREN Participating Contractor

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2428

QUALTECH HEATING & COOLING

(925) 263-9202

Serving Contra Costa and Alameda County



WEBSITE

www.qualtechhvac.com

EMAIL

customersupport@qualtechhvac.com

MANAGER

Myriam Rios-Alvarez, Owner

SERVICES

Heating & A/C System (Including Furnaces and Ductless Heat-A/C Systems) Installation, Maintenance & Repair
 Duct Cleaning
 Indoor Air Quality
 Whole-House Fans

HOURS

Mon – Sun: 7am – 7pm
 After Hours: Available by Appointment

CREDIT CARDS

Amex, Discover, MasterCard, PayPal, Visa

GUARANTEES

10-Year Warranty on New Equipment
 3-Year Warranty on Labor for New Installations
 2-Year Warranty on Parts and Labor for Repairs

BRANDS

American Standard, Bryant, Carrier, Lennox, Mitsubishi, QuietCool, Trane, York

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1906

Qualtech Heating & Cooling provides a wide range of HVAC services for residential and commercial clients throughout Contra Costa and Alameda Counties. In addition to installing, maintaining, and repairing all types of heating and air conditioning equipment, the company cleans air ducts and installs a variety of products that improve indoor air quality, including humidifiers, air cleaners and carbon monoxide alarms.

Owner Myriam Rios-Alvarez credits much of Qualtech Heating & Cooling’s success to its customer-oriented business approach, which includes providing an open line of communication throughout every step of every project. “We really get to know our customers and strive to build lasting relationships with them,” says Ms. Rios-Alvarez. “They know we’re going to do everything we can to make them feel as comfortable as possible.”

For the convenience of its customers, Qualtech Heating & Cooling offers extended-hour appointments and various service plans that are designed to keep heating and air conditioning systems running properly all year round. “We also have a referral program that rewards customers who refer us to their friends and family,” adds Ms. Rios-Alvarez.

COMPANY PHILOSOPHY

“We focus on giving our customers exactly what they pay for: high-quality, detail-oriented work. Our goal is to ensure they stay comfortable in their homes and businesses, and we achieve that through excellent workmanship and superior customer service. We treat our customers like people, not just service calls, so their ongoing happiness is very important to us.”

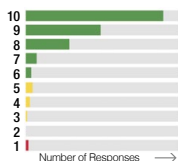
EXCERPTED SURVEY RESPONSES

“They stand behind the work that they do. They followed up with me a short while after the work was completed, just to make sure everything was OK.”—David M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **211** random customer surveys since September 2012

CUSTOMER SATISFACTION



↑ More Satisfied
 ↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 905205
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Hometown Heating & Air Conditioning installs, repairs, and maintains all types of HVAC systems for residential clients throughout Contra Costa and Alameda Counties. The family-owned and operated company also has the in-house capabilities to clean dryer vents; perform safety inspections and energy audits; and install indoor air quality products such as humidifiers, carbon monoxide detectors, ultraviolet lights, and zoning and programmable thermostats.

Owner Brian Waskow credits much of Hometown Heating & Air Conditioning's success to its community-oriented business approach. "Our goal has always been to invest in our community and contribute to its growth," he affirms. "We're a long-term heating and air conditioning company, so we focus on what's best for our customers and make sure they're getting the services they need."

Hometown Heating & Air Conditioning's technicians are all qualified to operate state-of-the-art equipment and trained in industry-best installation and maintenance practices—two attributes that Mr. Waskow says are crucial for ensuring high-quality work. "I believe we have the best technicians in the industry. Not only do they have the skills to effectively work on all types of HVAC systems, they also have excellent communication skills and understand how important it is to listen to customers."

COMPANY PHILOSOPHY

"We're dedicated to providing the best possible HVAC solutions for our clients' homes. By listening closely to our customers' needs and utilizing our vast amounts of industry experience, we're able to keep their heating and air conditioning equipment running smoothly all year long."

EXCERPTED SURVEY RESPONSES

"They're very courteous, professional, and everything happened exactly the way they said it would."—John B.

HOMETOWN HEATING & AIR CONDITIONING

(925) 456-4967
(510) 456-0082

Serving Contra Costa and Alameda Counties



WEBSITE

www.hometownheatingandair.com

EMAIL

info@wchvac.net

MANAGER

Brian Waskow, Owner

SERVICES

Installation, Maintenance & Repair of HVAC Systems
Electrostatic Filtration
Safety Inspections & Energy Audits
Dryer Vent Cleaning
Smoke & Carbon Monoxide Detectors

HOURS

Office
Mon – Fri: 7am – 7pm
Sat: 7:30am – 4:30pm
24-Hour Emergency Service

CREDIT CARDS

Amex, Discover, MasterCard, Visa

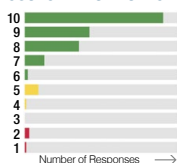
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2090



DIAMOND CERTIFIED RATINGS DASHBOARD based on **200** random customer surveys since November 2013

CUSTOMER SATISFACTION



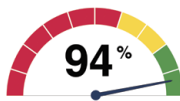
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 1005143
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

REED BROTHERS SECURITY

(510) 456-0989

**4432 Telegraph Avenue
Oakland, CA 94609**



Randy Reed, Owner

WEBSITE

www.reedbrotherssecurity.com

MANAGER

Ronald Reed, Randall Reed
and Michael Salk, Owners

SERVICES

Security Services	Alarm Systems
Access Controls	Locks
Latch Guards	Safes
Personal Security	Gates
Cameras	

HOURS

Mon – Fri: 8am – 5:30pm
Sat: 8:30am – 5pm
24/7 Emergency Service

GUARANTEES

1-Year Warranty

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1970

Reed Brothers Security provides a wide range of security services and products for residential and commercial clients throughout the Greater Bay Area. In addition to its 24/7 locksmithing capabilities, the company installs alarm systems, safes, security doors, gates, access control systems, cameras, and other modern equipment that’s designed to enhance the safety of customers’ homes and businesses.

Owner Randy Reed says Reed Brothers Security’s dedication to community involvement has been an important part of its success. “We really enjoy interacting with the people in our community and helping them solve their security issues. From running monthly seminars for the Oakland Police Department to participating in locksmith bureaus, we’re always looking for new ways to educate the public about the importance of personal security.”

Reed Brothers Security also provides a 24-hour security monitoring service that includes the ability to receive digital signals, radio signals and video images from any type of alarm system. “We take a very realistic approach to securing our clients’ homes and businesses, and an important part of that is offering alarm and camera assistance whenever they need it,” says Mr. Reed. “We want our customers to think of us as a one-stop shop for all their security needs.”

COMPANY PHILOSOPHY

“Our goal is to ensure every client is completely satisfied with our work, so we provide them with highly personalized service and never oversell our security products. We’re fully committed to protecting our clients’ properties and belongings by implementing state-of-the-art equipment and cutting-edge services.”

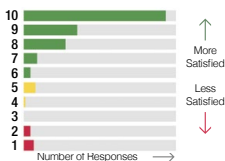
EXCERPTED SURVEY RESPONSES

“They’re very knowledgeable, professional, personable, nice people.”—Linda L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **172** random customer surveys since December 2012

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



HELPFUL EXPERTISE®



COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 1807, 681462
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

P.W. Stephens Environmental, Inc. is an abatement contractor that provides hazardous material management for residential, commercial and industrial customers throughout California (its Fremont location coordinates Bay Area work). The company's main services include asbestos abatement, lead paint removal and mold remediation. It also cleans and deodorizes HVAC duct systems and offers a patented process called ThermaPureHeat that uses 100 percent natural heat to dry, disinfect, and decontaminate buildings and enclosable areas.

P.W. Stephens was established in 1982 to provide California homes and businesses with healthy, contaminant-free environments. Owner Scott Johnson says the company's crews have a wealth of industry experience that ensures jobs are done effectively and safely. They're adept at testing hazardous materials and trained to sand and chemically strip surfaces. Since its inception, Mr. Johnson estimates P.W. Stephens has completed more than one million jobs.

COMPANY PHILOSOPHY

"It's important that we do our job effectively—not just for our customers' satisfaction but for their physical well-being. That responsibility makes us even more dedicated to doing thorough, quality work. We're committed to responding quickly, working safely, and providing a healthy environment for our clients and their families."

EXCERPTED SURVEY RESPONSES

"They were very efficient and did not damage anything. They were great. They did some cleanup work outside, so I'd say I really liked their cleanliness. They also sealed the room really well and made sure none of the particles went outside. They took very good precautions."
—Arthur H.

P.W. STEPHENS ENVIRONMENTAL, INC.

(925) 386-6936
(877) 564-4392

Serving California



P.W. STEPHENS ENVIRONMENTAL, INC.
ASBESTOS • LEAD • MOLD REMEDIATION



A P.W. Stephens Environmental technician removes asbestos from a client's ceiling.

WEBSITE

www.pwsei.com

EMAIL

stevem@pwsei.com

MANAGER

Steve MacFarlane, Vice President

SERVICES

Asbestos Abatement
Lead Paint Abatement
Mold Remediation

HOURS

Mon – Fri: 8am – 5pm
24-Hour Emergency Assistance Available

CREDIT CARDS

MasterCard Visa

CERTIFICATION/TRAINING

EPA Lead-Safe Certified

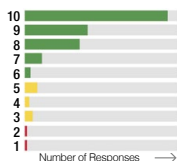
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1253



DIAMOND CERTIFIED RATINGS DASHBOARD based on **274** random customer surveys since January 2008

CUSTOMER SATISFACTION



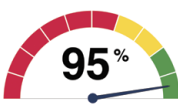
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 922790, 966
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SIMPLY SUPERIOR AUTO BODY

(925) 398-3605

**2110 Market St
Concord, CA 94520**



Jennifer and Rich Lezcano are owners of Simply Superior Auto Body.

WEBSITE

www.simplysuperior.com

EMAIL

rich@simplysuperior.com

MANAGER

Rich Lezcano, Owner

SERVICES

- Collision Repair
- Restoration Work
- Paint
- Frame Straightening
- Unibody Repair
- Dent Repair
- Paint Repair

HOURS

Mon – Fri: 7:30am – 5pm
Sat: By Appointment

CREDIT CARDS

MasterCard Visa

EMPLOYEES

6

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1712

Simply Superior Auto Body provides a wide range of collision repair and restoration services for all types of vehicles (with a special focus on Lexus and other fine imports) at its Concord facility. The company is experienced in all aspects of body repair, from welding and adhesive bonding to fastening and painting. It utilizes a variety of state-of-the-art equipment, including a laser measuring system that straightens frames to their factory specifications.

Owner/CEO Rich Lezcano has been working in the auto body repair industry for more than 20 years. He attributes Simply Superior Auto Body’s success to its long-term employees and status as an independent shop. “When an auto body shop has a direct affiliation with an insurance company, it tends to lose sight of its real customers,” says Mr. Lezcano. “That’s a conflict we can’t abide by.”

Simply Superior Auto Body exclusively uses waterborne paint made by Auto Color, an industry leader that is part of the PPG Industries line. In addition to allowing for high-quality color matching and clear coating, the paint is environmentally friendly and meets all necessary air quality requirements.

COMPANY PHILOSOPHY

“We’re a customer shop, not an insurance shop, and we take great pride in the quality of our work. More than half of our employees have been here for more than 10 years, and we expect the absolute best from them. Our goal is to exceed factory quality on every repair, and that level of dedication really resonates with our customers. We’re here to act as their advocates and help them return to the road as soon as possible.”

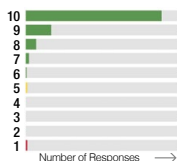
EXCERPTED SURVEY RESPONSES

“[I liked] the personal attention I received. They kept in touch. I felt like they were a caring company. They did what I expected at a quality level.”—Jeremiah G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **225** random customer surveys since January 2011

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 251858
- ✓ Current Complaint File
- ✓ Business Practices

Diablo Motors Auto Sales, Brokerage, Consignment, Service has been providing pre-owned, late model cars, trucks and SUVs for Bay Area drivers since 1994. The company specializes in selling, servicing, and detailing sport-luxury and sport-utility vehicles such as BMW, Mercedes-Benz, Audi, Land Rover, and Jeep, but its revolving inventory includes cars and trucks of all types. Each vehicle that leaves its San Ramon showroom is AutoCheck Certified, undergoes a 200-point inspection and detail, and comes with a 90-day guarantee.

Owner Greg Meier says Diablo Motors takes a calm and respectful approach when dealing with customers. "We eliminate the cheesy, high-pressure atmosphere that's found at most dealerships."

Mr. Meier considers his company a one-stop shop for people looking to purchase used vehicles. "We offer competitive financing, accept trade-ins, offer extended warranties and even take care of all DMV work. And we're here for the continuing maintenance, detailing and upgrades down the road."

Diablo Motors' customers can select from the company's large indoor showroom or place a broker order for something specific. "Every day, thousands of cars come off lease and are sold back to the dealerships," explains Mr. Meier. "I attend those dealer-only auctions regularly and can buy almost any car a customer wants."

COMPANY PHILOSOPHY

"We strongly believe in taking an honest, no-pressure approach to car sales. When customers come to our showroom, they can expect to receive full-service treatment at self-service prices. We pledge honest transactions on immaculate and guaranteed vehicles, all for private party prices."

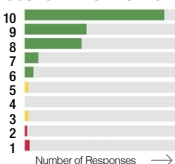
EXCERPTED SURVEY RESPONSES

"I liked his honesty and integrity. He fixed a problem I had right away. He was just awesome."—Dennis R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **239** random customer surveys since October 2005

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

RATINGS STATUS

We declare that Diablo Motors Auto Sales, Brokerage, Consignment, Service has passed all of the rating steps and has earned the Diamond Certified award, Certificate No. 753.

David Pak

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 23121, 193897
- ✓ Current Complaint File
- ✓ Business Practices

AUTO DEALER

DIABLO MOTORS AUTO SALES, BROKERAGE CONSIGNMENT, SERVICE (925) 526-5985

2067 San Ramon Valley Blvd
San Ramon, CA 94583



Diablo Motors carries a wide variety of vehicles at its San Ramon facility.

WEBSITE

www.diabломotors.com

EMAIL

greg@diabломotors.com

MANAGER

Greg Meier, Owner

SERVICES

Used Car Sales & Brokerage
Consignment Sales
Repairs & Maintenance

HOURS

Sales/Service Hours:
Mon – Fri: 9am – 6pm
(Later by Appointment)
Sat: 10am – 5pm
Sun/After Hours: By Appointment

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

90-Day Bumper-to-Bumper Warranty
for \$10k+ Purchase
90-Day Drivetrain Warranty
for \$5k-\$10k Purchase

EMPLOYEES

6

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/753

DELTA TRANSMISSION

(925) 709-4984

1105 Sunset Dr
Antioch, CA 94509



Chester Kniss is owner of Delta Transmission.

WEBSITE

www.deltatransmissionantioch.com

EMAIL

deltatransmission@sbcglobal.net

MANAGER

Chester Kniss, Owner

SERVICES

Brakes
Custom Transmission Rebuild
Transmission Service

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

2-Year/24,000-Mile Warranty on
All Transmission Rebuilds

EMPLOYEES

3

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1080

Delta Transmission has been servicing, repairing, replacing and rebuilding transmissions at its Antioch facility since 1958. In addition to general transmission work, the company handles brake repairs and replacements for most vehicle makes and models. It also offers free diagnoses and can take care of insurance paperwork for clients.

Owner Chester Kniss is a veteran of the automotive industry whose fascination with cars began when he was a child. Mr. Kniss says he prides himself on honoring his quotes. “Once I conduct a thorough transmission diagnosis, the price I quote is the price the customer pays. Even if I discover problems later that add to the scope of the work, I won’t adjust my quote upward.”

Delta Transmission has remained small and family-owned throughout its history, and it continually contributes to its community through student athlete sponsorship programs. Mr. Kniss says the company’s core values have always remained the same: to provide honest, professional service at a fair price. “We’re never too busy to answer questions or explain procedures. We enjoy sharing our knowledge and educating our clients about their transmissions.”

COMPANY PHILOSOPHY

“As lifelong residents of this area, we’ve developed deep connections with our customers and community. We consider our clients parts of our extended family and treat them accordingly. We’re devoted to providing a welcoming environment where people can receive expert, reliable transmission work.”

EXCERPTED SURVEY RESPONSES

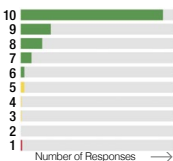
“[They have] great customer service and the people who work there are fantastic.”—Michael C.

“They were straightforward, honest, and they got the job done when they said it would be done.”
—Angela H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **300** random customer surveys since May 2007

CUSTOMER SATISFACTION



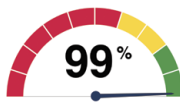
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 247427
- ✓ Current Complaint File
- ✓ Business Practices

Orinda Motors, Inc. has been serving Lamorinda area drivers from the same location since 1925. The shop works on all types of domestic, foreign, and hybrid cars and offers a wide range of diagnostic and repair services, from scheduled maintenance to major repairs and engine replacements.

Owner Allen Pennebaker and his wife, Terry, have owned Orinda Motors since 1996. Mr. Pennebaker says he's very proud of the automotive service team of ASE Master Technicians he's assembled. In the main shop alone, the technicians have more than 90 years of combined experience, and the service office has another 65.

Next door to Orinda Motors' main facility is Orinda Classic Car Center, which handles classic car repairs and service from all over Northern California. "We're experts in all aspects of restoration, upgrades and performance modifications," says Manager John Vanek. Customers can make appointments at www.orindamotors.com or www.orindaclassiccarcenter.com. Complimentary shuttle service and vehicle pickup/delivery are available at all locations.

COMPANY PHILOSOPHY

"We focus on providing excellent service for the people of Orinda, Lafayette, Moraga and all of Northern California. Whether customers are in our shop or speaking to us on the phone, we do everything we can to exceed their expectations. We never cut corners on quality or service, and we take pride in our professionally staffed shop. We stand behind everything we do."

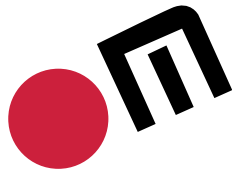
EXCERPTED SURVEY RESPONSES

"They were thorough and they went over everything with me. They were very friendly and easy to understand."—June B.

"They're reliable, caring and budget-conscious. They do excellent work."—Cindy G.

ORINDA MOTORS, INC.
(925) 709-4934

63 Orinda Way
Orinda, CA 94563



WEBSITE

www.orindamotors.com

EMAIL

service@orindamotors.com

MANAGER

John Vanek, Manager

SERVICES

- Computerized Diagnostics
- Factory-Required Maintenance
- Complete Tire Center
- Classic Car Specialists
- Nitrogen Air Inflation Service
- Express Oil Changes
- Rental Cars

HOURS

Mon – Fri: 7:30am – 5:30pm

GUARANTEES

24-Month/24K-Mile Warranty on All Repairs (Excluding Classic Cars)

BRANDS

ACDelco, Bosch

CERTIFICATION/TRAINING

- AAA Approved Auto Repair Shop
- ASE Master Technicians
- ASE Advanced Level Specialist
- Contra Costa Green Business

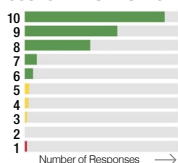
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/26



DIAMOND CERTIFIED RATINGS DASHBOARD based on **440** random customer surveys since March 2002

CUSTOMER SATISFACTION



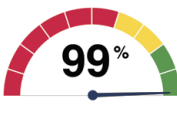
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 191519
- ✓ Current Complaint File
- ✓ Business Practices

DUBLIN CAR TEK

(925) 335-6938

**6008 Dougherty Rd
Dublin, CA 94568**



Dublin Car Tek is located at 6008 Dougherty Road in Dublin.

WEBSITE

www.dublincartek.com

EMAIL

tjcartek@aol.com

MANAGER

Tim Johnson, Owner

SERVICES

Air Conditioning, Brakes, STAR Smog Checks & Repairs, Transmissions, Tune-ups, Tires, Batteries, Radiators, Factory-Recommended Service, Heavy Duty Fleet Services, Suspension Work, "Check Engine" Light Diagnosis

HOURS

Mon – Fri: 8am – 6pm
Sat: 8am – 4pm

CERTIFICATION/TRAINING

Licensed Smog Technicians
ASE Master Automobile Technician
ASE Advanced Level Specialist

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/12

Dublin Car Tek is a Dublin-based general repair shop that works on foreign and domestic vehicles for Contra Costa and Alameda County motorists. The company's services range from oil changes and engine and transmission repairs to tune-ups, smog inspections, and brake and tire replacements. It also provides repair and maintenance services for heavy duty truck fleets and RVs.

Owner and longtime Bay Area resident Tim Johnson has more than 30 years of experience owning and operating automotive repair shops. Mr. Johnson considers Dublin Car Tek a family business and thinks of his customers as part of that family. "Many of our clients are long-time, second-generation customers who depend on us for all their automotive needs," he says.

Dublin Car Tek uses factory-designated equipment to accurately diagnose and repair customers' vehicles. All its mechanics are ASE Certified and undergo continuous training to keep updated on industry advancements, and Mr. Johnson is both an ASE Master Technician and a licensed Smog Technician.

COMPANY PHILOSOPHY

"We take an old-fashioned approach to dealing with customers—we're honest, fair, and we take the time to listen to their concerns. We're in this business to serve their automotive needs, and that process begins with excellent customer service. Anybody can perform good repairs, but we strive to be a truly great company by standing behind our work, quickly remediating any problems, and offering incomparable service that makes our customers want to return again and again."

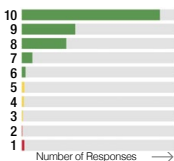
EXCERPTED SURVEY RESPONSES

"They are very good at what they do. I've been going there for about 10 years."—Andrew B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **490** random customer surveys since February 2002

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 177039
- ✓ Current Complaint File
- ✓ Business Practices

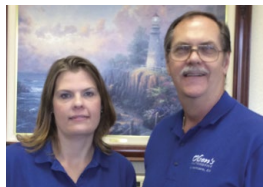
OLSEN'S AUTOMOTIVE REPAIR

(925) 386-6937

6411 Brisa St
Livermore, CA 94550



Toyota Specialist
Japanese & Domestic Repairs



Cynthia Waitley-Tinkham and Lyde Waitley at Olsen's Automotive Repair's Livermore facility

WEBSITE

www.olsensautomotive.com

EMAIL

info@olsensautomotive.com

MANAGER

Lyde Waitley, Owner
Cynthia Waitley-Tinkham, Owner

SERVICES

Domestic	Foreign
Maintenance	Rental Car Service
Shuttle Service	

HOURS

Mon – Thu:	7:30am – 5:30pm
Fri:	7:30am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/27

Olsen's Automotive Repair provides general maintenance and repair services for Contra Costa and Alameda County drivers. The Livermore-based shop specializes in American and Japanese cars (with an emphasis on Toyotas) and handles everything from oil changes and regular maintenance work to brake, timing belt and clutch replacements. Olsen's also sells most brands of tires.

Since taking over sole ownership of Olsen's Automotive Repair in 1993, Lyde Waitley has worked hard to maintain the company's reputation as a first-rate repair shop committed to offering the highest levels of service, workmanship and trustworthiness. Mr. Waitley has more than 40 years of experience in the automotive industry, and he's joined by his daughter and business partner, Cynthia Waitley-Tinkham, who is the office manager.

COMPANY PHILOSOPHY

"Our customers are very important to us, and we work hard to make them realize how much we care. They appreciate that we're family-owned and operated, and they know they'll always be dealing with an owner or family member whose goal is to keep them happy. Our meticulous approach to auto repair guarantees each of our clients receives the same outstanding service."

EXCERPTED SURVEY RESPONSES

"They're reliable, reasonable in price and easy to work with. They're happy to consult about problems before they work."—Pat M.

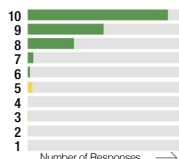
"They are very dependable, they know what they are doing and they have very qualified mechanics."—Kathy C.

"They get right to work and keep you updated while they have your car."—Barbara C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **500** random customer surveys since March 2002

CUSTOMER SATISFACTION



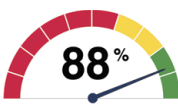
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 200855
- ✓ Current Complaint File
- ✓ Business Practices

**LETCHER BROTHERS
AUTO REPAIR**

(510) 374-4062

636 San Pablo Ave
Pinole, CA 94564



Mike Letcher is owner of Letcher Brothers Auto Repair.

WEBSITE

www.letcherbros.com

EMAIL

letcherbros@gmail.com

MANAGER

Mike Letcher, Owner

SERVICES

Automotive Repair & Maintenance, "Check Engine" Lights, Electrical Work, Air Bags, Transmissions, Suspensions, Anti-Lock Braking Systems (ABS), Alignments, Computer Diagnostics, Tires

HOURS

Mon – Fri: 8am – 5:30pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Manufacturers' Warranties on Parts
2-Year/24,000-Mile Warranty
on Parts & Labor

CERTIFICATION/TRAINING

ASE Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1857

Letcher Brothers Auto Repair services most types of European and Japanese vehicles at its Pinole facility, handling everything from general tune-ups and computer diagnostics to comprehensive engine and transmission repairs. The company is also qualified to perform dealer-required scheduled maintenance work, and it offers free local towing with every major repair.

Owner Mike Letcher says Letcher Brothers Auto Repair's personalized approach to dealing with customers has allowed the company to develop a loyal clientele base that stretches throughout several East Bay communities. "Being centrally located helps a lot, but our ability to get to know our customers and be upfront with them has been crucial to our success. Our goal is to solve their car problems as quickly and efficiently as possible, and they really appreciate that."

Letcher Brothers Auto Repair is known for taking a hands-on approach to the auto repair process, which includes educating customers and showing them physical evidence of their repairs before any work begins. "We want our customers to know we're here to help, so we take our time to clearly explain their repairs and show them every replacement part so they know exactly what to expect," says Mr. Letcher. "Honesty is an important part of everything we do."

COMPANY PHILOSOPHY

"Customer satisfaction is always our primary concern, and we achieve that by being honest and reliable throughout every aspect of our work. We treat each customer with equal fairness and strive to provide repairs of the highest possible quality."

EXCERPTED SURVEY RESPONSES

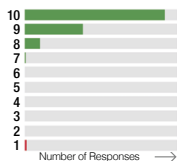
"They are my best kept secret. They have excellent customer service."—Bradon O.

"I would recommend them for the quality of their service. I think their prices are pretty good. They just do excellent work."—Becky P.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **227** random customer surveys since May 2012

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 179974
- ✓ Current Complaint File
- ✓ Business Practices

Big O Tires – Pleasanton provides a complete range of tire and wheel services for all types of vehicles at its Pleasanton facility. In addition to selling, repairing and replacing tires made by industry leaders like Michelin, BF Goodrich, and Goodyear, the family-owned and operated company offers manufacturer-recommended service.

Owner Josh Cherry says Big O Tires – Pleasanton has been able to maintain a loyal clientele base for more than 30 years because it provides its services in a low-pressure environment that makes customers feel comfortable. “Our philosophy is different from other tire stores—we consider our customers friends, so we guide them toward making the best decisions for their specific situations. We always prioritize our customers’ needs over our own.”

As a locally owned franchise of a nationwide industry leader, Big O Tires – Pleasanton is able to offer numerous warranties and services that are designed to maximize convenience for its customers, including 24/7 roadside assistance and a nationwide repair warranty that’s redeemable at 1,200 locations throughout the United States. “These comprehensive and affordable warranty protections are important for ensuring our customers’ satisfaction,” says Mr. Cherry.

COMPANY PHILOSOPHY

“We truly care about our customers, so we work closely with them to determine which products and services will improve the overall performance of their cars. Our honest approach ensures they’re informed throughout the process and never have to pay for work they don’t need.”

EXCERPTED SURVEY RESPONSES

“They are friendly and helpful, they take their work seriously, and they listen to suggestions. We’ve used them for 16 years.”—Mark V.

BIG O TIRES – PLEASANTON

(925) 201-6396

3688 Washington St, Ste A
Pleasanton, CA 94566

Serving Contra Costa
and Alameda Counties



WEBSITE

[bigotires.com/Location/CA/Pleasanton/
94566/005024](http://bigotires.com/Location/CA/Pleasanton/94566/005024)

MANAGER

Josh Cherry, Owner

SERVICES

Tires & Rims
Alignments & Suspension
Mechanical Work
Brakes
Tune-Ups
Timing Belts, Water Pumps
& Radiators
Oil Changes

HOURS

Mon – Fri: 7:30am – 5:30pm
Sat: 8am – 4pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

16

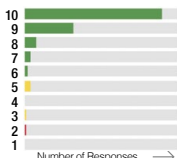
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2173



DIAMOND CERTIFIED RATINGS DASHBOARD based on **150** random customer surveys since June 2014

CUSTOMER SATISFACTION



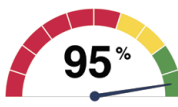
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 109336
- ✓ Current Complaint File
- ✓ Business Practices

DELTA TRANSMISSION

(925) 709-4984

1105 Sunset Dr
Antioch, CA 94509

Serving Contra Costa County



Chester Kniss is owner of Delta Transmission.

WEBSITE

www.deltatransmissionantioch.com

EMAIL

deltatransmission@sbcglobal.net

MANAGER

Chester Kniss, Owner

SERVICES

Brakes
Custom Transmission Rebuild
Transmission Service

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

2-Year/24,000-Mile Warranty on
All Transmission Rebuilds

EMPLOYEES

3

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1080

Delta Transmission has been servicing, repairing, replacing and rebuilding transmissions at its Antioch facility since 1958. In addition to general transmission work, the company handles brake repairs and replacements for most vehicle makes and models. It also offers free diagnoses and can take care of insurance paperwork for clients.

Owner Chester Kniss is a veteran of the automotive industry whose fascination with cars began when he was a child. Mr. Kniss says he prides himself on honoring his quotes. “Once I conduct a thorough transmission diagnosis, the price I quote is the price the customer pays. Even if I discover problems later that add to the scope of the work, I won’t adjust my quote upward.”

Delta Transmission has remained small and family-owned throughout its history, and it continually contributes to its community through student athlete sponsorship programs. Mr. Kniss says the company’s core values have always remained the same: to provide honest, professional service at a fair price. “We’re never too busy to answer questions or explain procedures. We enjoy sharing our knowledge and educating our clients about their transmissions.”

COMPANY PHILOSOPHY

“As lifelong residents of this area, we’ve developed deep connections with our customers and community. We consider our clients parts of our extended family and treat them accordingly. We’re devoted to providing a welcoming environment where people can receive expert, reliable transmission work.”

EXCERPTED SURVEY RESPONSES

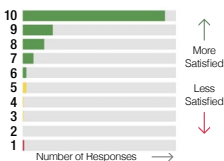
“[They have] great customer service and the people who work there are fantastic.”—Michael C.

“They were straightforward, honest, and they got the job done when they said it would be done.”
—Angela H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **300** random customer surveys since May 2007

CUSTOMER SATISFACTION

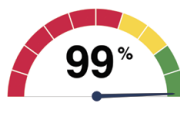


CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 247427
- ✓ Current Complaint File
- ✓ Business Practices

Acmé Sunshades Enterprise Inc. designs, manufactures, installs, cleans, repairs, and recovers all types of awnings, sunshades, canopies, and pergolas for residential and commercial clients throughout the Bay Area. The company offers traditional and modern products that are custom designed to meet a wide range of needs, and it also carries specialty products like outdoor furniture covers, tents for special events, custom fabric structures, and more.

President Chih Ling Han says Acme Sunshades Enterprise’s long-standing legacy in its community is one of its most important attributes. “This company was founded in 1922, so we have a lot of history in this area. People come to us and refer us to others because they trust our expertise and know we have what it takes to provide excellent customer service.”

Acme Sunshades Enterprise takes a full-service approach to its customers’ awning projects, from creating drawings and renderings of their products to procuring city permits and handling insurance requirements. “From the moment a customer contacts us until the day their awning is installed, we take care of everything,” affirms Mr. Han. “We have the in-house capabilities to make sure each project progresses quickly and efficiently.”

COMPANY PHILOSOPHY

“We strive to exceed our customers’ expectations on every project, and we’re able to do that by providing them with high-quality products that add protection, beauty, comfort, and style to their properties. Our continuing mission is to uphold our tradition of excellence and stay true to our slogan: ‘Keeping You Cool Since 1922.’”

EXCERPTED SURVEY RESPONSES

“They are proactive and very customer-oriented.”
–O.C.T.

ACME SUNSHADES ENTERPRISE INC.

(510) 992-4017

1548 West Winton Avenue
Hayward, CA 94545



Keeping You Cool Since 1922



Chih Ling Han, President

WEBSITE

www.acmesunshades.com

EMAIL

info@acmesunshades.com

MANAGER

Chih Ling Han, President

SERVICES

Awnings, Sunshades, Canopies, Window Screens, Pergolas, Shade Sails, Roman Shades, Equipment Covers, Outdoor Umbrellas, Special Event Tents, Custom Fabric Structures, Design, Manufacturing, Installation, Cleaning, Repair, Recover, Lighting Effects, Printed or Painted Graphics & Logos

HOURS

Mon – Fri: 8am – 4:30pm
Sat: By Appointment

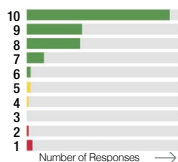
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2234



DIAMOND CERTIFIED RATINGS DASHBOARD based on **150** random customer surveys since February 2015

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers’ Compensation
- ✓ Liability Insurance
- ✓ State License No. 499660
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

REBATH BY SCHICKER

(925) 676-8422

1059 Detroit Ave
 Concord, CA 94518
 Serving Contra Costa,
 Alameda, Marin, Napa,
 San Francisco, Solano
 and Sonoma Counties



WEBSITE

www.rebathbyschicker.com

EMAIL

support@rebathbyschicker.com

MANAGER

Peter Schicker, President

SERVICES

Bathtubs
 Complete Bathroom Remodels

HOURS

Mon – Fri: 8:30am – 5:30pm
 Sat: 9am – 4pm
 Sun: 12pm – 4pm

CREDIT CARDS

MasterCard, Visa, Financing Available

GUARANTEES

Lifetime Warranty
 1 Year on Shower Doors

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1596

ReBath by Schicker offers bathroom remodeling services to residential clients throughout the Greater Bay Area. The company handles everything from converting traditional bathtubs into accessible showers or walk-in safety bathtubs to remodeling entire bathrooms.

President Peter Schicker, founder of Schicker Luxury Shower Doors, has been in the construction/remodeling business for more than 30 years. Mr. Schicker says ReBath by Schicker’s remodeling experience offers a seamless process compared to traditional remodeling. Customers work with a designer to choose bathtubs, showers, flooring, vanities, and countertops that fit their styles and budgets. Then all materials are ordered and installed by ReBath employees. If a customer chooses an entire bathroom remodel, it will be completed in one to two weeks.

ReBath by Schicker also provides free in-home estimates. If customers wish to see samples of installed products, they can visit the company’s bathroom showroom in Concord.

COMPANY PHILOSOPHY

“We offer bathroom remodels with no stress, mess or inconvenience. Our shower and bathtub products are of the highest quality, and we back them up with expert installation and impeccable customer service. Our ultimate goal is to set the standard for the bathroom remodeling industry in terms of quality, reliability and service.”

EXCERPTED SURVEY RESPONSES

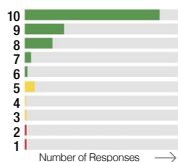
“I liked their attention to detail. The craftsman who came out was outstanding. I thought they were a ‘10’ across the board.”—John J.

“The finished product is perfect. The people are of the highest quality. They completed the work with little disruption to our household.”—Judy S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **254** random customer surveys since December 2009

CUSTOMER SATISFACTION



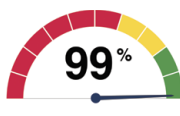
↑ More Satisfied
 ↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 915382
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

The Contractors Coach provides a variety of business coaching services for residential and commercial contractors throughout the Greater Bay Area. The company's personal development programs are designed to change the way its clients approach their businesses, help them implement processes that make their operations more efficient and increase their profits while freeing up their time.

The Contractors Coach's "Success Cycle" program features six steps that help its clients identify their desires and turn them into reality. "We provide a very structured process that guides each business owner from where they are to where they want to be," says owner Karan Dhillon. "The process can be repeated more than once, and it's designed to create exceptional growth in a short amount of time."

Mr. Dhillon says The Contractors Coach's ability to help its clients get past their mental blocks is one of its most important attributes. "We've found that if we help business owners change the way they think about what they're doing, they'll change their actions and eventually change their results. There are a lot of business coaches out there, but we set ourselves apart by putting together plans and strategies that are specific for business success."

COMPANY PHILOSOPHY

"We believe that our clients should be able to enjoy their lives as business owners, so we show them exactly how they can do that. Ultimately, we want to help every client achieve their goals, have the financial security they're looking for and leave a positive legacy for the next generation."

EXCERPTED SURVEY RESPONSES

"He completely turned my business around. I owe a lot of my success to his coaching."
 –Tizza L.

THE CONTRACTORS COACH

(925) 201-6174

Serving National and International Clients



Karan Dhillon is owner of The Contractors Coach.

WEBSITE

www.thecontractorscoach.com

EMAIL

karan@thecontractorscoach.com

MANAGER

Karan Dhillon, Owner

SERVICES

- Business Coaching
- Personal Development Programs
- Management Strategies
- Management Consulting
- Executive Coaching

HOURS

Mon – Fri: 9am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

5

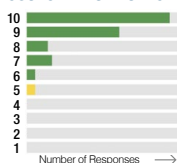
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2272



DIAMOND CERTIFIED RATINGS DASHBOARD based on 71 random customer surveys since June 2015

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

DIABLO VALLEY CABINETRY

(925) 709-4920

12907 Alcosta Blvd, Ste J
San Ramon, CA 94583

Serving Contra Costa
and Alameda Counties



DIABLO VALLEY CABINETRY
creative solutions with personal service

WEBSITE

www.diablovalleycabinetry.com

EMAIL

info@diablovalleycabinetry.com

MANAGER

Frank Canova Sr., Founder
Frank Canova Jr., President

SERVICES

Kitchen Cabinetry Design
Bathroom Cabinetry Design
Custom Cabinetry
Cabinetry Design Services

HOURS

Mon – Fri: 8:30am – 5pm
Sat: 10am – 4pm
After Hours: By Appointment

GUARANTEES

Manufacturers' Warranties on Products
Workmanship Warranty

BRANDS

Omega Cabinetry, Cabinetry by
Diamond, Kitchen Craft, UltraCraft

EMPLOYEES

13

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1461

Diablo Valley Cabinetry designs and sells a variety of cabinetry products for residential and commercial clients throughout the East Bay. The company focuses on offering creative cabinet solutions combined with personalized service, and its entire program is designed to provide high-quality products at competitive prices. Its made-to-order product line ranges from budget to fully custom cabinets for kitchens, bathrooms, offices, libraries, entertainment centers and more.

President Frank R. Canova Jr. joined Diablo Valley Cabinetry in 2003, 21 years after his father, founder Frank R. Canova Sr., established the company. The partnership resulted in a new dimension of technology and engineering expertise for a firm already known for expert knowledge, creativity, and passion for customer service. "Since teaming up with my father, we're in a stronger position than ever to give our customers the service they want," says Frank Jr.

Diablo Valley Cabinetry's San Ramon showroom features more than 15 full displays, and the company's design professionals work with customers from the initial meeting through project completion to select the right products to fit their lifestyles and budgets. "Our goal is to listen to each client's vision and help them navigate the maze of products and finish selections," says Frank Jr.

COMPANY PHILOSOPHY

"Diablo Valley Cabinetry is dedicated to the highest quality customer experience delivered with a sense of warmth, friendliness and individual pride. We place great value in building lasting relationships with families through establishing trust and expertise. Our goal is to support our customers in creating beautiful living environments, enhancing their lives for years to come."

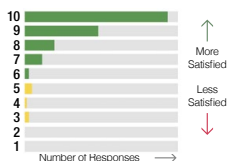
EXCERPTED SURVEY RESPONSES

"They were very thorough and understood our needs completely."—Drew B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **275** random customer surveys since December 2008

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



HELPFUL EXPERTISE®



COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

Century Cabinets provides kitchen and bathroom cabinet refacing services for residential clients throughout the East Bay. The company can handle everything from cabinet replacements to new design modifications and appliance applications (roll-outs). Its Concord showroom features cabinet and countertop styles from several top manufacturers, and it offers a computer design program that gives accurate pricing quotes based on the measurements of clients' existing walls, windows, doorways and plumbing.

Owner Michael Conner established Century Cabinets in 1984 to offer his custom cabinetry expertise to Bay Area homeowners' remodeling projects. "I oversee every part of the process," he says, "from planning the designs to creating the cabinets right in my factory. I strive to maintain 100 percent customer satisfaction, and my job isn't complete until I achieve that for each customer."

Century Cabinets also builds custom entertainment centers, bookcases, wall systems and wine storage racks—customers can choose from a variety of wood selections and laminates, including walnut, cherry, mahogany and oak. For a complete list of services or to request a free estimate, Mr. Conner invites potential clients to visit www.centurycabinetsca.com.

COMPANY PHILOSOPHY

"We've built our reputation on customer satisfaction, and we're committed to serving each of our clients based on their personal needs, budget and preferences. Our wide variety of cabinet choices and remodeling skills allow us to help them create the warm, inviting kitchens of their dreams."

EXCERPTED SURVEY RESPONSES

"The quality is so superior to any other cabinets I've seen on the market."—Linda B.

CABINETS – REFACING

CENTURY CABINETS

(925) 480-7949

2430 Sprig Court, Suite H
Concord, CA 94520

Serving the Greater
East Bay Area



A recent kitchen project by Century Cabinets

WEBSITE

www.centurycabinetsca.com

EMAIL

info@centurycabinetsca.com

MANAGER

Michael Conner, Owner

SERVICES

Cabinet Refacing
Custom Cabinets
Custom Entertainment Centers
Custom Cabinetry

HOURS

Mon – Sat: 8am – 5pm

GUARANTEES

10 Years Excluding Finish

EMPLOYEES

5

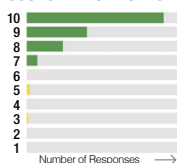
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1124



DIAMOND CERTIFIED RATINGS DASHBOARD based on **165** random customer surveys since August 2007

CUSTOMER SATISFACTION

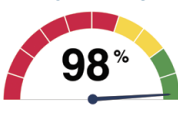


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 515844
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

START FRESH RESTORATION

(925) 934-5577

Serving Contra Costa County



Tami and Scott Sunkel are owners of Start Fresh Restoration.

WEBSITE

www.StartFreshRestoration.com

EMAIL

startfreshbiz@gmail.com

MANAGER

Scott Sunkel, Owner

SERVICES

Carpet & Rug Cleaning
 Exotic Rug Cleaning
 Tile, Stone & Grout Cleaning, Polishing & Sealing
 Upholstery Cleaning
 Dryer Vent Cleaning
 Hardwood Cleaning & Buffing

HOURS

Mon – Fri: 8am – 5pm
 Sat: 9am – 4pm
 Emergency Service: 24/7

GUARANTEES

100% Money-Back Guarantee if Customers Aren't Satisfied

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1487

Start Fresh Restoration uses the latest technology in truck-mounted steam soil extraction machinery, as well as manufacturer-prescribed cleansers that are specific to fiber and flooring type. The company's expertise lies in restorative cleaning, sealing, polishing, and buffing of tile, grout, stone, carpeting, hardwood, upholstery, exotic rugs, and dryer vents.

Owner Scott Sunkel says industry technology has come a long way since its beginning 50 years ago. "The days of using soap and water to clean carpets are in the past. With today's environmentally-conscious, nontoxic cleaning lines that are EPA registered and VOC compliant, combined with powerful soil extraction capabilities, there's no excuse for professionally compromised workmanship."

With a proven track record of more than 30 years, Mr. Sunkel believes his success stems from the fact that he holds and maintains certification with the industry's governing body and educator, the Institute of Inspection, Cleaning and Restoration Certification (IICRC). "Anyone can buy professional equipment and start a cleaning business, but knowing how to use it takes time and education," he says. Mr. Sunkel is certified in all methods of cleaning, including surface dry cleaning and deep restorative steam extraction.

COMPANY PHILOSOPHY

"We are very much a nuts-and-bolts operation. Our goal is to educate the interested on how to properly care for their flooring in between professional cleanings. By working with us, each customer will protect their investment, prolong the life of the product and save money. There is an abundance of work out there and no need for greed, ever!"

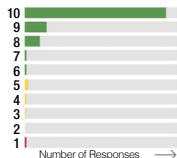
EXCERPTED SURVEY RESPONSES

"Scott does an excellent job. We've been satisfied with his work for 20 years."—Delia V.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 225 random customer surveys since January 2009

CUSTOMER SATISFACTION



↑ More Satisfied
 ↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

Precision Cleaning Services offers a variety of high-quality residential and commercial cleaning services. The owner-operated company has special expertise with pet stain removal and carpet repairs, and it utilizes new truck-mounted equipment for superior cleaning while keeping the mess and noise outside.

Since 1994, owner Curt Holman has been providing Bay Area clients with expert care of carpets, rugs, stone, tile and upholstery. “My goal is to provide top-notch cleanings for my clients,” he says. “I’m always onsite at every job location to ensure complete customer satisfaction.”

Curt says Precision Cleaning Services sets itself apart through its quality work and by being locally-owned and operated. “We offer a one-month, no-questions-asked warranty for residential work (two weeks for commercial), as well as a money-back guarantee. We utilize state-of-the-art cleaning methods and equipment, including the use of turbofans to speed up drying. Our goal is 100 percent customer satisfaction.”

COMPANY PHILOSOPHY

“Our primary goal is to earn our customers’ trust, and we accomplish that by providing high-quality services and always being honest with them. We take pride in our reliability and quality work. Ultimately, we want to build personal relationships with our clients and provide them with the best possible cleaning services.”

EXCERPTED SURVEY RESPONSES

“He takes his time, he does a good job and the carpets stay clean for a long time. I think his service is great—my whole family has used them and I highly recommend them.”—Barbara D.

“They have a pretty quick service. They came in when I needed them, and at the end, my carpets looked amazing.”—James W.

PRECISION CLEANING SERVICES

(925) 318-1290

Serving Contra Costa and Alameda Counties



Curt Holman is a veteran of the carpet cleaning industry.

WEBSITE

www.precisioncleaningserv.com

EMAIL

preclean2003@yahoo.com

MANAGER

Curt Holman, Owner

SERVICES

- Carpet & Upholstery Cleaning
- Area Rug Cleaning
- Stone, Tile & Grout Cleaning
- Hardwood Floor Maintenance
- Fabric Protection
- Carpet Repairs
- Leather Cleaning
- Water Damage Service
- Residential & Commercial

HOURS

Mon – Sat: 9am – 5pm

GUARANTEES

- 1-Month Warranty on Residential Work
- 2-Week Warranty on Commercial Work

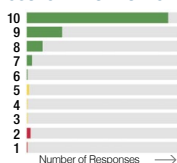
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1731



DIAMOND CERTIFIED RATINGS DASHBOARD based on **275** random customer surveys since February 2011

CUSTOMER SATISFACTION



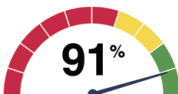
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

MAXIMUM CARPET CLEANING

(925) 526-5930

3330 Vincent Rd Unit L
Pleasant Hill, CA 94523



Maximum Carpet Cleaning is proud to be a family-owned and operated company.

WEBSITE

www.maximumcarpetcleaning.com

EMAIL

maxmcarpet@yahoo.com

MANAGER

Dave Steely, Owner

SERVICES

Carpet
Upholstery
Area Rugs (Including Oriental Rugs)
Tile & Grout Cleaning

HOURS

Mon – Fri: 9am – 5pm

CREDIT CARDS

MasterCard Visa

CERTIFICATION/TRAINING

IICRC Certified Firm
IICRC Master Textile Cleaner

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2212

Maximum Carpet Cleaning cleans all types of carpet, upholstery, area rugs, and tile and grout for residential and commercial clients throughout Central Contra Costa County. The company primarily uses the hot water extraction cleaning method—a soap-free, low-moisture process that’s designed to deep-clean without the use of harsh chemicals and has proven to be one of the most effective methods of cleaning carpets available today. Emergency water damage service is also available 24/7.

Owner Dave Steely, who works alongside his two sons, Brandon and Anthony, credits much of Maximum Carpet Cleaning’s success to its client-oriented business approach. “We don’t want to just have business relationships with our clients—we take the time to get to know them, earn their trust, build their confidence and provide personalized service,” he says. “At the end of the day, we want every client to know that we did everything in our power to improve the look of their home.”

Maximum Carpet Cleaning educates its clients about proper carpet maintenance so they can maximize the lifespan of their investments. “Basic carpet maintenance can go a long way toward long-term savings, so my sons and I always show our clients what they can do to keep their carpets looking good,” says Mr. Steely. “Also, we encourage them to call or email us if they ever have questions about their carpet or upholstery.”

COMPANY PHILOSOPHY

“We offer the peak of professionalism when caring for our clients’ homes. By utilizing our high levels of training and years of experience, we’re able to competently handle any textile situation and provide each client with the best possible value.”

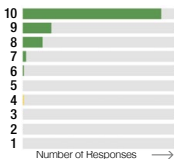
EXCERPTED SURVEY RESPONSES

“They have very high integrity, they value their clients and they are very honest.”—Debra B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **175** random customer surveys since October 2014

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

Blodgett's Abbey Carpet & Flooring provides a variety of flooring products for residential and commercial clients in the Central East Bay area. An independently owned franchise of Abbey Carpet & Flooring, the company sells hardwood, laminate, luxury vinyl tile and sheet vinyl flooring; carpet; area rugs; porcelain tile; and much more.

President Larry Blodgett and his wife, Karen, are third-generation owners of Blodgett's Abbey Carpet & Flooring. Larry's grandfather, Kermit, founded the company in 1946, and it's been family-owned and operated ever since. Larry says being part of the Abbey Carpet & Flooring group has allowed the business to provide both localized service and the buying power of a national brand.

Blodgett's Abbey Carpet & Flooring believes in offering hands-on, personal service to each customer. "We work with our clients, discuss their home or business decorating needs, and find flooring options that suit their tastes and budgets," say the Blodgetts.

COMPANY PHILOSOPHY

"Our goal is to make sure our clients are happy with their new flooring, so our staff is trained to thoroughly explain our products' characteristics, discuss all available options, and ensure our customers understand the pros and cons of the materials they're considering. We want them to be satisfied with their flooring products for years to come."

EXCERPTED SURVEY RESPONSES

"They conduct themselves professionally. They are thorough, friendly and knowledgeable. They are great."—Bonnie B.

"They were excellent, very professional and much quicker to install the carpet than I thought they would be."—Maralyn C.

BLODETT'S ABBAY CARPET & FLOORING

(925) 335-6958

3291 Mount Diablo Ct
Lafayette, CA 94549
(Between Lafayette Park Hotel
& Pleasant Hill Rd)



WEBSITE

lafayette.abbeycarpet.com

EMAIL

info@blodgetts.com

MANAGER

Larry S. Blodgett, President

SERVICES

Specialty Floor Coverings
Customized Installation of Carpeting,
Vinyl, Hardwood and All Area Rugs

HOURS

Mon – Fri: 8:30am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

All Manufacturers' Warranties Honored
1-Year Guarantee on Installation

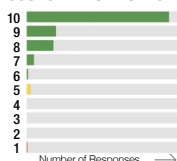
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1532



DIAMOND CERTIFIED RATINGS DASHBOARD based on **325** random customer surveys since May 2009

CUSTOMER SATISFACTION

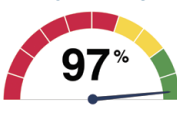


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 177588
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

**SPRINGTOWN
WELLNESS CENTER
– JAG DHESI, D.C.**

(925) 201-6195

947 Bluebell Dr

Livermore, CA 94551

(925) 201-6313

1081 Market Pl, Ste 100

San Ramon, CA 94583



WEBSITE

www.DrJagDhesi.com

EMAIL

springtownwellnesscenter@gmail.com

MANAGER

Dr. Jag Dhesi, Owner

SERVICES

Chiropractic Wellness, Corrective Exercises, Body Wraps, Nutritional Counseling, Massage Therapy, Customized Weight Loss Programs, Medical & Legal Evaluations for Auto Accidents & Workers' Compensation Claims, Laser-Like Lipo

HOURS

Livermore

Mon, Wed, Thu: 10am – 1pm

3pm – 7pm

Fri: 10am – 12pm

San Ramon

Tue: 2pm – 7pm, By Appt

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2135

Springtown Wellness Center provides a variety of health and wellness services for all types of patients at two locations in Livermore and San Ramon. In addition to offering treatments that range from chiropractic and massage therapy to lifestyle advice and nutritional counseling, the practice has the training and equipment to perform in-office exercises and detoxifying body wraps, set up customized weight loss programs, and more.

Owner Jag Dhesi, D.C. says Springtown Wellness Center's ability to tailor treatment plans to fit the needs of individual patients enables it to find successful solutions to unique problems. "We don't take a one-size-fits-all approach to wellness; rather, we treat every patient on an individual basis. By employing different combinations of techniques, supplements, equipment and procedures, we're able to alleviate our patients' symptoms and return them to normal health and functionality."

In addition to its in-house treatments, Springtown Wellness Center teaches patients corrective exercises that allow them to continue their treatments independently. As a Qualified Medical Evaluator, Dr. Dhesi is able to perform medical/legal evaluations and treat injuries associated with workers' compensation cases, auto accidents, and more. "I'm also an in-network preferred provider for most insurance companies," he adds.

COMPANY PHILOSOPHY

"We believe in giving each patient the same respect and quality care that we would give our own families. Our unique 'whole person' approach enables us to find the underlying causes of our patients' symptoms and accelerate their recoveries."

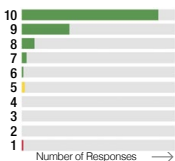
EXCERPTED SURVEY RESPONSES

"I think Dr. Jag has a good staff. They are always willing to work things out for you. Dr. Jag is a very concerned and compassionate chiropractor who tries his best to care for you."—Barbara M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **131** random customer surveys since February 2014

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 3637, 27413
- ✓ Current Complaint File
- ✓ Business Practices

Schrader & Son provides a wide range of computer troubleshooting services for residential clients in Contra Costa, Solano and Napa Counties, as well as commercial clients throughout the Greater Bay Area. The company offers general repairs, hardware and software setup, networking solutions, data protection and recovery, and more. It can handle jobs of all sizes, from personal computers for home use to fully networked and integrated office systems.

Owner Donald Schrader established Schrader & Son in 1997. An industry veteran of more than 30 years, Mr. Schrader says his company is a one-stop technical resource for computer users who aren't familiar with the intricacies of equipment and application malfunctions. "We're responsive and prompt, and we accommodate our customers' schedules to have their computers up and running as quickly as possible."

For the convenience of its customers, Schrader & Son offers in-home service seven days a week and onsite business service five days a week. The company's website also features helpful tips and links to free spyware and adware removal programs.

COMPANY PHILOSOPHY

"Our primary goal is to protect our customers' data. New software and electronic components can be installed, but data is irreplaceable. Whether it's of sentimental value or critical to a customer's business, we consider it the most important part of any system. We go out of our way to ensure our clients' equipment works efficiently and their work is thoroughly protected."

EXCERPTED SURVEY RESPONSES

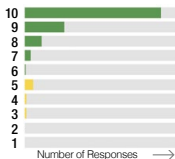
"Don is very good. He knows what he is doing. He can figure out ways to make things simple for you."—Ken G.

"Don is quick. He gets to the point, does the job and that's it. I have recommended his services to my friends."—Theresa C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **251** random customer surveys since August 2008

CUSTOMER SATISFACTION

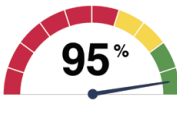


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 83178
- ✓ Current Complaint File
- ✓ Business Practices

SCHRADER & SON

(925) 385-8905

Serving Contra Costa, Solano and Napa Counties



Owner Donald Schrader founded Schrader & Son in 1997.

WEBSITE

www.schraderandson.com

EMAIL

Donald@schraderandson.com

MANAGER

Donald Schrader, Owner

SERVICES

- Commercial & Residential
- Hardware Repairs & Replacements
- Spyware & Virus Removal
- Networking
- Service Exchange Servers

HOURS

Commercial

Mon – Fri: 8:30am – 5pm

In-Home Service

Sun – Sat: 7am – 8pm

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1397

CARRASCO CONSTRUCTION

(925) 968-4723

Serving the East Bay Area



Frank Carrasco
founded Carrasco
Construction in 2001.

EMAIL

carrascoconstructioninc@gmail.com

MANAGER

Frank Carrasco, Owner

SERVICES

Concrete Work, Including Driveways, Walkways, Patios; Foundations With a Variety of Stamped and Colored Finishes; Commercial Tenant Improvements; Custom-Built Homes; Additions; Loft Conversions; Kitchen and Bathroom Remodels; Water Damage Repair

HOURS

Mon – Fri: 7am – 7pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

1-Year Warranty

BRANDS

Andersen, Marvin, Milgard, Pella

CERTIFICATION/TRAINING

EPA Lead-Safe Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/686

Carrasco Construction is a general building contractor that serves residential and commercial clients throughout the East Bay. The company offers custom concrete construction services and can build foundations, retaining walls, patios, sidewalks, driveways and pavers in a variety of colors, finishes and stamp patterns. It also handles kitchen and bathroom remodels, additions, interior and exterior painting, decks, and more.

Owner Frank Carrasco has more than 25 years of experience working in all aspects of construction. He established Carrasco Construction in 2001 to provide optimum service, quality work, and pricing tailored to customers’ expectations and needs. “I recognize the importance of listening to my clients and honoring their concerns and wishes,” says Mr. Carrasco. “I make every effort to completely satisfy them by bringing all my ideas and expertise to their projects.”

Carrasco Construction’s team of structural and architectural engineers are trained to help clients with all phases of their construction projects, from planning and designing to obtaining permits and handling paperwork. They can also help assess the feasibility of existing plans and make modifications based on customers’ ideas. For a complete list of services, Mr. Carrasco invites potential clients to visit www.carrasco-const.com.

COMPANY PHILOSOPHY

“We’re committed to providing excellent service, and that’s exactly what our customers can expect. Our dedication to superior workmanship is second to none—we want every person with whom we do business to walk away 100 percent satisfied.”

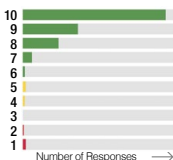
EXCERPTED SURVEY RESPONSES

“They follow through on everything. They are always on the job and they get it done on time, plus the price is reasonable.”—Ineke D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **249** random customer surveys since May 2005

CUSTOMER SATISFACTION

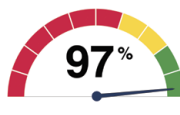


CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 797947
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CALIFORNIA CONCRETE – PUMP PROS

(925) 201-6196

Serving the East Bay



EMAIL

csplee@aol.com

MANAGER

Charles Lee, Owner

SERVICES

Concrete Services
Foundations
Walkways
Driveways

HOURS

Mon – Sat: 8am – 7pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

1-Year Warranty on All Work

EMPLOYEES

10

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2133

California Concrete - Pump Pros provides a complete range of concrete services for both residential and commercial clients throughout the East Bay. As a specialty contractor, the company focuses on all aspects of concrete, such as design, demolition, forming, pumping, installing and finishing. This includes foundations, walkways, driveways, patios and pool decks.

Owner Charles Lee says being a concrete specialty contractor separates California Concrete - Pump Pros from the competition. “We work with concrete on a daily basis, so we’re able to bring this knowledge to our customers and offer them an unsurpassed product. In fact, because of our extensive knowledge and experience, we provide our service to hundreds of general contractors. We’re their ‘go-to guy’ when it comes to concrete.”

California Concrete - Pump Pros is known for its steadfast dedication to quality control, which Mr. Lee says is the most important aspect of being successful in the concrete industry. The company owns all its own equipment, which means it can pass those savings to its customers. “Having reasonable pricing isn’t the only reason our clients keep coming back—it’s because we focus intently on quality in every aspect of our work,” says Mr. Lee. “We concentrate on what we do best, which is concrete, and provide a high-quality product every time. We really are the pros of the industry.”

COMPANY PHILOSOPHY

“We strive to do every job right the first time. We don’t cut corners, and we don’t hold back on the quality of our materials or workmanship. Our customers are very important to us, so we always treat them the way we would want to be treated. We work very hard to ensure our customers are completely satisfied.”

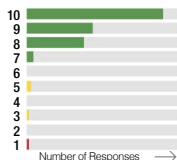
EXCERPTED SURVEY RESPONSES

“They’re very helpful and knowledgeable.”—Douglas W.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 125 random customer surveys since February 2014

CUSTOMER SATISFACTION



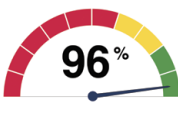
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

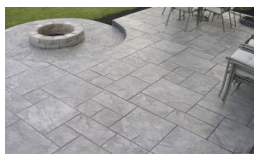
COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 898584
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

KODIAK CONSTRUCTION

(925) 350-6447

Serving the San Francisco Bay Area and Sacramento



A recent residential project by Kodiak Construction

WEBSITE

www.1kodiakconstruction.com

EMAIL

kodiakcons@gmail.com

MANAGER

David Figueroa, Owner

SERVICES

Decorative Concrete
Patios, Walkways & Driveways
Foundations
Retaining Walls
Pavers

HOURS

Mon – Fri: 8am – 6pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

15

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2319

Kodiak Construction provides a wide range of concrete installation and repair services for residential and commercial clients throughout the San Francisco Bay Area and Sacramento. In addition to handling every step of its customers’ patio, walkway and driveway projects, the company has the in-house capabilities to build retaining walls, perform foundation work and more.

Estimator Michael Figueroa says that although Kodiak Construction has undergone considerable growth during its two decades in business, it continues to embrace the values and principles that have defined it since the beginning. “My father, David Figueroa, started Kodiak Construction more than 20 years ago, and even though we’ve grown in size since then, we’ve kept our humble attitude. With every project, we adhere to the fundamentals of doing high-quality work and making our customers happy.”

Kodiak Construction also has the training and equipment to install decorative concrete, which Mr. Figueroa says brings an element of artistry to the company’s capabilities. “These days, there are almost unlimited colors and patterns to choose from for decorative concrete. By the time we’re finished with an installation, it looks more like a work of art than a driveway or patio.”

COMPANY PHILOSOPHY

“We truly believe our clients are always right, so we do whatever it takes to make sure they’re satisfied with our work. We always keep them updated throughout their projects so they know what to expect, and we never leave a job until it’s 100 percent complete.”

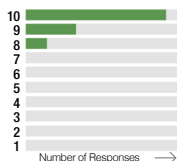
EXCERPTED SURVEY RESPONSES

“I am a general contractor and they do all of my concrete work. They devote themselves entirely to the project until it’s finished.”—Tim D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **80** random customer surveys since January 2016

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



HELPFUL EXPERTISE®



COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 708098
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Alltek Restoration, Inc. (formerly known as Easton Construction Group, Inc.; Lic. 909197) provides fire, water, smoke, and storm damage restoration and reconstruction services for residential and commercial clients throughout Northern and Central California. In addition to its wide range of restoration services, the company performs renovations, remodels, tenant improvements, new construction, and seismic and structural retrofits.

CEO Andrew Easton is a third-generation contractor who started his construction career building spec homes, which allowed him to develop a comprehensive understanding of every aspect of the building process. "I learned how to build a house from the foundation to the roof," he explains. "That type of in-depth knowledge really benefits our clients because they know they can trust us to handle their construction projects from start to finish."

Alltek Restoration emphasizes the importance of providing personalized service throughout every phase of every project, from carefully explaining contracts to creating detailed timelines so clients can closely follow all work to be performed. "We never look at our clients as claim numbers or purchase orders," says Mr. Easton. "Instead, we focus on getting to know them and determining their goals so we can meet and exceed their expectations."

COMPANY PHILOSOPHY

"We believe in treating every client as an individual, and as such, we make their complete satisfaction our primary goal. We value and expect quality, efficiency, punctuality, cleanliness and courtesy in everything we do. Ultimately, our clients' project interests are our top priority."

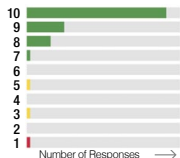
EXCERPTED SURVEY RESPONSES

"They listened to my concerns, they were very thorough and they did a quality job."—Susan T.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **63** random customer surveys since November 2011

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 986556
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CONTRACTOR – FIRE & WATER DAMAGE

ALLTEK RESTORATION, INC.

(925) 338-1722

Serving Northern and Central California



WEBSITE

www.ari247.com

EMAIL

info@ari247.com

MANAGER

Andrew Easton, CEO

SERVICES

- Restoration
- Reconstruction
- Renovations
- Tenant Improvements
- New Construction

HOURS

Mon – Fri: 8:30am – 5pm
24/7 Emergency Service

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

20

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1786

GREEN LIVING BUILDERS LLC

(510) 295-9322

Serving the East Bay Area



Principal Rolf Bell is a third-generation contractor.

WEBSITE

www.greenlivingbuilders.com

EMAIL

greenlivingbuilders@gmail.com

MANAGER

Rolf Bell, Principal

SERVICES

- Home Repairs
- Residential Remodeling & Additions
- Bathrooms & Kitchens
- Decks
- Detached Structures
- New Home Purchase Upgrades
- Real Estate Sales Preparation
- Seismic Upgrades
- Termite Repair
- Apartment Renovation

HOURS

Mon – Fri: 8am – 6pm
Sat – Sun: By Appointment

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1611

Green Living Builders LLC is a full-service construction and remodeling company that offers an extensive range of services to its East Bay clients, including kitchen/bathroom remodels, additions, house lifts, decks, seismic upgrades and Accessory Dwelling Units. The company embraces sustainable building practices along with recommending net zero energy savings options.

Principal Rolf Bell is a third-generation Bay Area contractor who was mentored in quality, efficiency and supporting each client’s vision. As a member of Berkeley’s ADU task force, his contributions are leading to more efficient plan approval and affordability. “We work with clients to make remodeling enjoyable by providing expert advice, creative solutions, on-time results and quality craftsmanship to fulfill their desired lifestyle outcomes,” says Mr. Bell. “Our entire team is responsive and helpful in achieving both essential housing repairs and well-executed remodels.”

Green Living Builders supports the work of Habitat for Humanity International and regularly leads building teams around the globe. “Everyone deserves shelter, and future generations deserve a healthy, sustainable planet,” says Mr. Bell.

COMPANY PHILOSOPHY

“We provide professional, thoughtful, and courteous support for every client and team member. Our primary concern is to make each client’s repair or remodeling experience positive.”

EXCERPTED SURVEY RESPONSES

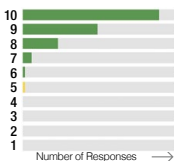
“Rolf has a great service. He stuck to the estimate, understood what I wanted and talked with me until we figured it out. He went far beyond my expectations.”—Andrea D.

“He’s smart and talented. He does what he says he’s going to do. It was the single best experience I’ve ever had with a contractor.”—Mark B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **118** random customer surveys since January 2010

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers’ Compensation
- ✓ Liability Insurance
- ✓ State License No. 911189
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ROCKRIDGE BUILDERS

(925) 526-5926

Serving the East Bay



WEBSITE

www.rockridgebuilders.com

EMAIL

billhinkamp@rockridgebuilders.com

MANAGER

Bill Hinkamp, Owner

SERVICES

Commercial, Industrial, & Residential
 Design & Construction
 Design & Build Services
 Foundation Replacement
 Remodeling
 Additions
 Improvements
 Retaining Walls
 Drainage Systems

HOURS

Mon – Fri: 8am – 6pm

GUARANTEES

5-Year Warranty on All Work
 1-Year Unconditional Warranty on
 All Installed Fixtures

EMPLOYEES

8

CERTIFICATION/TRAINING

UC Berkeley College of Environmental
 Design

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/166

Rockridge Builders offers a wide range of design, engineering and construction services to residential, commercial and industrial clients throughout the East Bay. The scope of its projects runs from small kitchen and bathroom remodels to new custom homes and businesses. Competitive pricing and a fierce dedication to quality work and service has earned the company a growing base of satisfied customers who are quick to refer others, says owner Bill Hinkamp.

Mr. Hinkamp is a lifelong design/build enthusiast and a graduate of UC Berkeley’s College of Environmental Design. He founded Rockridge Builders in 1976 and says he’s since built a highly regarded reputation among local homeowners, architects and engineers. “We’ve completed more than 1,000 projects over the years, ranging from commercial tilt-ups to Victorian restorations to custom homes.”

COMPANY PHILOSOPHY

“We believe there are three elements that go into a successful project. First, the project must be built to the highest possible standards. Second, the job must be successful as a value project for us and the client. Third, customers must refer us to their friends and associates in years to come. This won’t happen unless we make it our mission to achieve complete customer satisfaction on each job. We do this by providing superior communication, workmanship and attention to detail.”

EXCERPTED SURVEY RESPONSES

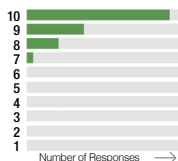
“They were just very efficient and knowledgeable. We never had to worry about the quality of the work.”—Carolyn D.

“The level of professionalism was exemplary. I appreciated the rapid return of phone calls and open communication. Bill and his crew went beyond the call of duty to exercise care and respect while working on my house.”—Kris M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **75** random customer surveys since September 2002

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 324919
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CARRASCO CONSTRUCTION

(925) 968-4723

Serving the East Bay Area



Frank Carrasco
founded Carrasco
Construction in 2001.

EMAIL

carrascoconstructioninc@gmail.com

MANAGER

Frank Carrasco, Owner

SERVICES

Residential Additions and Remodels
Kitchen Renovations
Bathroom Renovations
Whole House Renovations
Commercial Construction
Water Damage Repair

HOURS

Mon – Fri: 7am – 7pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

1-Year Warranty on Workmanship

BRANDS

Andersen, Marvin, Milgard, Pella

CERTIFICATION/TRAINING

EPA Lead-Safe Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/686

Carrasco Construction is a full-service contracting firm with a broad range of experience in commercial and residential projects throughout the East Bay. The company’s services include commercial tenant improvements, custom built homes, additions, loft conversions, kitchen and bathroom remodels, painting, decks, a variety of interior and exterior repairs, and more.

Owner Frank Carrasco credits much of Carrasco Construction’s success to its ability to listen to its clients, honor their wishes and make every effort to provide 100 percent satisfaction. “We know the most powerful form of advertising is word-of-mouth referrals, so if there’s ever a problem with anything we’ve worked on, we won’t hesitate to make it right,” he says. “Personal recommendations of satisfied customers continue to be the key to our steady growth.”

Carrasco Construction’s skilled employees are trained to guide clients throughout every phase of their projects, and they also understand the importance of utilizing eco-friendly materials and products made by well-known manufacturers. “Our goal is to make the remodeling process as stress-free and non-invasive as possible for our clients,” says Mr. Carrasco. “From our detailed estimates—which include line item pricing that allows us to keep costs within budget—to our top-quality workmanship and personalized approach, we bring a high level of expertise to each project.”

COMPANY PHILOSOPHY

“We’re committed to providing excellent service, and that’s exactly what our customers can expect. Our dedication to superior workmanship is second to none—we want every person with whom we do business to walk away 100 percent satisfied.”

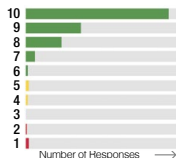
EXCERPTED SURVEY RESPONSES

“They were on time. They did the job professionally. They were artists at their craft.”—Russell L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **249** random customer surveys since May 2005

CUSTOMER SATISFACTION

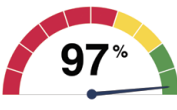


CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 797947
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CARDINAL CONSTRUCTION, INC.

(925) 968-4722

1809 Santa Rita Rd, Ste C
Pleasanton, CA 94566

Serving the East Bay Area

Cardinal Construction, Inc. is a full-service residential remodeling and restoration firm that serves clients throughout the East Bay. The company’s in-house architectural and engineering capabilities allow it to provide design/build services for customers’ kitchen, bathroom, and home addition remodeling projects. It’s also a cabinet dealer with long-standing relationships with several top manufacturers, including Wood-Mode, Elmwood, Medallion and Brookhaven.

Owners Mike Xepoleas, Anthony Neto and Dan Goldsmith established Cardinal Construction in 1983. They soon expanded to a kitchen and bathroom showroom in Pleasanton, which offers a variety of services to help customers with their remodeling projects, including architectural blueprints, CAD renderings, structural engineering plans, designs and estimates determined by state-of-the-art software. “Each customer has a unique vision for his or her home,” says Mr. Neto. “We work hard to realize those visions while offering advice and guidance that ensures beautiful, durable results.”

COMPANY PHILOSOPHY

“The foundation of our company is built on our passion for building, mastery of craftsmanship, attention to detail and unyielding commitment to our customers’ satisfaction. We respect their visions and invite their creative input at every stage of their remodeling projects. We’re committed to building long-term relationships by exceeding expectations and earning the ultimate compliment: repeat business and referrals to friends and family.”

EXCERPTED SURVEY RESPONSES

“They were courteous, on time, dependable, and they listened to my ideas.”—Betsy C.

“They were upfront with everything, on time, neat and courteous.”—Marvin C.



WEBSITE

www.cardinalbuilder.com

EMAIL

aneto@cardinalbuilder.com

MANAGER

Mike Xepoleas, Anthony Neto and Dan Goldsmith, Owners

SERVICES

Kitchens & Bathrooms
Additions
Remodeling & Restoration
Residential Only

HOURS

Mon – Fri: 8am – 5pm
Sat – Sun: By Appointment
Other Hours: By Appointment

BRANDS

Wood-Mode Brookhaven
Medallion Elmwood

CERTIFICATION/TRAINING

EPA Lead-Safe Certified Renovator

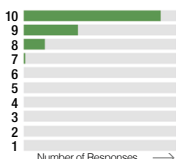
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/962



DIAMOND CERTIFIED RATINGS DASHBOARD based on **142** random customer surveys since October 2006

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 857709
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

BENJAMIN D. CONSTRUCTION, INC.

(925) 289-8915

Serving the East Bay and San Francisco



WEBSITE

www.benjaminconstruction.com

EMAIL

info@benjaminconstruction.com

MANAGER

Benjamin Dumitrascuta, Owner

SERVICES

Custom Home Building, Additions, General Contracting, Whole House Remodeling, Kitchen & Bathroom Remodeling, Custom Tile & Stone, Window Replacements, Siding, Decks & Fences, Foundations, Custom Cabinetry Design & Construction

HOURS

Mon – Fri: 7am – 6pm
Weekends: By Appointment Only

CREDIT CARDS

Amex, MasterCard, Visa

GUARANTEES

10-Year Structural Warranty
4-Year Warranty on Remodels
2-Year Warranty on Plumbing Fixtures

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1830

Benjamin D. Construction, Inc. provides a wide range of residential construction services for clients throughout the East Bay and San Francisco, handling everything from kitchen and bathroom remodels to additions and custom home building. In addition to its new construction/remodeling services, the company can design and build high-end custom cabinetry, install tile and stone, replace windows, build decks and fences, and more.

Owner-operator Benjamin Dumitrascuta is a second-generation building professional—his father, Gelu, established his own construction company in the 1980s after emigrating from Eastern Europe and taught his son the trade at a very young age. “He instilled in me the importance of quality craftsmanship, and that remains my number one objective today,” says Mr. Dumitrascuta.

Benjamin D. Construction takes a personalized approach to dealing with customers and develops close relationships with them that continue even after their construction projects are finished. “Personal service is an important part of my process,” confirms Mr. Dumitrascuta. “I personally handle all cabinet, finish, tile, framing/carpentry, foundation, electrical and plumbing work in-house, and I’m heavily involved in the design of each project.”

COMPANY PHILOSOPHY

“I approach every job with the same set of values: accountability, reliability, superior craftsmanship and a dedication to quality. Regardless of the size of the remodeling project, I provide the same high level of service and always aim to exceed the customer’s expectations.”

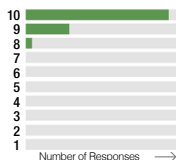
EXCERPTED SURVEY RESPONSES

“He was on time and always had the right crew for each job. He’s just very concerned about the client and wants to be helpful in any area he can.”—Ginny P.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **31** random customer surveys since January 2012

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 1010847
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Golden State Granite provides and installs granite, marble, limestone, and quartz products for residential and commercial clients throughout the Tri-Valley Area. The company combines old-world craftsmanship with state-of-the-art laser cutting, polishing and edging technology to create everything from kitchen counters and bathroom vanities to custom fireplaces and outdoor barbeques.

Owner Jack Benning says Golden State Granite's customers appreciate its honest, straightforward style of communication. "For example, if a customer wants to use a particular stone, we'll tell them if there are any disadvantages to that product and make sure they understand exactly what they're getting. We don't just try to make sales; rather, we steer our clients toward making decisions that will secure their long-term satisfaction."

Golden State Granite maintains relationships with leading stone manufacturers such as CaesarStone, Cambria, Vadara and Silestone, which enables it to pass its fabricator discount to clients who choose to purchase materials through the company. "We want every customer to get the most value for their investment," says Mr. Benning. "Our goal is to make sure each stone product we create provides many years of enjoyment."

COMPANY PHILOSOPHY

"We treat our clients with respect and work on their homes as if they were our own. By combining top-notch materials, time-earned expertise and superior workmanship, we're able to enhance our customers' enjoyment of their homes."

EXCERPTED SURVEY RESPONSES

"Their work is high-quality. It's important with any person you work with that you communicate what you want and verify that what's being done is what you want. My work turned out beautifully."
 –Marie M.

GOLDEN STATE GRANITE

(925) 201-6191

1001 Detroit Ave, Ste 9
 Concord, CA 94518

Serving the Tri-Valley Area



WEBSITE

www.goldenstategranite.com

EMAIL

jack@goldenstategranite.com

MANAGER

Jack Benning, Owner

SERVICES

Granite & Marble Installations
 Kitchen Counters
 Bathroom Vanities
 Custom Commercial Applications
 Outdoor Barbeques

HOURS

Mon – Fri: 8:30am – 3:30pm

CREDIT CARDS

Amex, MasterCard, Visa

GUARANTEES

1-Year Warranty on Workmanship

BRANDS

CaesarStone, Cambria, Silestone, Vadara

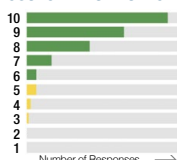
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2131



DIAMOND CERTIFIED RATINGS DASHBOARD based on **184** random customer surveys since February 2014

CUSTOMER SATISFACTION



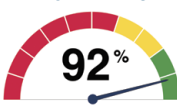
↑ More Satisfied
 ↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 638323
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

G.O. BLESSING CONSTRUCTION INC.

(925) 233-6228

Serving Contra Costa
and Alameda Counties



WEBSITE

goblessingconstruction.com

EMAIL

goblessingconstruction@gmail.com

MANAGER

Juan Guzman, Owner

SERVICES

Decks & Fences
Structural Framing
Handrails & Staircases
Retaining Walls
Retrofitting
Carpentry

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, MasterCard, Visa

GUARANTEES

3-Year Warranty on All Work

EMPLOYEES

8

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2482

G.O. Blessing Construction Inc. builds and repairs decks, fences, handrails, retaining walls, and other wood-based products for residential and commercial clients in Contra Costa and Alameda Counties. The company also has the in-house capabilities to take on various structural framing, retrofitting and siding projects, and it backs all its work with a three-year warranty on all workmanship.

Owner Juan Guzman says G.O. Blessing Construction's company-wide dedication to quality has been a key factor in its success. "Whenever we build something, we know we're connecting our name and reputation to it, so we make sure everything we do is both beautiful and built to last. We're confident in our ability to provide results that leave our customers completely satisfied."

G.O. Blessing Construction prioritizes transparency and honesty throughout the construction process, which Mr. Guzman says is important for ensuring clients have positive experiences. "We're always upfront about what type of work we'll be doing, and if there's ever an issue, we immediately address it and make it right. Our customers know that when they build with us, they're building with someone they can trust."

COMPANY PHILOSOPHY

"The relationships we have with our clients are very important to us, so we focus on exceeding their expectations and making sure they enjoy the work we've done for them. We treat each job with respect and do whatever it takes to achieve first-rate results."

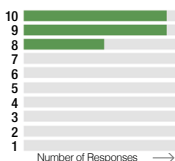
EXCERPTED SURVEY RESPONSES

"I would say to use them. They have quality service. I will be using them again once I save up the money. [I liked] that they quoted me a price and stuck with it even though it ended up costing more. They did the work for less profit. They have integrity."—Jeff R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 41 random customer surveys since December 2017

CUSTOMER SATISFACTION



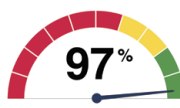
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 912016
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Silva Contractors Inc. is an engineering firm that works on construction projects that require specialized engineering knowledge and skill. The company provides demolition, excavation, concrete and soil removal, grading, and paving services for residential and commercial clients throughout the Bay Area.

Owner Geicyler Silva says Silva Contractors' experience as a subcontractor gives it a unique advantage when it comes to demolition work. "We know this business from the inside out, so we can do a lot of things that other companies charge extra for. We can also offer low rates while still providing high-quality services, which our clients really appreciate."

Silva Contractors uses tools and machinery that are designed to complete projects without harming the environment, and it implements a rigorous clean-up policy that allows clients to access their homes or businesses while work is underway. "Details like these show our clients that we put their satisfaction first," says Mr. Silva. "The best part of our job is seeing how happy they are with the results of our work."

COMPANY PHILOSOPHY

"Our goal is simple: make sure each client is completely satisfied with every aspect of their project. Honesty is very important to us, so we're always upfront with our customers about what they can expect and keep them informed of any changes along the way. We draw upon our years of experience to make their dreams come true."

EXCERPTED SURVEY RESPONSES

"They do great work, they are timely and it was easy working with them."—Archie

"They are responsive, professional, and they know what they're doing."—Ning C.

SILVA CONTRACTORS INC.

(925) 201-6172

Serving All of Contra Costa County



A recent exterior project by Silva Contractors

WEBSITE

www.silva-contractors.com

EMAIL

silvacontractors1999@gmail.com

MANAGER

Geicyler Silva, Owner

SERVICES

Large-Scale Engineering Projects, Including:
Demolition & Excavation
Concrete & Soil Removal
Grading & Paving

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

3-Year Warranty on Labor

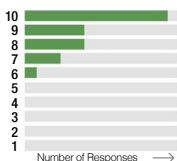
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2269



DIAMOND CERTIFIED RATINGS DASHBOARD based on **26** random customer surveys since June 2015

CUSTOMER SATISFACTION



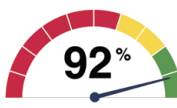
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 995639
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

DIG & DEMO

(877) 312-3469

Serving the East Bay Area



DIG & DEMO

General Engineering Contractor



Dig & Demo recently worked on this pool demolition/removal project.

WEBSITE

www.diganddemo.com

EMAIL

diganddemo@gmail.com

MANAGER

Christopher Burd, Owner

SERVICES

Demolition
Residential Swimming Pool Removal

HOURS

Mon – Sat: 8am – 5pm

EMPLOYEES

15

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1068

Dig & Demo is a full-service, environmentally-friendly removal company that handles everything from simple debris removal projects to full-scale building demolition and site clearing projects. The company's specialty is residential swimming pool removal, and it has removed hundreds of swimming pools across the Bay Area. Its self-owned equipment is set up with rubber tracks and tires for residential projects and varies in size to squeeze into any backyard.

President Chris Burd credits much of Dig & Demo's success to its highly skilled and experienced employees, all of whom share his passion for worksite cleanliness. "We take our time and treat each site as if it was our own, which our customers really appreciate," he says. "Our combination of industry knowledge and jobsite cleanliness really sets us apart."

As a Bay Area Green Business, Dig & Demo is committed to preserving the environment through its business practices. The company recycles a minimum of 50 percent of all the materials it receives and donates usable items to Bay Area nonprofits.

COMPANY PHILOSOPHY

"We understand that many of our clients have worked their entire lives to get their houses or pools, so we treat every job very seriously and take a detail-oriented approach that ensures quality results. We take the time to communicate with our customers and do whatever it takes to make sure they're satisfied with our work."

EXCERPTED SURVEY RESPONSES

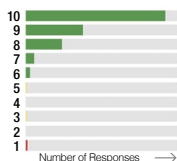
"The staff was very accommodating—they helped out in every way I asked them to. Their customer service was way beyond what I expected."—J.L.

"They were totally professional and their estimates were good. They were on time and they got the job done quickly. It was perfect."—Hal M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 296 random customer surveys since April 2007

CUSTOMER SATISFACTION



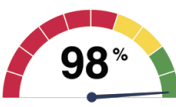
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 993947
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Dr. Larry Porteous has been practicing dentistry in the Bay Area for 35 years at three locations in Rodeo, Danville and Vallejo. His practices are dedicated to treating and preventing dental diseases in relaxed, calming atmospheres.

Dr. Porteous graduated from UC Berkeley and then earned his dental degree from Case Western – Reserve Dental School in 1980. He completed a general practice residency at Olive View Medical Center in Van Nuys and received specialized training in oral surgery. Dr. Porteous also obtained additional training in the areas of cosmetic dentistry, root canal therapy and gum surgery. He regularly attends continued education meetings on the advancements in the dental profession.

Larry Porteous Family Dentistry is a true family practice—Dr. Porteous' wife, Linda, is the dental hygienist, and the office welcomes patients of all ages. For more information, Dr. Porteous invites people to visit www.larryporteousfamilydentistry.com.

COMPANY PHILOSOPHY

“Our motto is, ‘Let our family be your family dentist.’ We give each person the same respect, concern and care that we would want to receive as patients. We make it our main priority to put our patients at ease and treat them in a friendly, caring environment. We take the time to explain their dental conditions and clearly outline their options for treatment. We encourage our patients to ask questions because we want them to fully understand and be comfortable with any procedures we recommend.”

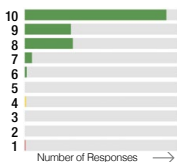
EXCERPTED SURVEY RESPONSES

“I like the personalities of all the employees. They treat you like a personal friend rather than a patient.”—Elisa H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **380** random customer surveys since August 2002

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 29191
- ✓ Current Complaint File
- ✓ Business Practices

LARRY PORTEOUS FAMILY DENTISTRY

(925) 391-2746

3840 Blackhawk Rd, Ste 110
Danville, CA 94506

(510) 600-3973

665 Parker Ave
Rodeo, CA 94572

(707) 840-5591

972-F Admiral Callaghan Ln
Vallejo, CA 94591



WEBSITE

www.larryporteousfamilydentistry.com

MANAGER

Larry Porteous, D.D.S.
Linda Porteous, R.D.H.

SERVICES

General & Cosmetic Dental Procedures,
Gum & Oral Surgery, Veneers, Crowns,
Bridges, Dentures, Partials, Lumineers,
Root Canals, Opalescence Tooth
Whitening System (In-Office &
At-Home), Wisdom Teeth Removal

HOURS

Mon – Thu: 9am – 8pm
Fri: 9am – 7pm
Sat: By Appointment

CREDIT CARDS

Amex, Discover, MasterCard, Visa,
CareCredit - Financing

CERTIFICATION/TRAINING

UC Berkeley Graduate (1975)
Case Western - Reserve Dental
School Graduate (1980)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/156

DENTIST

LOVELY MANLAPAZ TEODORO DDS

(510) 722-8791

844 Willow Ave, Ste A6
Hercules, CA 94547



Dr. Lovely Manlapaz has international dental training.

WEBSITE

www.thedentalcenterofhercules.com
www.lovelymanlapazteodorodds.com

EMAIL

tdcoh@att.net

MANAGER

Ted Teodoro, Office Manager

SERVICES

Family, Cosmetic & Implant Digital Dentistry, Nitrous Gas, Invisalign (Metal-Free Braces), CEREC (Single Visit Onlay Restorations, Ceramic Crown), Ceramic Veneers, 3D Imaging CT Scan, Root Canal Treatment, Implant/Implant Crown, Dentures, Oral Surgery, Teeth Whitening

HOURS

Mon – Fri: 9am – 6pm
Sat: 8am – 4pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

BRANDS

ANKYLOS, CEREC, Invisalign®, Sinsational Smile, E-Max, Zirconia

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1665

Lovely Manlapaz Teodoro DDS is a general, cosmetic and family dentistry practice that offers a variety of services to East Bay patients (both children and adults) at The Dental Center of Hercules. Services include comprehensive oral exams and cleaning, root canal treatments, complete and partial dentures, composite bonding, Invisalign®, cosmetic veneers, teeth whitening, oral surgery, crowns, onlays, fixed bridges, dental implants, and implant restoration. The practice also provides 3D Imaging (CT scan) to properly evaluate its patients for implants.

Dr. Manlapaz earned her Dental Medicine degree with honors from National University, Manila Philippines (NU) in 1995. She started a private practice upon graduating while simultaneously holding a clinical instructor position at NU's College of Dentistry. Today, she continuously attends courses and training to keep her knowledge and skills on par with the technological advancements in dentistry.

Dr. Manlapaz and her staff take a personal approach to patient care, which, according to office manager Ted Teodoro, ensures excellent, detailed service. "We don't overbook our patient list. Dr. Manlapaz likes to take her time and be very thorough." The practice offers several dental plans and accepts most private insurance.

COMPANY PHILOSOPHY

"We strive to consistently provide excellent dental care for the families of Hercules and its neighboring cities. From young children to adults, we pledge to offer the best dental service and products with the highest level of professionalism. Our patients' needs are our top priority, and our entire team is committed to meeting those needs."

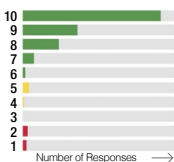
EXCERPTED SURVEY RESPONSES

"They have great customer service."—Hector O.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **208** random customer surveys since July 2010

CUSTOMER SATISFACTION



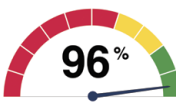
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 53626
- ✓ Current Complaint File
- ✓ Business Practices

Dr. James R. Mattingly provides a wide range of cosmetic and family dental services, including porcelain veneers, Zoom® teeth whitening, Invisalign® (as a “Preferred Provider”), dental implants with computer-guided technology, All-on-4® “Teeth in a Day” dental implants, oral appliance fabrication to treat obstructive sleep apnea, crowns, bridges, root canals, dentures, bonded fillings, cleanings and other traditional family dental needs.

After earning his dental degree and graduating with high honors from University of the Pacific’s School of Dentistry in 1997, Dr. Mattingly was inducted into the prestigious OKU National Dental Honor Society. He has also been featured on KRON Channel 4 News as the “Top Cosmetic Dentist in Contra Costa County.” He prides himself on offering the latest in dental procedures and technology while providing a comfortable and friendly setting for his patients.

Dr. Mattingly’s practice provides state-of-the-art digital imaging instead of traditional x-rays, protecting patients from up to 80 percent of normal radiation exposure. Dr. Mattingly also uses cutting-edge dental lasers to help diagnose tooth decay at its earliest stages and provides nitrous oxide gas to patients who feel a little anxious or nervous.

COMPANY PHILOSOPHY

“‘Comfort. Convenience. Quality. Respect. Education.’ These five words embody the essence of our practice and our commitment to the public. We show patients every x-ray and explain any procedure we recommend. We believe everyone can and should have a comfortable, positive dental experience.”

EXCERPTED SURVEY RESPONSES

“I’m usually scared to death of dentists, but not of Dr. Mattingly. He broke my fear of dentists—he’s wonderful.”—Christina D.

DR. JAMES R. MATTINGLY DDS

(925) 391-2736

130 La Casa Via, Ste 202
Walnut Creek, CA 94598

Serving Walnut Creek
Communities



Walnut Creek dentist
Dr. James R. Mattingly

WEBSITE

www.walnutcreekdentist.com

MANAGER

Dr. James R. Mattingly, Owner

SERVICES

Cosmetic Dentistry
General Dentistry
Implant Dentistry
Sleep Dentistry

HOURS

Mon: 9am – 6pm
Tue, Thu: 8am – 7pm
Wed: 8am – 5pm
Fri: 8am – 2pm
Selected Sat: 7am – 1pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

10

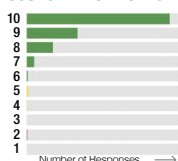
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/498



DIAMOND CERTIFIED RATINGS DASHBOARD based on **468** random customer surveys since October 2004

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 44741
- ✓ Current Complaint File
- ✓ Business Practices

DENTIST

WILLIAM M. SCHNEIDER, D.D.S.

(925) 480-7986

1855 San Miguel Dr, Ste 31
Walnut Creek, CA 94596

Serving Contra Costa County



Dr. William Schneider,
Owner

WEBSITE

www.walnutcreeksleepapneadentist.com

EMAIL

frontdesk@williamschneiderdds.com

MANAGER

Dr. William Schneider, Owner

SERVICES

Cosmetic Veneers
Teeth Whitening
Tooth-Colored Fillings
Children and Adult Dentistry
Invisalign®
Implants
Sleep Apnea Treatment
Dentures and Partial

HOURS

Mon – Thu: 8am – 5:30pm

Fri: 8am – 12pm

CREDIT CARDS

Amex, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2094

William M. Schneider, D.D.S. provides a complete range of cosmetic, family and general dentistry services for all types of patients (including children) at his Walnut Creek facility. In addition to performing routine dental exams, cleanings and extractions, Dr. Schneider and his staff can straighten teeth with Invisalign®; diagnose and treat periodontal diseases; provide solutions for snoring and sleep apnea; perform root canals; and fit patients with tooth-colored fillings, veneers, implants and dentures. He has extensive experience with patients who are scared to see the dentist and offers different levels of sedation to make their experiences stress-free and comfortable.

A second-generation dentist, Dr. Schneider says he and his staff share a commitment to providing high-quality care that leaves each patient completely satisfied. “Everyone in this office is dedicated to providing high-quality, compassionate care. Once our patients meet me and my staff, they tend to feel more at ease because they can sense we’re there for them and looking out for their best interests.”

Dr. Schneider always takes the time to help his patients make informed decisions that will benefit their specific situations. “We strive to provide ‘dental health care,’ not ‘disease care,’” he says. “By focusing on thorough exams and explaining why things like flossing and sealants are so important, we’re able to give our patients active roles in maintaining their oral health.”

COMPANY PHILOSOPHY

“We know some people feel uneasy about visiting the dentist, so we focus on making sure each patient’s visit is as comfortable and pleasant as possible. By putting our patients first and maintaining high standards of professional excellence, we’re able to offer them the personalized service they deserve.”

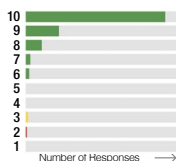
EXCERPTED SURVEY RESPONSES

“I like their quality of care.”—Joan M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **175** random customer surveys since December 2013

CUSTOMER SATISFACTION

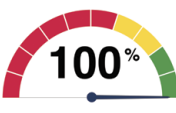


CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 38913
- ✓ Current Complaint File
- ✓ Business Practices

Daniel R. Pestana, DDS provides a complete range of cosmetic dentistry services for all types of patients (including children) at his Walnut Creek facility. In addition to handling routine procedures like crowns, fillings and root canals, Dr. Pestana has special expertise with full-mouth rehabilitations—a specialized area of implant dentistry that helps people with missing teeth return to their normal eating habits and improve their quality of life.

Dr. Pestana says his patient-oriented approach to dental care has been an important aspect of his practice’s success. “Some dentists recommend certain treatments yet don’t explain why they’re necessary, but I never push procedures that my patients don’t need. My goal is to provide preventative care that maximizes the health of every person who visits our office.”

Dr. Pestana’s practice communicates with patients throughout each step of their dental procedures so they know what to expect. “We sincerely look forward to seeing our patients and answering their questions, and they really appreciate that because it lets them know they’re receiving the best possible care,” he says. “Regardless of the type of dental work they need, we treat them with warmth and respect.”

COMPANY PHILOSOPHY

“We genuinely care about our patients and their health, so we always treat them like family and communicate clearly to make sure their needs are being met. By taking a compassionate, educational approach to dental care, we’re able to help each patient feel more comfortable with the process.”

EXCERPTED SURVEY RESPONSES

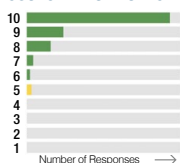
“He is a good dentist and he stays up on all the latest technology in the industry.”—Tammy W.

“I liked his professionalism. He provided his services in the professional and expert manner you’d expect from a medical provider.”—Victor N.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **137** random customer surveys since December 2015

CUSTOMER SATISFACTION

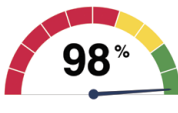


CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers’ Compensation
- ✓ Liability Insurance
- ✓ State License No. 45752
- ✓ Current Complaint File
- ✓ Business Practices

DENTIST

DANIEL R. PESTANA, DDS

(925) 331-0339

2255 Ygnacio Valley Rd, Ste J2
Walnut Creek, CA 94598

Serving Contra Costa
and Alameda Counties



Dr. Daniel R. Pestana,
President

WEBSITE

www.drpestanadds.com

EMAIL

drpestanadds@sbcglobal.net

MANAGER

Dr. Daniel R. Pestana, President

SERVICES

Cosmetic Dentistry, Sleep Apnea Treatment, Family Dentistry, Gum Disease, Dental Implants & Implant Teeth in a Day, Full-Mouth Rehabilitations, Veneers, Root Canals, Crowns & Fillings, Teeth Whitening

HOURS

Mon, Tue, Thu: 7am – 4pm
Wed: 7am – 1pm
Fri: 7am – 11am

CREDIT CARDS

MasterCard Visa
Six Months Interest-Free via CareCredit

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2305

DENTIST

ALFRED B. DELA CRUZ, DDS

(925) 391-2734

111 Deerwood Rd, Ste 110
San Ramon, CA 94583



Dr. Alfred B. dela Cruz specializes in general dentistry.

WEBSITE

www.yoursanramondentist.com

EMAIL

dentistryinsanramon@gmail.com

MANAGER

Dr. Alfred dela Cruz, Owner

SERVICES

General Dentistry	Veneers
Tooth-Colored Fillings	Extractions
Inlays/Onlays	Dentures
Implant Surgery	Partials
Cosmetic Dentistry	Root Canals
Teeth Whitening (ZOOM)	

HOURS

Tue, Thu – Sat:	8am – 5pm
Wed:	9am – 6pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

CERTIFICATION/TRAINING

University of the Pacific Dental School
Invisalign® Certified Provider

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/440

Alfred B. dela Cruz, DDS is a San Ramon dental office that provides patients of all ages with a variety of general dental services, including composite fillings, extractions, dentures, partials, root canals, whitening and cosmetic work. The practice also handles veneers, inlays, onlays (a conservative alternative to crowns) and periodontal therapy, and it uses carefully tailored anesthesia to offer painless oral surgery.

Dr. dela Cruz believes in creating a “dental experience” for each of his patients. He says he prefers to take his time, completely explain his procedures, thoroughly educate his patients and provide several treatment choices.

Alfred B. dela Cruz, DDS utilizes several high-tech dentistry tools, including an inter-oral camera and a DEKA laser for soft tissue management. Dr. dela Cruz also employs technology to maintain his patients’ calm and improve their overall experiences. “I’m especially proud of our electric handpiece,” he says. “It’s powerful yet quiet, unlike the commonly used air-driven variety with its characteristic whine.”

COMPANY PHILOSOPHY

“Our top priority is to give our patients the highest quality dental care and develop long-lasting relationships with them. General dentistry is about forming and growing relationships, and seeing our young patients grow up is our idea of an ideal community practice.”

EXCERPTED SURVEY RESPONSES

“We like the personalized service and warm, friendly staff. He’s good with kids and very attentive.”—Garret F.

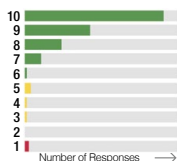
“He’s really good. He explains everything and he’s friendly. I trust him.”—Eddie R.

“The doctor was just awesome and the staff was excellent.”—Susan B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 134 random customer surveys since June 2004

CUSTOMER SATISFACTION



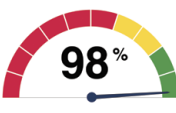
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 47712
- ✓ Current Complaint File
- ✓ Business Practices

Bay Area Drainage, Inc. provides drainage systems for residential and commercial clients in parts of Contra Costa, Alameda, and Solano Counties. The company also builds retaining walls and installs sump pumps, synthetic lawns, and pavers driveways and walkways. Each drainage system is retrofitted to its surrounding landscape and carefully excavated around existing features.

Owner Wayne Ortland says Bay Area Drainage is known for its meticulous attention to detail. "I stop by every jobsite at least once a day, and I'm involved in each individual project." A site superintendent oversees work on every job, and when projects are completed, the company removes all leftover materials and performs a comprehensive cleanup.

Bay Area Drainage's specialty is installing French drain systems, which can be tied to downspout systems, sump pumps and area drains. The company takes a minimally invasive approach to installing French drains by tunneling beneath plants to reduce disruption to root systems.

"French drains eliminate the negative effects of moisture," says Mr. Ortland, "including mold, mildew, damaged floors and conditions in which termites can thrive."

COMPANY PHILOSOPHY

"We recognize that customer service is every bit as important as doing quality work. We work directly with our customers on every phase of their projects, from initial estimates to final walkthroughs. Our hands-on approach ensures everything is done correctly the first time. We're so confident in our work that we offer an unlimited lifetime warranty."

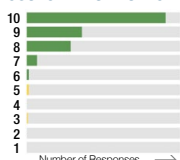
EXCERPTED SURVEY RESPONSES

"They provided the best work I have ever seen. Everything is working wonderfully."—Shirley L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **248** random customer surveys since October 2006

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 762208
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

BAY AREA DRAINAGE, INC.

(925) 388-6980

Serving Parts of Contra Costa, Alameda and Solano Counties



A recent residential project by Bay Area Drainage

WEBSITE

www.bayareadrainage.com

EMAIL

kristen@bayareadrainage.com

MANAGER

Wayne Ortland, Owner

SERVICES

- Drainage Systems
- Downspout Systems
- Pavestone Driveways/Walkways
- Retaining Walls
- Sub Drains/Sump
- Demolition
- Pool Removal
- Synthetic Lawns

HOURS

Office
Mon – Fri: 7am – 5pm

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/965

DEVENGENZO LANDSCAPING & GENERAL ENGINEERING INC.

(925) 405-6912

Serving Contra Costa
and Alameda Counties



Robert Devenzeno,
President

WEBSITE

www.devenzeno.com

EMAIL

devenzenocompany@gmail.com

MANAGER

Marilyn Devenzeno, Secretary
Robert Devenzeno, President

SERVICES

Drainage
Grading
Landslide Repair
Erosion Control
Automated Irrigation Systems
Kitchen & Bathroom Remodeling
New Construction & Home Renovations
Water Damage Repairs

HOURS

Mon – Fri: 8am – 5pm

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2069

Devenzeno Landscaping & General Engineering Inc. provides a complete range of construction, engineering, and landscaping services for residential and commercial clients in Contra Costa and Alameda Counties. The company is well-known for its expertise in surface and subsurface drainage, but it also has the in-house capabilities to install automated irrigation systems, repair damage caused by landslides, work on sewer systems, renovate kitchens and bathrooms, and much more.

President Robert Devenzeno says Devenzeno Landscaping & General Engineering's small size and hands-on business approach have allowed it to develop and maintain a loyal clientele base. "We've been in business a long time, but we still hand-manage everything and give each client our full attention. Our customers know we're going to be there throughout every step of their projects, and they really appreciate that."

Devenzeno Landscaping & General Engineering utilizes its in-house team to take a full-service approach to its clients' projects, handling everything from the initial planning and permitting to the finishing touches. "Our experience in all phases of residential construction allows us to offer total project management from inception to completion," adds Mr. Devenzeno.

COMPANY PHILOSOPHY

"Our goal is to complete every project on time and on budget. Even if we discover something that causes a delay, we'll communicate with the client and clearly explain the situation. We strive for perfection in all phases of our work, and we welcome the opportunity to serve each customer."

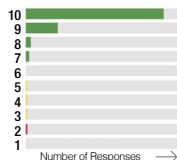
EXCERPTED SURVEY RESPONSES

"They're very good, efficient and clean. They surpassed my expectations."—Mrs. B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **110** random customer surveys since October 2013

CUSTOMER SATISFACTION

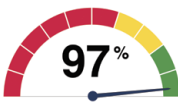


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 566986
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Advanced Plumbing & Drain Master repairs, maintains, and installs all types of plumbing systems for residential and commercial clients in Contra Costa and Alameda Counties. In addition to maintaining and repairing all types of plumbing fixtures and systems, the company repairs and replaces traditional and tankless water heaters, cleans drains, performs trenchless sewer line replacements, and more.

Owner Luis Barrera says Advanced Plumbing & Drain Master's customers value his ability to provide permanent solutions to their plumbing issues instead of temporary fixes. "My clients know I'm going to give them the best possible service and help them with whatever they need. By keeping their jobsites clean and performing high-quality work, I'm able to ensure they have positive experiences."

Advanced Plumbing & Drain Master's small size allows it to promptly respond to its clients' calls and provide them with 24/7 emergency service. "My goal is to get to every job as quickly as possible," affirms Mr. Barrera. "My customers know I'll be ready to help them with their plumbing systems whenever they need me, and they really appreciate that."

COMPANY PHILOSOPHY

"I strive to build a lasting relationship with every client, and the most effective ways to do that are to provide them with excellent service and treat their home or business as if it were my own. I take a lot of pride in my work and focus on completing each project with 100 percent customer satisfaction."

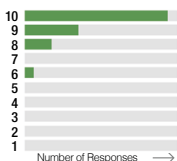
EXCERPTED SURVEY RESPONSES

"Luis is very knowledgeable, he comes prepared and he's very skilled within his craft. He helped me identify a couple of different drains we have in the restaurant."—F. M. R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **26** random customer surveys since February 2017

CUSTOMER SATISFACTION



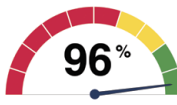
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 1017445
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ADVANCED PLUMBING & DRAIN MASTER

(925) 500-8934

Serving Contra Costa and Alameda Counties



License# 1017445

WEBSITE

advancedplumbingndrainmasters.com

EMAIL

advancedplumbingndrainsol@gmail.com

MANAGER

Luis Barrera, Owner

SERVICES

- Plumbing Installation, Maintenance & Repair
- Drainage
- Sewer Line Repair & Replacement
- Water Heaters
- Whole-House Water Purification Systems

HOURS

Mon – Sun: 8am – 8pm
Available 24/7 for Emergencies

CREDIT CARDS

Discover, MasterCard, Visa

BRANDS

Grohe, Takagi, Toto

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2433

BALTODANO'S DRYWALL

(925) 233-6250

Serving the East Bay,
San Francisco
and Marin County



Luis Baltodano, Owner

WEBSITE

www.baltodanosdrywall.com

EMAIL

luisbaltodano21@att.net

MANAGER

Luis Baltodano, Owner

SERVICES

Drywall Installations
Hand Texturing
New Construction & Remodeling
Projects

HOURS

Mon – Sun: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

12

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2239

Baltodano's Drywall installs drywall for all types of new construction and remodeling projects in the East Bay, San Francisco, and Marin County. The company has the training and equipment to handle every phase of the drywall process, and it also has special expertise with hand-texturing—an old-world technique that allows its technicians to create custom patterns that add depth and uniqueness to walls.

Owner Luis Baltodano says Baltodano's Drywall's dedication to jobsite cleanliness is one of its most important attributes. "A lot of drywall companies don't even train their technicians to clean up after themselves because it's inherently messy work, but we really emphasize being clean and neat on the jobsite. Our customers appreciate that because it shows we truly care about their homes and businesses."

Baltodano's Drywall offers free consultations so its customers have a chance to discuss their ideas and make sure they'll work for their particular projects. "We like to collaborate with our clients as much as possible so they get exactly what they want for their new walls," says Mr. Baltodano. "Our number one goal is to ensure they're satisfied with the results of our work."

COMPANY PHILOSOPHY

"Our customers' needs always come first, so we treat their homes the way we'd want our own homes to be treated and do whatever it takes to make them happy. We utilize our superior craftsmanship, clear communication, and honest business practices to make the drywall process easy and enjoyable for every client."

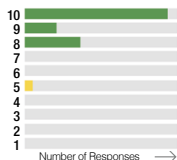
EXCERPTED SURVEY RESPONSES

"They are clean and professional. They answered all of my questions and tried to help me clear my things."—Alberto



DIAMOND CERTIFIED RATINGS DASHBOARD based on **30** random customer surveys since February 2015

CUSTOMER SATISFACTION



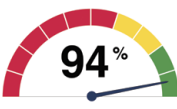
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 974765
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Roberts Electric Company, Inc. (RECO) is a full-service electrical contractor that serves residential, commercial, and industrial clients throughout the East Bay and San Francisco. Family-owned and operated since 1932, the company is unique in the industry in its ability to meet customers' needs in a wide range of environments. RECO's services include lighting, upgrading electrical services, new circuits and outlets of all types, and anything for the home, including remodels, additions and new construction. On the commercial side, it handles circuit, service and distribution installations; tenant improvements; retail buildouts; lighting upgrades; isolated ground surge protection; ballast replacements and more.

RECO works with Lutron HomeWorks and RadioRA products as well as commercial energy management systems. "LED lighting is the future, and options and product quality are changing fast, so we work with lighting designers, specifiers and suppliers to stay up-to-date with the latest products," says President Dan Pitcock. In recognition of its outstanding work, RECO has been named one of the "Top 20 Electrical Contractors in the Bay Area" by the *San Francisco Business Times*.

COMPANY PHILOSOPHY

"We've been able to excel in our industry because we offer consistent professional performance. Our employees recognize that they're being invited into people's homes and businesses, so they're always efficient, neat and organized. Our managers visit jobsites, listen to any questions or concerns a customer might have and follow up when the work is done. We quickly take care of problems because we want our customers to be happy and continue recommending us to others."

EXCERPTED SURVEY RESPONSES

"They were very professional and fast, and the work was definitely high-quality."—Alberto A.

ROBERTS ELECTRIC COMPANY, INC.

(925) 399-1909
(510) 621-3918

Serving the Entire East Bay Area and San Francisco



WEBSITE

www.robertselectric.com

EMAIL

info@robertselectric.com

MANAGER

Dan Pitcock, President

SERVICES

All Residential, Commercial/Industrial Services, Residential Remodels and Additions, Tenant Improvements and Remodels, Office/Warehouse Buildouts, Distribution/Service Upgrades, Circuits - All Types, Motor Controls, Lighting Upgrades/Lighting Efficiency, Troubleshooting and Maintenance, Telecom/Data, Landscape Lighting, Security Lighting, Lighting Control Systems

HOURS

Office: Mon – Fri: 8am – 4:30pm
Electrician On-Call at All Times

CREDIT CARDS

Amex, MasterCard, Visa

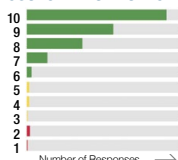
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/10



DIAMOND CERTIFIED RATINGS DASHBOARD based on **399** random customer surveys since February 2002

CUSTOMER SATISFACTION



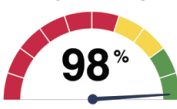
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 728215
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

BENNETT ELECTRIC, INC.

(925) 229-3318

Serving Contra Costa, Alameda,
Solano and Napa Counties



EMAIL

chris@bennettelectric.org

MANAGER

Chris Bennett, Owner

SERVICES

Interior & Exterior Lighting Design
& Installation
Recessed Lighting
Security Lighting
Subpanel & Main Panel Replacements
New Home Rewiring
Electrical Work for High-End
Residential Remodels & Additions

HOURS

Mon – Fri: 8am – 4pm

GUARANTEES

1-Year Warranty on Parts & Labor

BRANDS

Cree, Murray, Elco, Halo, Lutron

EMPLOYEES

2

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/580

Bennett Electric, Inc. (formerly Mulder Electric) provides a wide range of electrical services for residential and commercial clients in Contra Costa, Alameda, Solano, and Napa Counties. In addition to running or replacing electrical wiring for remodels, additions and new construction projects, the company has the in-house capabilities to design and install interior, landscape, security, and recessed lighting systems; replace subpanels and main panels; and more.

After working at the side of Matt Mulder, founder of Mulder Electric, for 12 years, Chris Bennett recently took over the business after Matt retired. Chris says he's proud to carry on the company's customer-oriented business practices, which have allowed it to build and maintain a loyal clientele base. "Customer satisfaction is our goal on every job, so we focus on earning each client's trust and relating to them on a personal level so we can understand their needs. We always go the extra mile to deliver the best value and make sure everything is done perfectly."

Bennett Electric tailors its services to meet its clients' specifications, which Mr. Bennett says is important for ensuring quality results. "We really value the input of our customers because it allows us to give them exactly what they want, not just what's drawn on their plans. By providing numerous options and asking detailed questions, we're able to customize our work as much as possible."

COMPANY PHILOSOPHY

"Our goals on every project are simple: deliver the best product for the setting and make sure the customer is completely satisfied with the end result. At the end of the day, we want to provide our clients with electrical and lighting systems that improve their quality of life."

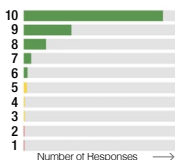
EXCERPTED SURVEY RESPONSES

"They're very professional, thorough, and they do good work."—Steve M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **428** random customer surveys since January 2005

CUSTOMER SATISFACTION



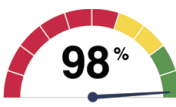
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 1009336
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Gentec Services, Inc. provides residential and commercial clients with one-stop electrical services, automation, and control services. The company's electrical services include troubleshooting, new circuits, ceiling fans, panel upgrades, A/V, security cameras, data wiring, access control, electric vehicle (EV) charging station installations and much more. "We offer a rare combination of technical expertise, craftsmanship and dedication to customer satisfaction," says president and founder Joe Scerbo.

Mr. Scerbo and his employees have more than 45 years of combined electrical experience, and they specialize in serving residential and commercial clients, property managers, and HOAs. Additionally, Gentec Services has a construction division that focuses on commercial design/build projects.

Mr. Scerbo says Gentec Services' core principle is "Connecting Technologies Together." Its electrical technicians are uniformed and background checked. Each technician attends more than 100 hours of technical and customer service training every year, so clients can feel at ease with their expertise.

COMPANY PHILOSOPHY

"We strive to exceed our customers' expectations, from a friendly person answering our phones to on-time, uniformed service professionals. It's truly a pleasure getting to know our customers; we realize we're only successful when they're satisfied. In many companies, customer service is secondary to profits. But since day one at Gentec, it's always been about doing what's right, even if it costs us more."

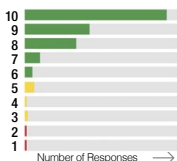
EXCERPTED SURVEY RESPONSES

"They are very professional, the quality of the work is excellent and their work is very clean."
—George S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **314** random customer surveys since January 2006

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 783310
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

GENTEC SERVICES, INC.

(925) 480-7957



President Joe Scerbo

WEBSITE

www.gentecservices.com

EMAIL

csr@gentecservices.com

MANAGER

Joe Scerbo, Local Business Owner

SERVICES

Electrical/Lighting Installation, Repair & Service, CAT-5 - Telephone, Data, Cable TV, Energy Consultants, TV Installations, Lighting Retrofits, Panel Replacements, Troubleshooting & Repair, Recessed Lighting, Hot Tub Circuits, Security Cameras, Commercial Remodels & Additions, EV Charging Stations & More

HOURS

Mon – Fri: 7am – 5:30pm
Sat: By Appointment Only

CREDIT CARDS

Amex, MasterCard, Visa

GUARANTEES

10-Year Warranty on Parts & Labor
Lifetime Warranty on Panels

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/809

GOT WATTS ELECTRIC & SOLAR

(925) 268-0666

2250 Commerce Ave, Ste C
Concord, CA 94520

Got Watts?
Electric & Solar

WEBSITE

www.gotwattselectric.com

EMAIL

info@gotwattselectric.com

MANAGER

Jeremy Carlock, CEO

SERVICES

Residential & Commercial Electrical Maintenance & Repairs, Solar Installations, Panel & Service Upgrades, Whole House Rewires, LED Lighting, Electrical Troubleshooting, Whole-House Fans, Electric Vehicle (EV) Chargers

HOURS

Office

Mon – Fri: 9am – 5pm
24-Hour Emergency Service Available

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Up to 25-Year Manufacturer's Warranty on Solar-Related Equipment
15-Year Manufacturer's Warranty on Whole House Fan Motors
5-Year Warranty on Most Other Parts

BRANDS

LG, Panasonic, SolarEdge, Quick Mount PV, IronRidge, Everest, QuietCool, Siemens, Murray, Eaton, Lutron

EMPLOYEES

18

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2291

Got Watts Electric & Solar installs all types of solar electric systems for residential and commercial clients. In addition to its comprehensive solar services, the family-owned and operated company repairs and maintains electrical systems; installs whole-house fans, electric vehicle chargers and LED lighting; performs panel and service upgrades; handles the electrical wiring for new construction and remodeling projects; and much more.

Got Watts Electric & Solar services most of Contra Costa County for electrical projects, and its service area map expands to Solano and Alameda Counties for solar work. "We take the same friendly approach to all projects, regardless of size," says CEO Jeremy Carlock. "We have the ability to run projects from the initial site visits to final inspections by the building department. Our quality and attention to detail is superior to the competition."

Got Watts Electric & Solar uses employees, not subcontractors, to install solar panels, and its own in-house electricians handle the electrical aspects. "Not using subcontractors keeps costs down for our customers and minimizes quality issues," says Mr. Carlock. The company can also handle additional electrical projects at the same time as solar installations, and solar customers can take advantage of tax incentives and rebates on solar installations through 2022.

COMPANY PHILOSOPHY

"Our clients are very important to us, so we treat them like family and provide them with exactly what they need. We take the same detail-oriented approach on every project, regardless of its size, and we always make customer satisfaction our top priority."

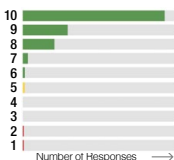
EXCERPTED SURVEY RESPONSES

"I found them to be upfront, straight shooters who were very careful while on the job."—David S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **225** random customer surveys since October 2015

CUSTOMER SATISFACTION



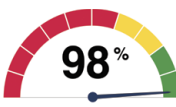
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 985920
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

A & J Fencing provides custom construction services for clients in Contra Costa County. The company specializes in redwood decking, composite decking, TimberTech decking, ornamental iron fencing, automatic gates, patio covers, retaining walls and fencing. It's also known for its Green business practices, which include recycling all used wood material.

Vice President Jim Bogert is committed to providing the highest quality service and craftsmanship for his clients. "We treat our customers like family," he says. "Since we live and work in the areas we service, we're confident to stake our name and reputation on every job."

A & J Fencing mills its own redwood in-house, which allows it to personally select the best possible wood for its customers' projects. "We want to set the industry standard for redwood fencing and custom deck building," says Mr. Bogert. "Composite decking and railing products are great alternatives—they're low-maintenance, safe, durable, and designed to increase the value and beauty of homes, businesses, and resorts."

COMPANY PHILOSOPHY

"We approach every job as an opportunity to grow our business through positive customer experiences. To that end, we ensure every customer is completely happy with our products. Ultimately, the enjoyment of their outdoor space is testament to the quality of our efforts."

EXCERPTED SURVEY RESPONSES

"They came in here, did the job and left. They've given me two fences that will probably last for the rest of my life."—Albert L.

"They were timely and did what they said they were going to do. They did a good job."
—Tracy M.

A & J FENCING

(925) 335-6919

2336 Bates Ave
Concord, CA 94520

Serving Contra Costa County

A&J FENCING

WEBSITE

www.AandJFencing.com

EMAIL

info@AandJFencing.com

MANAGER

Jim Bogert, Vice President
Brie Bales, Office Manager

SERVICES

Redwood Decking	Patio Covers
Composite Decking	Automatic Gates
TimberTech Decking	Retaining Walls
Redwood Fencing	Iron Railings
Ornamental Iron Fencing	

HOURS

Showroom	
Mon – Fri:	8am – 4pm
Office	
Mon – Fri:	8am – 5pm

EMPLOYEES

18

CERTIFICATION/TRAINING

TimberTech Gold Level Installer

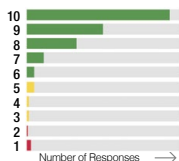
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1396



DIAMOND CERTIFIED RATINGS DASHBOARD based on **293** random customer surveys since August 2008

CUSTOMER SATISFACTION



↑
More Satisfied
↓
Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 874803
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

AMM FENCING

(925) 452-7988

6325 Sierra Court
Dublin, CA 94568Serving Contra Costa
and Alameda Counties

WEBSITE

www.ammfencing.com

EMAIL

troy@ammfencing.com

MANAGER

Troy Smith, Owner

SERVICES

Premium Redwood Fences

HOURS

Mon – Fri: 8:30am – 5pm
Sat: By Appointment

CREDIT CARDS

Discover, MasterCard, Visa

GUARANTEES

15-Year Guarantee Against Rot on
Posts and Kick Boards

EMPLOYEES

30

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2084

AMM Fencing is a family-owned and operated company that builds premium redwood fences for residential and commercial clients in Contra Costa and Alameda Counties. AMM Fencing is known for its redwood fences—all of which are custom built onsite and include pressure-treated posts and kickboards to minimize future rot—but it also has the in-house capabilities to build wood retaining walls, gates and a variety of enclosures.

Owner Troy Smith says much of AMM Fencing's success is due to its customer-oriented business approach, which includes communicating clearly throughout every step of the building process and following through with each client after their project is complete. "Our personal touch definitely sets us apart. We utilize our small size to tighten our communication and provide our customers with face-to-face experiences."

AMM Fencing maintains a staff of veteran estimators and installers who are trained in industry-best practices and share Mr. Smith's dedication to communication. "Our employees are very familiar with fence styles and local building codes, both of which are important for ensuring quality results," he says. "Our customers know we have the experience and knowledge to do things right the first time and keep them happy."

COMPANY PHILOSOPHY

"We're honest and upfront with our customers, which allows us to minimize mistakes and ensure they have the best possible experiences. Ultimately, our goal is to provide our clients with professional, personalized service and quality products at fair prices."

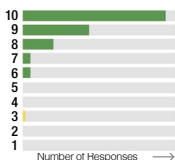
EXCERPTED SURVEY RESPONSES

"They have good customer service and they communicate with us well. They're quick, neat and on time."—Carolyn D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 101 random customer surveys since November 2013

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 969043
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Tri-Valley Fence Works designs, builds, and installs redwood fences for residential clients in Contra Costa and Alameda Counties. The company uses thick-cut, mill-direct redwood to create fences in a variety of styles, and it also has the training and equipment to build gates and retaining walls, install trellises, and handle custom iron projects like railings and pool fences.

Owner Jerrid Burton attributes much of Tri-Valley Fence Works' success to its detail-oriented business practices. "Our small size allows us to keep our projects tight-knit, which means we can maintain a high level of quality during each phase of our work," he explains. "We want every client to have a great experience from start to finish, and paying attention to details is a vital part of that."

Tri-Valley Fence Works prioritizes communication throughout its clients' projects, which Mr. Burton says is important for quickly resolving issues and ensuring the best possible results. "We treat every job like it's our only one, so if something minor happens like vegetation gets damaged during a fence installation, we'll do our best to make it right. We go above and beyond to cater to our customers' needs, and they really appreciate that."

COMPANY PHILOSOPHY

"We're firm believers in quality over quantity, so we take our time and make sure each project is handled the right way. We build our products to last without cutting any corners, and we always collaborate with our clients to ensure their visions are executed down to the last detail."

EXCERPTED SURVEY RESPONSES

"They were really fast compared to the competition. The guy who came to the house for the estimate was informative and friendly."—Rebecca M.

"[They provided] quality workmanship and got the job done on time, as they said they would."—Blain A.

TRI-VALLEY FENCE WORKS

(925) 233-6581

Serving Contra Costa and Alameda Counties



WEBSITE

www.tri-valleyfenceworks.com

EMAIL

Jerrid@tri-valleyfenceworks.com

MANAGER

Jerrid Burton, Owner

SERVICES

Redwood Fences
Gates
Retaining Walls
Trellises
Custom Iron Fences & Railings

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

15-Year Warranty on Fence Posts

EMPLOYEES

16

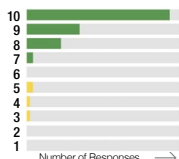
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2436



DIAMOND CERTIFIED RATINGS DASHBOARD based on **80** random customer surveys since March 2017

CUSTOMER SATISFACTION



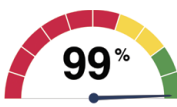
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

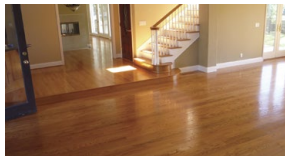
COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 1011270
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

EUROPEAN HARDWOOD FLOORS

(925) 238-9236

Serving Contra Costa, Alameda, Sonoma, Marin and Napa Counties



European Hardwood Floors refinished this hardwood floor and added new hardwood as well.

EMAIL

European.Hardwood.Floor@gmail.com

MANAGER

Bojan Milosevic, Owner

SERVICES

Hardwood Flooring Installation
 Carpet
 Vinyl Composition Tile (VCT)
 & Luxury Vinyl Tile (LVT)
 Sanding, Staining & Finishing
 Old Floor Restoration

HOURS

Mon – Sat: 8am – 5pm

CREDIT CARDS

Amex, Discover, Visa

GUARANTEES

Installation Warranty on Flooring
 (Excludes Moisture-Related Issues)

EMPLOYEES

13

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2480

European Hardwood Floors installs a variety of flooring products for residential clients in Contra Costa, Alameda, Sonoma, Marin and Napa Counties. The company has the training and equipment to install everything from hardwood flooring and carpet to vinyl composition and luxury vinyl tile, and it also utilizes its sanding, staining, and finishing capabilities to restore old or damaged floors.

Owner Bojan Milosevic says one of European Hardwood Floors’ most important attributes is its ability to communicate with its clients throughout every step of their flooring projects. “We’re very clear about the details of our work, from what we do with walls and baseboards to how we clean up. Unplanned things can happen during the flooring process, but by keeping our customers informed, we’re able to effectively resolve their issues.”

European Hardwood Floors provides each job with the hands-on expertise of Mr. Milosevic himself, which he says allows the company to ensure high levels of quality control. “I’m fully involved in every project, from the paperwork and estimates to the actual installation work. My clients really appreciate working with a business owner who cares about their satisfaction.”

COMPANY PHILOSOPHY

“Our customers are the reason we’re able to grow our company, so we make sure they’re happy with our services and get exactly what they’re looking for. Our goal is to provide a superior flooring experience for each client, and we accomplish that by applying our extensive expertise and quality materials to achieve the look they desire.”

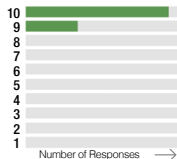
EXCERPTED SURVEY RESPONSES

“The customer service was excellent. They are the most knowledgeable about the products and installation.”—Renee K.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **15** random customer surveys since December 2017

CUSTOMER SATISFACTION

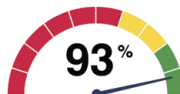


CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 973918
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

The Floor Store's eight locations around the Bay Area offer a comprehensive selection of flooring, from name-brand designer carpet (specializing in 100% New Zealand wool), vinyl and laminates to exotic hardwoods, tile and natural stone. The company carries every major manufacturer's products, but it also goes beyond the traditional retailer's role by directly importing tile, stone and hard-to-find exotic hardwood.

President Larry Flick began his career in the flooring industry when he was a teenager. After running wholesale and manufacturing businesses in Georgia, he moved to the West Coast and shifted his focus to retail, establishing The Floor Store in 1983 with a single location in Richmond. The Floor Store has since become one of the largest independent flooring retailers in the Bay Area.

The Floor Store's San Carlos, San Rafael and Sunnyvale locations are part of Daltile's Statements Program, which offers preferred pricing. The company has held the prestigious title of Mohawk Floorscapes Dealer for 18 years, and it was named Mohawk's Retailer of the Year in 2012.

COMPANY PHILOSOPHY

"Customer satisfaction is our top priority. Of course this means providing excellent service and competitive prices, but it also means providing continuous training for all our employees, including our salespeople and installers. A customer is truly satisfied when they feel they've made the right decision for their home, and that takes expertise, which we have. That's why we call ourselves 'Your Bay Area Flooring Authority.'"

EXCERPTED SURVEY RESPONSES

"I liked the personal service and their prices. I also liked the professional attitude of the salespeople there. Everything that I asked for was done on time and in a good way."—Joan G.

THE FLOOR STORE

(925) 335-6960

1460 Concord Ave, Concord

(925) 679-5988

5327 Jacuzzi St, Ste 2A
Richmond

(925) 331-0382

7181 Amador Plaza Rd
Dublin

THE FLOOR STORE



Larry Flick is president of The Floor Store.

WEBSITE

www.floorstores.com

EMAIL

info@floorstores.com

MANAGER

Larry Flick, President

SERVICES

Carpeting and Custom Area Rugs
Tile and Natural Stone
Solid and Engineered Hardwood
Vinyl and Laminate Flooring
Sand and Finished Hardwood
Granite and Travertine Fabrication
Countertops

HOURS

Mon – Fri: 9am – 7pm
Sat: 9am – 5:30pm
Sun: 11am – 5:30pm

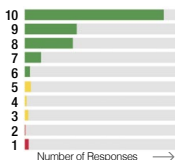
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1377



DIAMOND CERTIFIED RATINGS DASHBOARD based on 852 random customer surveys since July 2008

CUSTOMER SATISFACTION



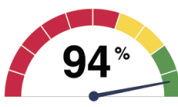
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 743630
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

PACIFIC COAST CARPET, INC.

(925) 679-5926

1081 Detroit Ave
Concord, CA 94518



WEBSITE

www.PacificCoastCarpet.com

EMAIL

pccarpets@msn.com

MANAGER

Robert Hopfner, Owner/Vice President

SERVICES

Wood Flooring	Carpeting
Ceramic/Porcelain	Vinyl/Resilient
Laminate Floors	Area Rugs

HOURS

Mon – Fri:	9am – 6pm
Sat:	9am – 4pm
Sun:	Closed

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

1-Year Warranty on Labor
Manufacturers' Warranties

BRANDS

Shaw, Mannington, Armstrong, Tarkett,
Quick Step, Bliss, Royalty, Reward,
Stainmaster

CERTIFICATION/TRAINING

EPA Lead-Safe Certified Renovator

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1678

Pacific Coast Carpet, Inc. is celebrating its 44th anniversary in 2019. The company sells and installs carpeting, hardwood, tile, laminate, and vinyl/resilient flooring made by leading manufacturers such as Shaw, Mannington, Royalty, Armstrong, and Beaulieu/Bliss. It also makes area rugs, and its bilingual sales professionals are trained to explain the benefits of different products and help customers choose the right flooring to fit their lifestyles and budgets.

Owner/Vice President Robert Hopfner has a long-term relationship with Pacific Coast Carpet—his brother, John, worked for the store’s original owners for many years before purchasing it in 1990 with Robert and their other brother, Chris. “We’ve been in the same Concord market for more than 40 years now, which has allowed us to build a solid, loyal customer base,” says Mr. Hopfner.

Pacific Coast Carpet’s comprehensive website, www.PacificCoastCarpet.com, features an interactive design program that allows clients to customize a variety of virtual residential and commercial rooms with different flooring products and color schemes. Customers can also browse design ideas, read shopping tips and find several other resources designed to facilitate the flooring purchasing process.

COMPANY PHILOSOPHY

“We take a casual approach to building customer relationships—instead of implementing high-pressure sales tactics, we prefer to guide our clients in finding the right products for their unique jobs. However, if they have questions about products or need help locating something, we’re always immediately available to help.”

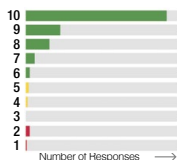
EXCERPTED SURVEY RESPONSES

“They were very professional and thorough.”
—Richard B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 225 random customer surveys since September 2010

CUSTOMER SATISFACTION



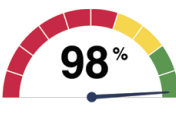
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 708486
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Abbey Carpets by Fashion Floors offers a wide variety of carpet; ceramic tile; and hardwood, vinyl, and laminate flooring products at its Antioch facility. As an affiliate of Abbey Carpet & Floor, the company has access to products made by industry leaders like Shaw, Mohawk and American Showcase, and it also has the training and equipment to install flooring for residential and commercial clients throughout Contra Costa County.

Owner Steven Siegfried says Abbey Carpets by Fashion Floors' no-pressure sales approach has allowed the company to build a loyal clientele base. "We're very open with our customers—we don't push any decisions on them, and we answer their questions honestly so they can find the best products for their needs. Ultimately, we want to provide them with exactly what they have in mind."

Abbey Carpets by Fashion Floors' salespeople and installers have extensive knowledge about the company's products and installation methods. "Everyone here has experience either being an installer or working hand-in-hand with installations, so we know how to get the job done correctly," affirms Mr. Siegfried. "We aren't just trained out of a book—we have firsthand knowledge of what it takes to achieve the best results."

COMPANY PHILOSOPHY

"Our customers are very important to us, so we take the time to clearly explain their options and answer their questions so they can make informed decisions. We want them to know we're always on their side, and we'll do whatever it takes to make sure they're happy with their flooring."

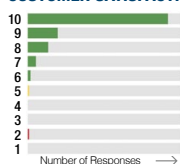
EXCERPTED SURVEY RESPONSES

"They're the best flooring company I've ever used. I would highly recommend them to anyone who has a need for their services."—Peggy M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **150** random customer surveys since May 2016

CUSTOMER SATISFACTION



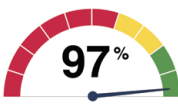
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 505564
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ABBEY CARPETS BY FASHION FLOORS

(925) 500-8903

1802 Verne Roberts Cir
Antioch, CA 94509



Steven Siegfried, Owner

WEBSITE

antioch.abbeycarpet.com

EMAIL

abbeycarpet.antioch@yahoo.com

MANAGER

Steven Siegfried, Owner

SERVICES

Carpet
Hardwood, Vinyl & Laminate Flooring
Installation
Ceramic Tile

HOURS

Mon – Fri: 9am – 6pm
Sat: 10am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Lifetime Warranties on Approved Abbey Carpet Products, Lifetime Labor Warranty on Installations

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2355

ENGINEERED SOIL REPAIRS, INC.

(925) 405-5941

Serving the San Francisco Bay Area and Northern California



WEBSITE

www.esrweb.com

EMAIL

customerservices@esrweb.com

MANAGER

Bill Gibson, Steve O'Connor, Mark Wilhite and Morgan Anderson, Owners

SERVICES

Foundation Repairs
Retaining Walls
Landslide Repairs
Seawalls
Creek Bank Stabilization
Drainage and Earthquake Retrofitting

HOURS

Mon – Fri: 8:30am – 5pm

EMPLOYEES

80

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/38

Engineered Soil Repairs, Inc. is a design/build construction company that provides solutions to soil-related problems, including landslide and creek bed repair; foundation underpinning, replacement and reinforcement; re-leveling; retaining walls; and drainage systems. Its clients include homeowners, property managers, attorneys, architects, and other engineers and contractors throughout most of Northern California.

Founded in 1992 by current owners Steve O'Connor, Bill Gibson, Mark Wilhite and Morgan Anderson, Engineered Soil Repairs has a complete staff of engineers that enables it to provide in-house engineering on all projects. This inclusive design/build approach allows clients to work with only one entity, which can significantly accelerate project time. The company can also prepare bids based on plans designed by others, and it'll work with outside design professionals to develop cost-effective repairs.

Engineered Soil Repairs has completed more than 3,000 projects since its inception, ranging in cost from \$1,500 to \$7 million. It has a ready fleet of trucks and large equipment, including pickups, dump trucks, excavators, loaders, dozers and compactors.

COMPANY PHILOSOPHY

“Client satisfaction is our highest priority. Over the years, we’ve grown to where the majority of our current work is from previous client referrals. Therefore, it’s incredibly important that all our clients remain satisfied, from the start of a project to the finish. Our office and field staff are dedicated to providing the highest quality work on every project.”

EXCERPTED SURVEY RESPONSES

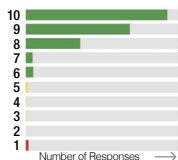
“They’re wonderful to work with and they know what they’re doing. They’re honest and their prices are more than fair.”—T.P.

“The service was excellent; they are very professional and cooperative.”—Cathy E.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **471** random customer surveys since March 2002

CUSTOMER SATISFACTION



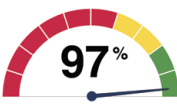
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 668184
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Paradigm Concrete & Construction, Inc. offers a variety of concrete and masonry services to residential and commercial clients in Contra Costa, Alameda, Marin, and San Francisco Counties. In addition to installing and replacing concrete sidewalks, patios and driveways, the company holds a C-8 specialty license that allows it to work with materials such as exposed aggregate, slate, tile and brick. It can also provide integral or surface colors and finishes, including broom, sponge, sand, natural wash, stamp and overlay.

Owner Jose Salazar says many years of experience have prepared him and his employees to help clients handle site preparation problems. "Our comprehensive project management skills help our teams diagnose issues and recommend solutions. For instance, we can often identify potential drainage or structural problems at a project site, such as surface water and natural water channels."

Paradigm Concrete & Construction is also a member of the San Francisco Chapter of the National Association of the Remodeling Industry (NARI), an independent association that sets industry standards for conduct, integrity and workmanship.

COMPANY PHILOSOPHY

"We involve ourselves with every aspect of every project, and we touch base with our customers each day to keep them updated and make sure the work is being done to their satisfaction. After a job is finished, we always follow up and get feedback to see how we can improve. Ensuring our customers' satisfaction and striving to improve our service is all part of our business paradigm."

EXCERPTED SURVEY RESPONSES

"The quality of their work was great and they matched the product in my backyard very well."
—Gloria F.

PARADIGM CONCRETE & CONSTRUCTION, INC.

(925) 385-8993

Serving Contra Costa,
Alameda, Marin and
San Francisco Counties

PARADIGM

WEBSITE

www.paradigmconcrete.com

EMAIL

paracons@gmail.com

MANAGER

Jose Salazar, Officer

SERVICES

Concrete	Rock
Brick & Stone	Patios
Pools	Decks
Driveways	
Foundations & Structural Concrete	
Residential, Commercial & Municipal	

HOURS

Mon – Fri:	8am – 5pm
Other:	By Appointment

CREDIT CARDS

Amex, MasterCard, Visa

GUARANTEES

1 Year on Labor

CERTIFICATION/TRAINING

EPA Lead Renovator Initial Training
(Per 40 CFR Part 745.225)
- Russell D. Calhoun

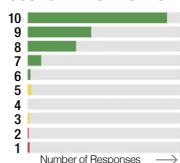
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1214



DIAMOND CERTIFIED RATINGS DASHBOARD based on **308** random customer surveys since January 2008

CUSTOMER SATISFACTION



↑
More Satisfied
↓
Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 877222
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ACUSTRUCT

(925) 691-8020

Serving Contra Costa, Marin and Alameda Counties



EMAIL

danyust@comcast.net

MANAGER

Dan Yust, President
Dennis McBee, Co-Owner

SERVICES

- New Foundations
- Foundation Repairs
- Structural Retaining Walls
- New Retaining Walls
- Tiebacks
- Foundation Underpinning
- Concrete Piers
- Pipe Piles
- Helical Anchors
- Hand-Dug Piers
- Drilling
- Rebar
- Drainage Systems
- Portable Drilling
- Limited Access Drilling
- Slide Repair

HOURS

Mon – Fri: 8am – 5pm

GUARANTEES

5-Year Warranty on Labor

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1400

AcuStruct is a general contracting firm that strives to keep Bay Area residential and commercial structures level and stable in naturally shifting environments. The company utilizes its A, B, C-10 and C-50 license classifications to offer a variety of services, including foundation underpinning, rebar fabrication, limited access drilling, structural redundancy repairs, and other work necessary to establish and maintain strong foundations.

President Dan Yust has been in the construction industry for more than a decade and has an extensive background in foundation repair and replacement. Prior to establishing AcuStruct, he acquired valuable design/build experience at his former post with Siemens. Today, he says he applies that experience to providing superior workmanship and service for clients throughout Northern California. “We make sure every job benefits from our expertise, experience and proficiency.”

AcuStruct employs a complete crew of knowledgeable foremen and engineers who can analyze and diagnose situations and design and implement repair plans. “We also use independent engineering consultants and inspectors to avoid any potential conflict of interest,” says Mr. Yust. “Keeping inspection and construction responsibilities separate can be critical for defining the scope of work and employing best practices toward reaching our goals.”

COMPANY PHILOSOPHY

“We’re a detail-oriented company, and we communicate with our clients every day. Our owners personally oversee daily operations on each job, which ensures quality control and makes the foundation repair process go as smoothly as possible. We make sure our clients understand every part of the job.”

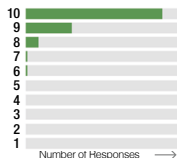
EXCERPTED SURVEY RESPONSES

“I liked that they were such good communicators and professional in all of their actions.”—Betty L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **125** random customer surveys since August 2008

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 815096
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Willow Creek Construction provides a complete range of framing and foundation services for residential and commercial clients throughout the Bay Area. In addition to handling the structural work for its customers' construction projects, the family-owned and operated company has the training and equipment to install features like hillside foundations, blind wall framing, and cedar siding.

Owner Blaine Munsch says Willow Creek Construction's artistic approach to framing work is one of its most important attributes. "We do a lot of work that involves old-style craftsmanship—things like cut-and-stack roofs and spiral staircases, which have almost become lost arts. We take a lot of pride in our ability to tackle these kinds of unique, detail-oriented projects."

Mr. Munsch says Willow Creek Construction's clients appreciate the company's ability to clearly communicate with them throughout each step of their projects. "With framing work, people often have difficulty visualizing what the end product will look like, so we describe things in detail to give them a better picture of what they're going to get. By explaining our work in relatable terms, we're able to guide our clients through the construction process from start to finish."

COMPANY PHILOSOPHY

"We utilize our years of contracting experience and meticulous attention to detail to ensure exceptional workmanship on every project. Regardless of what our clients need, we're committed to providing them with home renovation and repair services that leave them completely satisfied."

EXCERPTED SURVEY RESPONSES

"Blaine is the most knowledgeable, hardworking and professional person I've ever dealt with. He's extremely easy to get along with."—Justin

WILLOW CREEK CONSTRUCTION

(925) 201-6116

Serving the Bay Area



Blaine Munsch, Owner

WEBSITE

www.willowcreekconstruction.net

EMAIL

willowcreekconstruction@comcast.net

MANAGER

Blaine Munsch, Owner

SERVICES

Framing
Foundations
Siding

HOURS

Mon – Fri: 6am – 5pm
Sat: 9am – 3pm

BRANDS

Simpson, Ashby Lumber, Perennial Wood, HD Supply White Cap, Central Concrete, Right Away Redy Mix

EMPLOYEES

4

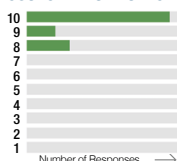
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2334



DIAMOND CERTIFIED RATINGS DASHBOARD based on 15 random customer surveys since February 2016

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 807969
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

MADDEN DOOR & SONS, INC.

(925) 335-6946

4300 Arthur Rd
Martinez, CA 94553

Serving Contra Costa,
Alameda, and Solano
Counties and Beyond



Madden Door & Sons installs garage door systems in a variety of styles.

WEBSITE

www.maddendoor.com

MANAGER

Scott O'Neill, Sales Director and Son

SERVICES

Garage Doors & Openers
Custom Doors
Repair & Service

HOURS

Mon – Thu: 8am – 5pm
Fri: 8am – 4pm
Sat: 10am – 2pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

10

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1032

Madden Door & Sons, Inc. has been providing quality garage door systems for customers in Contra Costa, Alameda, and Solano Counties and beyond since 1977. Scott O'Neill has worked with his father, Kevin Madden, since 1986 and continues to promote the work ethics and values on which Madden Door was founded.

Madden Door & Sons offers a wide variety of garage door sizes, colors and materials. Door panel and window options make the possibilities almost endless, says Mr. O'Neill, but if a customer can't find exactly what they want, Scott can custom-design a garage door to complement their home's style.

Mr. O'Neill invites potential clients to visit the company's showroom or view its website to see examples of its work. "Most of our clients are surprised at the number of choices they have and how affordable a quality automatic garage door can be," he says.

Madden Door & Sons also repairs and services both "flip up" and "roll up" doors. It carries most parts in its service trucks, so doors can be fixed on the spot.

COMPANY PHILOSOPHY

"We've been Diamond Certified since 2007, and we continue to offer 'Prudence to Purpose' for every customer we serve. We'll advise on what truly serves each customer the best, which is how we continue to earn future recommendations and Diamond Certified for 12 continuous years—something no other garage door company has accomplished in our local market!"

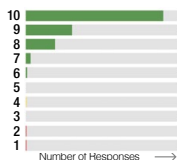
EXCERPTED SURVEY RESPONSES

"They're very customer-oriented and they work well with both contractors and homeowners. We've been doing business with them since 1977."—S.C.C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **325** random customer surveys since February 2007

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 611614
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

R & P Garage Doors installs, services, and repairs garage doors for residential and commercial clients throughout the East Bay. The family-owned and operated company offers a variety of door styles, from economy to custom wood, steel and copper. R & P Garage Doors can also install roll-up and sectional doors for commercial properties, as well as repair and maintain garage door openers.

Owner Rick Gibbs has more than 30 years of experience in the garage door trade. Mr. Gibbs says he's set a high standard for his company to achieve total customer satisfaction, and he strives to achieve that goal with each garage door he repairs and installs. "We find it very rewarding when our customers tell us how much they love our work. We strive to always meet their garage door needs."

COMPANY PHILOSOPHY

"We give each customer one-on-one attention, because that's what they deserve and expect. Our ultimate goal is for our clients to be absolutely satisfied with the products and services we provide. We try to be the best at what we do, and that begins and ends with how happy we make our customers."

EXCERPTED SURVEY RESPONSES

"I just thought they were very personable and knowledgeable. Everything was great. I would highly recommend them to anyone."—Penny H.

"Rick was thorough, fast, and he knew what he was doing. I just thought he was great."—Jim K.

"They were fast, friendly, and they answered all of my questions. Overall, I thought they were good. I would use them again."—Tanya J.

"Rick did a good job and the communication was great. We had an emergency situation and he came out right away."—Eric E.

R & P GARAGE DOORS

(925) 237-1990

Serving the East Bay



Rick Gibbs, Owner

EMAIL

rpgaragedoors@gmail.com

MANAGER

Rick Gibbs, Owner

SERVICES

Residential & Commercial
Installation of Garage Doors & Openers
Service & Repair
Free Estimates

HOURS

Mon – Sat: 8am – 6pm
Leave a Message Anytime
Messages are Checked After Hours
and on Sundays

CREDIT CARDS

MasterCard Visa

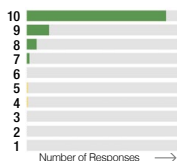
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1262



DIAMOND CERTIFIED RATINGS DASHBOARD based on **197** random customer surveys since February 2008

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 725913
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

AAAA QUALITY GARAGE DOOR

(925) 500-8931

Serving Contra Costa County



WEBSITE

www.aaaagaragedoor.com

EMAIL

4aquality@gmail.com

MANAGER

Darren Hodges, Owner

SERVICES

Garage Door Service, Repair and Replacement
Garage Door Operator Repair and Replacement

HOURS

Mon – Sat: 8am – 5pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

1-Year Warranty Against Manufacturer Defects
Lifetime Warranty on Installations

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1730

A AAA Quality Garage Door installs, repairs, replaces, and maintains garage doors and garage door openers for customers throughout Contra Costa County. The family-owned and operated company has experience working on all types of garage doors, but it has special expertise in carriage house, metal, home entry and commercial garage models.

Owner Darren Hodges says his 20-plus years of experience in the garage door industry allows him to perform installations and repairs that less experienced companies say can't be done. "I really enjoy the challenge of custom work. If a project is difficult but nonetheless possible, I use my industry expertise and knowledge to make it happen."

Mr. Hodges says AAAA Quality Garage Door's primary focus is offering the best possible value to each customer. "We're professional, highly trained and dedicated to serving our clients. Ultimately, we want to provide them with the best products, most choices and most competitive prices in the industry."

COMPANY PHILOSOPHY

"We're dedicated to quality in everything we do, which is why we warranty all our work and guarantee our products and installations will be free of defects. We don't collect any money until the job is complete and the client is satisfied. We promise to always offer our customers competitive prices and never sell them products they don't need."

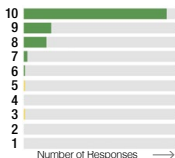
EXCERPTED SURVEY RESPONSES

"They were very communicative about what was going to happen. The timeline was very good. They were very responsive. We called one day and they were out here the next day. They were efficient and effective, very friendly, and they cleaned up after themselves. It was a quality experience, and most importantly, the garage door works."—Claudio H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **168** random customer surveys since February 2011

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 693764
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

All In One Home Services offers a wide variety of home improvement, remodeling, and repair services to homeowners in Contra Costa County and the Tri-Valley. The company does small- to medium-sized jobs that include plumbing and electrical fixture installations, rough and finish carpentry, drywall repairs, ceramic tile installations, interior and exterior painting, and complete bathroom remodeling (excluding granite and marble countertops).

All In One Home Services is independently owned and operated by Lamar Spalding. Mr. Spalding says his company, which was founded in 1998, is a well-established organization focused on superior customer service and quality workmanship. “We work very hard to make sure our service is prompt, polite and professional every step of the way.”

All of All In One Home Services’ craftsmen (the company does not use subcontractors) are background checked, have a minimum of 10 years’ experience and take great pride in their workmanship. “It’s important for us to have a well-trained, multi-skilled staff,” says Mr. Spalding. “I personally train every one of our craftsmen, and they know their work isn’t complete until each customer is completely satisfied.” For more information about the company’s specific services, Mr. Spalding invites potential clients to visit www.aiohomesolutions.com.

COMPANY PHILOSOPHY

“We’re dedicated to making the home improvement process a positive experience for our clients. We understand they sometimes feel inconvenienced by having strangers work inside their homes, so we ensure everyone in our company puts their comfort and security first. We work promptly and efficiently, and our office follows up after jobs are complete to make sure our clients are completely satisfied.”

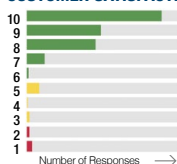
EXCERPTED SURVEY RESPONSES

“They are accommodating and hardworking.”—Paul L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **360** random customer surveys since February 2007

CUSTOMER SATISFACTION

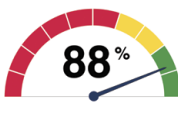


CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 789782
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ALL IN ONE HOME SERVICES

(925) 938-6251

Serving Contra Costa
and Alameda Counties



All In One Home Services installed these two outside sconces in a client's home.

WEBSITE

www.aiohomesolutions.com

EMAIL

hmcphill@sbcglobal.net

MANAGER

Lamar Spalding, Owner

SERVICES

Carpentry	Electrical
Drywall	Painting
Plumbing	Tile

HOURS

Mon – Fri:	8am – 5pm
Sat – Sun:	By Appointment

CREDIT CARDS

MasterCard Visa

GUARANTEES

All Workmanship is Guaranteed in Writing for 1 Full Year

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1045

KALJIAN CONSTRUCTION INC.

(925) 243-7706

Serving Northern
Contra Costa County



WEBSITE

www.kaljianconstruction.com

EMAIL

kaljianconst@astound.net

MANAGER

Robert Kaljian, Owner

SERVICES

Kitchens
Bathrooms
Electrical
Plumbing
Home Remodeling
Door Installation
General Contractor Services
Handyman Services

HOURS

Mon – Fri: 8am – 6pm
Sat: By Appointment

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1748

Kaljian Construction Inc. provides a wide range of handyman/home repair and remodeling services for residential clients in Northern Contra Costa County. As a general contractor, the company is able to handle all types of construction projects, including kitchen, bathroom and complete interior house remodels; door, window and flooring installations; and more. Its handyman services extend to “anything my customers’ homes need,” says owner Robert Kaljian.

Mr. Kaljian operated a cabinet shop for 10 years before shifting his focus to home repair/remodeling and establishing Kaljian Construction. He’s been involved in construction since he was in high school, when he worked for a man who taught him the fundamentals of the trade. “I’ve always been mechanically inclined, but the knowledge I gained from that experience really sharpened my skills,” says Mr. Kaljian.

Kaljian Construction emphasizes the importance of preparation and meticulousness when working on its clients’ projects. “I firmly believe that if I always follow the same process, I’ll turn out good products,” says Mr. Kaljian. “Shortcuts don’t work in construction—there’s too much planning and skill involved. I take my time and make sure I have the right tools for the job at hand.”

COMPANY PHILOSOPHY

“My approach to every job is simple: Do it once and do it right. I take great pride in my workmanship, and my detailed business approach is evident in the special care I show to each client’s property. Ultimately, I strive to use my decades of industry experience to ensure complete customer satisfaction.”

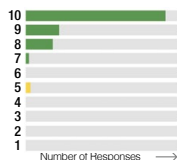
EXCERPTED SURVEY RESPONSES

“He came on time and did good work.”—Greg B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **131** random customer surveys since April 2011

CUSTOMER SATISFACTION

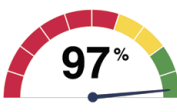


CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 808093
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Danville Hardwood Company Incorporated offers a wide variety of hardwood flooring products at its Danville showroom, all of which include original markings, distinctive graining and inherent characteristics that allow customers to bring a piece of nature inside. The company also refinishes, cleans, and recoats hardwood floors for residential and commercial clients throughout Contra Costa County and the East Bay, and it provides in-home consultations for customers who are unsure how certain flooring products will look inside their homes.

President Dan Yorke credits much of Danville Hardwood Company Incorporated's success to its highly experienced employees, all of whom are knowledgeable about the latest industry trends and products. "We're not a big-box store, so our salespeople can focus entirely on hardwood floors," he explains. "They know all the different product lines, and they work with our customers to help them understand the differences between certain types of wood."

Danville Hardwood Company Incorporated's installers are trained and experienced in every type of hardwood installation, and they can also create borders and inserts that allow people to further customize their homes. "We offer complete service from start to finish," says Dan. "From our sales staff to our installers, everyone is focused on helping our customers get top-quality floors."

COMPANY PHILOSOPHY

"We pride ourselves on our integrity, and we're always honest with our customers about which products will work best for their particular situations. At the end of the day, we're not just here to make a sale—we're here to help our customers in a low-pressure environment and ensure they make the right decisions."

EXCERPTED SURVEY RESPONSES

"They are very honest, fair and reliable."—Lori H.

**DANVILLE
HARDWOOD
COMPANY
INCORPORATED**
(925) 838-1311

**33 Front Street
Danville, CA 94526**

WEBSITE

www.danvillehardwood.com

EMAIL

Dan@danvillehardwood.com

MANAGER

Dan Yorke, Owner

SERVICES

Hardwood Floor Sales
Hardwood Floor Refinishing, Cleaning & Recoating
In-Home Consultations
Pre-Finished Flooring
Engineered Flooring

HOURS

Showroom

Mon – Fri: 9:30am – 5:30pm
Sat: 10am – 4pm
Sun: 11am – 3pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

2-Year Warranty on All Products & Services

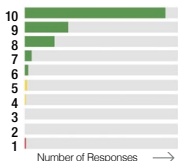
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2147



DIAMOND CERTIFIED RATINGS DASHBOARD based on **200** random customer surveys since April 2014

CUSTOMER SATISFACTION



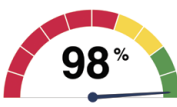
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 793612
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

FLOOR COVERINGS INTERNATIONAL

(925) 500-8930

1000 Detroit Ave, Ste F
Concord, CA 94518



FLOOR COVERINGS
international

WEBSITE

www.fciconcord.com

EMAIL

concord@floorcoveringsinternational.com

MANAGER

Reggie Keding

SERVICES

- Hardwood
- Carpet & Area Rugs
- Tile & Stone
- Luxury Vinyl Planks
- Green Flooring Products
- Flooring Installations
- In-Home Design Consultations
- Hardwood Floor Refinishing

HOURS

Mon – Fri: 10am – 6pm
Sat – Sun: By Appointment Only

GUARANTEES

Lifetime Warranty on Most Floors (See Sales Associate for Further Details)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2381

Floor Coverings International provides a wide variety of flooring products. The company carries everything from hardwood, carpet and tile to environmentally-friendly options like bamboo and cork, and it also has the training and equipment to perform flooring installations for residential and commercial clients throughout the Bay Area.

Manager Reggie Keding credits much of Floor Coverings International’s success to its ability to communicate with customers and understand their needs. “There are a lot of different flooring products and installation methods available, so we take the time to determine exactly what each client wants so we can recommend the appropriate solution,” he says.

Floor Coverings International utilizes its “mobile showroom” to bring flooring samples directly to its clients’ homes so they can see different options in their environment. “We understand that our customers’ homes are their personal sanctuaries, which is why our in-home design consultations are so helpful,” says Mr. Keding. “We have thousands of flooring options inside our mobile showroom, and we also perform digital inspections so we can take a closer look and ensure we’re prescribing the correct solution for each client.”

COMPANY PHILOSOPHY

“Our vision is to be the best flooring company in the world, and the most effective way to accomplish that is to consistently provide first-class customer service, warranties, products, and installations. Our entire business thrives on repeat business and referrals, so we do whatever it takes to ensure the long-term satisfaction of our clients.”

EXCERPTED SURVEY RESPONSES

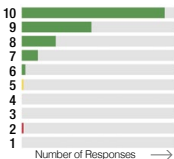
“I liked their friendly service.”—Jenny S.

“They helped us find tile that no one else could find. They go out of their way to be helpful, no matter how small or large the job is.”—Rod D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **151** random customer surveys since August 2016

CUSTOMER SATISFACTION



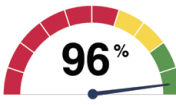
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 973805
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

JONES FLOOR DESIGNS

(925) 452-6623

Serving Contra Costa County



Gary Jones, Owner

WEBSITE

www.jonesfloordesignsca.com

EMAIL

jonesfloordesigns@yahoo.com

MANAGER

Gary Jones, Owner

SERVICES

Hardwood Floor Refinishing
Hardwood Floor Installation
Flooring Repair

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

BRANDS

Bona Traffic

CERTIFICATION/TRAINING

NWFA Certified Sand & Finisher

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2400

Jones Floor Designs refinishes, installs and repairs all types of hardwood flooring for residential clients throughout Contra Costa County. The company has the training and experience to work on everything from baseboards and moldings to stair treads and custom floors, and it utilizes a dust containment system that ensures each jobsite is 95 percent dust-free throughout the refinishing process.

Owner Gary Jones credits much of Jones Floor Designs' success to his hands-on approach to working on floors. "I'm right there onsite doing all the work, so if something goes wrong or the client has questions, I can immediately handle the situation," he explains. "By focusing on providing high-quality service and communication, I'm able to meet my customers' expectations."

Jones Floor Designs follows the guidelines of the National Wood Flooring Association (NWFA) on every project, which Mr. Jones says is important for maintaining a consistent level of quality. "With flooring work, if you follow the correct procedures, you're going to get better results, and the NWFA's procedures are the best in the industry. From drying times to staining techniques, everything I do is designed to ensure my clients get products they can enjoy for many years."

COMPANY PHILOSOPHY

"Accountability is very important to me—I want my customers to know that I stand by my work and will do whatever it takes to make sure they're satisfied. I listen to their needs and communicate with them every step of the way to ensure they have positive experiences."

EXCERPTED SURVEY RESPONSES

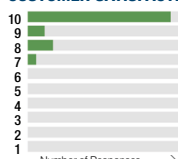
"I liked his commitment to restoration as opposed to replacement. I think he did a great job."

—Michelle B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **23** random customer surveys since November 2016

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 970045
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CENTER FOR BETTER HEARING AIDS

(510) 371-5913

190 El Cerrito Plaza
El Cerrito, CA 94530



Center For Better Hearing Aids' staff

WEBSITE

www.centerhearingaids.com

EMAIL

greg@centerhearingaids.com

MANAGER

Gregory Free, President

SERVICES

Free Evaluation, Consultations,
Video Otoscopy, Device Sales,
Repairs, Maintenance Industry
Updates, Seminars, Spanish &
Mandarin Spoken

HOURS

Mon – Sat: 9am – 5:30pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa
18-Month No Interest Plan Offered
(Longer Plans Also Available)

BRANDS

GN ReSound	Oticon
Phonak	Rexton
Siemens	Starkey/NU-EAR
Unitron	Widex

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/403

Center For Better Hearing Aids is an El Cerrito-based hearing health care provider that sells, repairs, and maintains a wide range of hearing instruments and related equipment. By offering sensitive consultation services and cutting-edge hearing technology, the company strives to improve the quality of life for its patients and their families.

Center For Better Hearing Aids believes in educating its patients—it uses a video otoscopy process that allows them to see their ear damage firsthand, and it provides extensive information after every appointment. The company can repair and maintain most makes and models of hearing devices, and it offers a 60-day, 100 percent refundable trial period for all recommended hearing products.

COMPANY PHILOSOPHY

“We carefully evaluate the needs of our patients and recommend the best products and services to meet their hearing needs. We provide each of them with a caring, responsive consultation with licensed hearing health care providers. By actively pursuing the latest advancements in hearing care, we’re able to better serve our patients and help them achieve the maximum benefits of their hearing aids.”

EXCERPTED SURVEY RESPONSES

“[Greg] explains everything and makes you feel comfortable. He understands your problem, answers questions, listens and is very professional.”
—Christina G.

“[Greg is] very thorough. He spent a lot of time answering my questions and did good follow-up.”—Olga K.

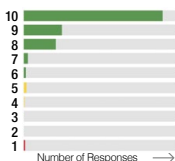
“I just like Greg’s attitude and dedication.”—Bob G.

“They’re courteous and knowledgeable.”
—Hirose N.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 323 random customer surveys since April 2004

CUSTOMER SATISFACTION



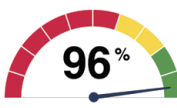
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. HA-3689
- ✓ Current Complaint File
- ✓ Business Practices

Service Champions has been providing heating and air conditioning services in Northern California since 2003. The company covers a vast service area and has offices located in Pleasanton, Livermore, Concord, Rocklin, and San Jose. The services include (but are not limited to) heating and air conditioning installations, tune-ups and repairs, ductwork installation, zoning, water heater replacements, and air filtration installations.

Service Champions prides itself on continuing education for all of the team members. The company's technicians undergo thorough training at Champions University and are background-checked, drug-tested, and EPA certified.

Owner/founder Kevin Comerford and his family have been in the HVAC industry for more than six decades. Service Champions is known for providing clients with optimum comfort and safety in their homes, and that has transcended to its community as well. The company takes pride in giving back to its community through raising awareness for breast cancer, taking a stand for no-kill animal shelters and continuing the funding of research for Type 1 diabetes through JDRF.

COMPANY PHILOSOPHY

"Whether it's providing our clients with great service or growing our teammates to be extraordinary, we've always found our passion to be the best we can be. That's why we're focused on giving our clients the most remarkable experience—so much so that they can say to their friends and family, 'Wow!'"

EXCERPTED SURVEY RESPONSES

"They were very conscientious and careful—the installer wore slippers so he wouldn't track soot and dirt on our floors."—Brent & Avis C.

"The servicemen were efficient and friendly."
—John C.

SERVICE CHAMPIONS

(888) 292-8914

Serving the East Bay, South Bay and Sacramento Areas



WEBSITE

www.servicechampions.net

EMAIL

info@servicechampions.net

MANAGER

Kevin Comerford, Owner

SERVICES

- Maintenance Value Program (Members Receive Priority Service)
- Heating and Air Conditioning Tune-Ups
- Heating and Air Conditioning Installations and Replacements
- Ductwork Installation
- Zoning
- Water Heater Replacement
- Air Filtration Installs
- Heating and Air Conditioning Repairs

HOURS

- Mon – Fri: 7am – 8pm
- Sat – Sun: 7am – 7pm
- 24-Hour On-Call Service

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

- 100% Money-Back Guarantee
- Lifetime Warranty on Parts and Labor
- Installation Workmanship Guarantee
- 2-Year Client Trust Guarantee
- 24-Hour Service Guarantee (MVP)

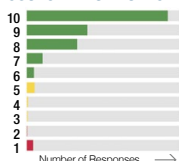
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/437



DIAMOND CERTIFIED RATINGS DASHBOARD based on **775** random customer surveys since June 2004

CUSTOMER SATISFACTION



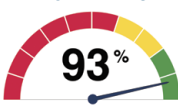
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 817040
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

HADDON HEATING & COOLING

(925) 521-1380

135 Mason Circle, Ste L
Concord, CA 94520

(415) 578-5150

8 Digital Drive, Ste 100
Novato, CA 94949



WEBSITE

www.haddonheatingcooling.com

EMAIL

info@haddonheatingcooling.com

MANAGER

Dave & Kim Haddon, Owners

SERVICES

Residential Heating & Air Conditioning
Ductwork
Repair & Upgrades
Service & Maintenance

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, MasterCard, Visa
Long-Term Financing Offered Through
Various Financial Institutions

GUARANTEES

10-Year Warranty on New Equipment
2-Year Warranty on Labor

BRANDS

Rheem, Lennox

EMPLOYEES

54

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1604

Haddon has been an established name in the HVAC industry for 44 years. Owned and operated by Dave and Kim Haddon, Haddon Heating & Cooling offers top-quality products and services aimed at making home environments more comfortable and enjoyable.

This local company serves the entire Bay Area and specializes in residential heating and air conditioning, ventilation, and filtration products and services, including installation and maintenance programs. The company can repair or upgrade existing equipment or design and install a state-of-the-art system to suit the customer's individual needs. Haddon uses and installs only the highest quality components and is proud to be Northern California's only Rheem Recognized Top Contractor, which means it provides industry-leading technology, quality and warranties.

In addition to measurable savings on energy costs, Haddon's customers may also enjoy a variety of tax credits and manufacturer rebates on qualifying high-efficiency products. Once a system is installed, the professionals at Haddon will keep it performing at its peak with annual inspection and maintenance. Haddon Heating & Cooling even offers programs to reward customers for referring their friends and family.

COMPANY PHILOSOPHY

“Our goal is to deliver the highest quality products and outstanding service. By developing a relationship with each individual customer, making continual adjustments and improvements, and constantly striving to exceed expectations, we work together as a team and a family to maintain our reputation as the industry standard for honesty, integrity, and excellence.”

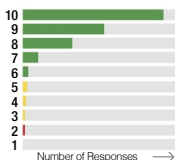
EXCERPTED SURVEY RESPONSES

“They were great. They did a great job. I would rate them a ‘10’ across the board.”—Charlotte M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **277** random customer surveys since January 2010

CUSTOMER SATISFACTION



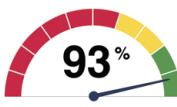
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 855456
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ONE HOUR HEATING AND AIR CONDITIONING

(925) 265-8751

Serving the Bay Area



WEBSITE

www.onehourheatandac.com

EMAIL

info@4ontimeservice.com

MANAGER

Paul Bigham, Owner

SERVICES

Full-Service Heating and Air Conditioning Service, Repair, and Installation
Ventilation and Indoor Air Quality
Duct Seal and Replacement

HOURS

Mon – Fri: 7am – 7pm
Sat – Sun: 8am – 4:30pm
24-Hour Emergency Service

CREDIT CARDS

MasterCard Visa
Financing Available

BRANDS

American Standard, Bryant, Carrier, Day & Night, Mitsubishi Ductless Mini Splits, Rheem, Ruud, Trane, York

EMPLOYEES

82

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/768

One Hour Heating and Air Conditioning installs and maintains heating and air conditioning (HVAC) systems for residential clients in the Bay Area. As an independently owned franchise of a national corporation, the company has access to thousands of specialty parts and materials, which it uses to handle all types of HVAC problems.

Owner Paul Bigham says One Hour Heating and Air Conditioning's highly trained technicians and comfort advisors can design and upgrade energy-efficient climate control systems to fit any home. "All of our team members participate in ongoing training to keep their mechanical and customer service skills honed. We also guarantee on-time service, which means our customers don't pay if our technicians don't arrive during the given time frame."

One Hour Heating and Air Conditioning offers preventative maintenance programs to ensure customers' electrical and HVAC systems are operating at peak efficiency, and to ensure the safety of customers' homes. "We also carry a variety of air quality products that remove allergens and impurities to maintain a healthy living environment," says Mr. Bigham.

COMPANY PHILOSOPHY

"Our main focus has always been our customers, and the key to a happy customer is to understand exactly what they expect, so we're constantly adapting new ways to improve our service. We consider our customers to be our partners, and we make sure to listen to what they have to say. Every comment and suggestion, no matter how small, helps make us better."

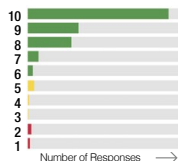
EXCERPTED SURVEY RESPONSES

"They were very comprehensive, they had excellent follow-through and the service was excellent."—Lori F.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **371** random customer surveys since October 2005

CUSTOMER SATISFACTION



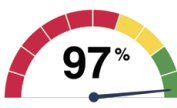
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 740999
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

MOORE MECHANICAL, INC.

(925) 560-1505

Serving Contra Costa
and Alameda Counties

www.mooremechanical.com



HEATING & AIR CONDITIONING
SERVICE...THE WAY IT USED TO BE

WEBSITE

www.mooremechanical.com

EMAIL

steve@mooremechanical.com

MANAGER

Stephen J. Moore, President

SERVICES

Heating and Air Conditioning Service,
Installation, and Maintenance
Duct Repairs, Replacement and
Cleaning

HOURS

Mon – Fri: 7:30am – 5pm
Evenings & Weekends: By Appt.

CREDIT CARDS

Discover, MasterCard, Visa
Up to 3-Year Financing Available

EMPLOYEES

24

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1098

Moore Mechanical, Inc. is one of the few HVAC companies that offer its customers a comprehensive approach to energy efficiency upgrades for their homes or buildings. As a trained and certified building performance contractor, the company can show clients how a “whole house” approach can offer them more choices when it comes to upgrading their comfort systems, including checking insulation levels, air leakage and total energy use. Moore Mechanical is also a PG&E participating contractor and can help guide customers through any possible utility rebate programs.

Established in 1985, Moore Mechanical has grown to be one of the premier HVAC contractors in the Bay Area, enjoying an extremely loyal customer base and benefiting from numerous referrals from existing customers. The company’s employees enjoy the family-run business culture that forces growth and training and emphasizes a customer-focused approach.

COMPANY PHILOSOPHY

“Our goal is to provide our customers with the best comfort solutions to meet their specific needs. We provide service that goes beyond normal HVAC companies, and our customers always tell us they’re impressed with the amount of options we offer. We strive to find solutions to meet each client’s needs while still keeping within their budget.”

EXCERPTED SURVEY RESPONSES

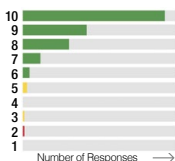
“They performed the job as requested, there were no surprises and the work was good.”
–Bobbie W.

“They were very courteous and polite, especially the owner. They got down to business and got it done right. It was a good experience.”
–Julie V.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **338** random customer surveys since June 2007

CUSTOMER SATISFACTION



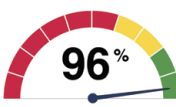
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 785008
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Clean Air HVAC, Inc. installs and services all types of HVAC equipment for residential and commercial clients in Contra Costa and Solano Counties. The company offers custom-designed systems to meet customers' air quality and comfort needs, and it also provides climate evaluations, redesigns existing systems, and carries energy-efficient models from top manufacturers.

Established in 2003, Clean Air provides expert service by keeping up-to-date on the latest technology through participation in professional development classes offered by manufacturers and PG&E. This allows the company to utilize innovative technology and the latest techniques to better serve its customers' needs.

Clean Air understands the differences and nuances of the heating and air conditioning systems that are found in Bay Area homes. "Whether it's a new installation or a repair on an existing system, we offer solid advice and clear options," says President Roy Branda.

Clean Air's crew offers many possibilities for what will serve each customer with the best quality comfort for the longest amount of time. To help keep furnace and air conditioning systems healthy, the company also offers various maintenance options.

COMPANY PHILOSOPHY

"We focus on completing every job with honesty and integrity. We pride ourselves on being friendly, reliable and fairly priced, and we treat each customer the way we'd treat a member of our family. Our title as 'comfort specialists' goes beyond ensuring our customers' home environments are pleasant—we want to make sure they're also comfortable with their decision to do business with us."

EXCERPTED SURVEY RESPONSES

"They got the job done and it works now. When I called, they came out and got it done. Everything was excellent."—David V.

CLEAN AIR HVAC, INC.

(925) 335-6948

Serving Contra Costa
and Solano Counties



WEBSITE

www.cahvac.com

EMAIL

roy@cahvac.com

MANAGER

Roy Branda, President

SERVICES

Heating, Ventilation, Air Conditioning (HVAC)
Ducting, Air Filtration
Climate Evaluation
Energy Efficiency

HOURS

Mon – Fri: 8am – 4pm
Weekend/After Hours: By Appointment

CREDIT CARDS

MasterCard Visa

GUARANTEES

2-Year Labor Warranty
5-Year Parts Warranty

CERTIFICATION/TRAINING

BPI Certified

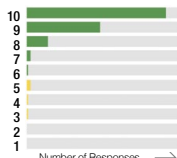
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1600



DIAMOND CERTIFIED RATINGS DASHBOARD based on **197** random customer surveys since January 2010

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 829011
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

AVID HOME THEATER

(877) 258-9841

12893 Alcosta Blvd, Stes I & J
San Ramon, CA 94583

Serving Northern California



WEBSITE

www.avidhometheater.com

EMAIL

admin@avidhometheater.com

MANAGER

Micah Brown, President

SERVICES

Audio Video
Automation Home Theater
Audio/Visual
Residential and Commercial

HOURS

Mon – Fri: 9am – 6pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

1-Year Warranty on Most Equipment
30-Day Advance Replacement for
All Equipment
Automatic Replacement of Any
Component That Fails in the
First 30 Days

CERTIFICATION/TRAINING

Certified Sonos Gold Dealer
Control4 Authorized Platinum Dealer

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1745

Avid Home Theater provides sales and installation of audio/video and automation systems for residential and commercial clients throughout Northern California. The company is a major supplier of several leading electronics brands, including Control4, Sony, Samsung, Sonos, JVC and Yamaha.

Owner Micah Brown has been working in the audio/video industry in various capacities since the early 1990s. “I began as a hobbyist, designing and building home stereo speaker systems for competition, eventually moving into professional sound and, finally, custom installation,” he remembers. “In 2005, I started Avid Home Theater to bring my experience and knowledge to the audio/video and automation world.”

In order to stay at the forefront of technology, Avid Home Theater’s installation technicians attend regular training seminars on the latest industry products, methods and trends. “We’re passionate about our craft and truly enjoy what we do, so gaining the required knowledge to stay at the cutting edge is something we pride ourselves on,” says Mr. Brown.

COMPANY PHILOSOPHY

“We’re in a complicated industry, so one of our main goals is to always be truthful with our customers about what they’ll experience and how they’ll interact with their systems after they’ve been installed. We take pride in the level of support and accessibility we offer—a customer can reach us any time after their project has been completed and we’ll be immediately responsive to their needs.”

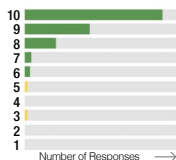
EXCERPTED SURVEY RESPONSES

“They were always willing to do whatever they could to make sure we were satisfied, and they solved any of our problems.”—Jim M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **193** random customer surveys since March 2011

CUSTOMER SATISFACTION

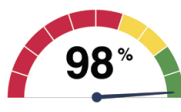


CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 900355
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

The Maids of Concord provides a complete range of house cleaning services for clients throughout Contra Costa County and the surrounding areas. The company uses state-of-the-art equipment and environmentally-friendly products to clean everything from kitchen appliances and windows to floors and garages, and it also offers seasonal cleaning, move-in/move-out cleaning, and other specialized services.

Owner David Alsup says The Maids of Concord's ability to effectively communicate with its customers has been a crucial aspect of its success. "We always keep communication open with our clients, whether it's through phone calls, texts or emails. That way, they have the opportunity to address potential issues or change their cleaning schedules, and our cleaners have the opportunity to further customize their services."

The Maids of Concord maintains a staff of highly skilled and experienced cleaners, all of whom are required to pass a background check and drug test before working in the field. "We believe we're only as good as our employees, so we're very selective about the people we hire," affirms Mr. Alsup. "Our comprehensive training program prepares our cleaners to be as efficient as possible—instead of sticking to one task, they're able to switch functions throughout the day."

COMPANY PHILOSOPHY

"Our goal is to be the best in the industry, so we focus intently on customer service and quickly respond to our clients' needs. We thoroughly clean our customers' homes while still providing the personal touches they would expect from someone they know and trust."

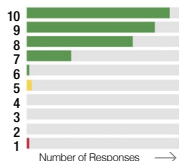
EXCERPTED SURVEY RESPONSES

"I like that just about always, four of them come out and get the job done very quickly. They check everything."—Karen A.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **175** random customer surveys since December 2014

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

THE MAIDS OF CONCORD

(925) 203-1437

Serving Contra Costa County and the Surrounding Areas



WEBSITE

www.maids.com/131

EMAIL

themaids@astound.net

MANAGER

David Alsup, Owner

SERVICES

- House Cleaning
- Move-In & Move-Out Cleaning
- Garage Cleaning
- Deep Cleaning
- One-Time Cleaning
- Ongoing Cleaning
- Spring Cleaning
- Party/Special Occasion Cleaning
- Post-Construction Cleanup

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

43

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2217

MCHALE'S ENVIRONMENTAL INSULATION, INC.

(925) 385-8926



WEBSITE

www.mchaleinsulation.com

EMAIL

mchaleinsulation@yahoo.com

MANAGER

Daniel Hair, President

SERVICES

Energy Assessments by Certified BPI Building Analyst
Insulation: Cellulose, Fiberglass, Wool, Cotton & Radiant Barrier
Vapor Barriers

HOURS

Mon – Fri: 8am – 4:30pm
Other Hours: By Appointment

CREDIT CARDS

MasterCard Visa

GUARANTEES

Limited Lifetime Warranty on Cellulose Insulation

CERTIFICATION/TRAINING

BPI Certified Building Analyst
BPI Certified Energy Auditor

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/920

Mchale's Environmental Insulation, Inc. is a home energy specialist that installs cellulose, fiberglass, cotton, and radiant barrier insulation for residential and commercial clients throughout the Greater Bay Area. The company specializes in thermally and acoustically controlling building envelopes (attics, walls and floors), but it can also remove old insulation and provide free inspections of existing materials to determine if they're still effective or need to be replaced.

Tom and Shelly McHale established McHale's Environmental Insulation in 1978 to help Bay Area customers decrease their energy bills, reduce unwanted sound, and enjoy more comfortable and quiet living environments. President Daniel Hair took over the business in 2007 and brings more than 30 years of journeyman experience to every project.

McHale's Environmental Insulation can help its customers qualify their homes for available utility rebates and incentives, which make the potential savings gained from the company's services even greater, says Mr. Hair. Financing is also available for customers on qualified projects.

COMPANY PHILOSOPHY

"We treat our customers with respect, and we strive to make them happy by providing quality products that will serve them for the entirety of their homes' life spans. Our goal is to provide courteous, professional service every time—people often tell us they're amazed with the level of service we offer and how quickly we respond to issues when they arise. The most effective advertising is a satisfied customer base, so we do all we can to make their experiences with us as positive as possible."

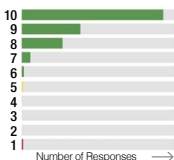
EXCERPTED SURVEY RESPONSES

"There was no mess and they did everything they said they would do. It was very clean and neat during a messy process."—Paul A.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **356** random customer surveys since July 2006

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 896749
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

J. Hettinger Interiors provides complete and comprehensive residential and commercial design for all San Francisco Bay Area counties and beyond. The company's designers have the experience and resources for all types of projects, from contemporary to traditional.

J. Hettinger Interiors' owners say the company's collective design skills are matched by its passion for good design and sensitivity to each client's needs based on their taste, lifestyle, and budget. "With an accomplished group of designers and assistant staff and our commitment to detail-oriented service, we've been one of the most sought-after firms for more than 35 years."

J. Hettinger Interiors utilizes its long-standing relationships with leading home furnishings manufacturers, local craftsmen and artists to ensure every client receives the best value for their interior design project. The company offers highly competitive pricing, and its direct service allows it to expedite its custom orders without dealing with a "middle man."

COMPANY PHILOSOPHY

"Our goal is to provide our clients with a positive design experience from concept to completion. We oversee every detail, from a single room or renovation to a new home build. We turn each client's vision into reality with original, innovative, timeless design that creates a warm, gracious and inviting environment."

EXCERPTED SURVEY RESPONSES

"I thought they were really easy to work with. They were prompt, they had good ideas and they had great follow-up after the work was done."
—Cristina S.

"They're very professional and good at getting the home decorated in a timely manner. It was a marvelous outcome."
—Jim F.

J. HETTINGER INTERIORS

(925) 350-6448

1499 Danville Blvd, Ste 100
Alamo, CA 94507

Serving Contra Costa
County, Alameda County,
San Francisco and Beyond



WEBSITE

www.jhettinger.com

EMAIL

designers@jhettinger.com

MANAGER

Dorene Gomez, Ron Smith and
Stephanie Patterson, Co-Owners

SERVICES

Interior Design
Space Planning
Furniture, Art & Accessory Specification
Remodeling Material Specification
Kitchen & Bathroom Design
Window Treatment

HOURS

Mon – Fri: 10am – 4pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Manufacturers' Warranties on Products

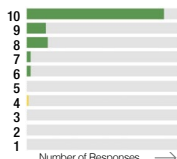
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2322



DIAMOND CERTIFIED RATINGS DASHBOARD based on **98** random customer surveys since January 2016

CUSTOMER SATISFACTION



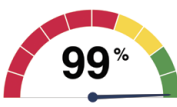
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

ALTERA DESIGN & REMODELING, INC.

(925) 480-7910

1079 Boulevard Way
(Corner of Mt. Diablo Blvd)
Walnut Creek, CA 94595



WEBSITE

www.AlteraDesign.com
www.AlteraDesign.com/events

MANAGER

Jim Vivrette, Owner

SERVICES

- Full Remodeling
- Design Services
- Cabinets
- Countertops
- Kitchen & Bathroom Showroom
- Design & Build Contractor
- Bathtubs & Showers
- Appliances
- Plumbing
- Flooring
- Tile

HOURS

Mon – Fri: 10am – 5:30pm
Sat: 10am – 3pm
Other: By Appointment

GUARANTEES

1 Year on Workmanship
Manufacturers' Warranties
on Products

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/420

Altera Design & Remodeling, Inc. specializes in making the process of remodeling kitchens and bathrooms easy and hassle-free. The award-winning company assists East Bay homeowners with every aspect of the remodeling process, from concept and design to final installation. Customers can also visit its 2,000-square-foot Walnut Creek showroom (Altera Design Kitchen & Bath) and choose from a variety of remodeling products.

Owner Jim Vivrette is a Certified Kitchen and Bathroom Designer (CKD, CBD) who enjoys helping his clients create remodeling designs that suit their visions, lifestyles and budgets. "I take great pride in my ability to overcome difficult design obstacles," he says. "My team of experienced, knowledgeable and creative designers helps me provide impeccable service for all remodeling projects."

Altera Design & Remodeling assigns a project manager to each project who coordinates all tasks, keeps clients updated and ensures all work is completed on schedule. The company invites potential customers to visit its website for a schedule of free remodeling seminars, which are designed to provide the knowledge and information they need to make the correct decisions for their homes.

COMPANY PHILOSOPHY

"We focus on providing excellent service from the moment a client contacts us. Since we handle all aspects of home remodeling, we can closely monitor quality and manage responsibilities to finish jobs as quickly as possible. We really listen to our clients and do our best to give them the results they want within the budgets they've set. It's our goal to make every customer's remodeling experience the best it can possibly be."

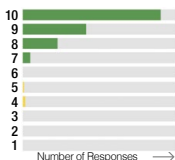
EXCERPTED SURVEY RESPONSES

"They are very professional, their design team is creative and the whole process was seamless."—Ken J.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 199 random customer surveys since May 2004

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 577881
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Abrew Repair and Construction offers a wide range of building and repair services to residential and commercial clients throughout the Greater Bay Area. The company's residential projects include whole house renovations, kitchen and bathroom remodels, additions, structural work, dry rot removal, and landscaping. Commercial projects range from demolition and ground-up construction to full-phase remodels, renovations and maintenance.

Owner Kevin Abrew is a second-generation owner of Abrew Repair and Construction—his father, Ron, established the company in 1965 and added him as a partner in 1986. Mr. Abrew says he remains committed to the business principles and ethics instilled in him by his father. “We have a long-standing tradition of offering personalized attention to every client and every project. We keep open lines of communication to create the most positive construction experiences possible.”

Abrew Repair and Construction is committed to personalized service, attention to detail, and open communication with customers via regular meetings and updates. The company is proactive and stays current on building trends and techniques through interaction with other professionals and industry associations. The result is “an end product of unquestionable quality that always exceeds our customers’ expectations,” says Mr. Abrew.

COMPANY PHILOSOPHY

“We’re a family-owned business with old-fashioned work ethics, and we want to make each customer feel like they’re part of our family. We accept responsibility for the quality of our materials and workmanship and strive to make the construction process a positive experience for everyone involved.”

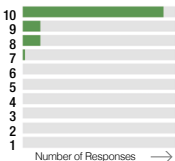
EXCERPTED SURVEY RESPONSES

“They finish on time, they do fabulous work and I think they are the best.”—Anna C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **81** random customer surveys since September 2009

CUSTOMER SATISFACTION

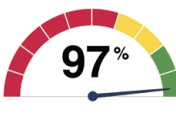


CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 536740
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

KITCHEN & BATH CONTRACTOR

ABREW REPAIR AND CONSTRUCTION

(925) 833-0128
(510) 592-4985

6747 Sierra Court, Suite E
Dublin, CA 94568



WEBSITE

www.abrewconstruction.com

EMAIL

info@abrewconstruction.com

MANAGER

Kevin Abrew, Owner

SERVICES

- Additions & Remodels
- Bathroom & Kitchen Remodeling
- Commercial Tenant Improvements
- Dry Rot Repair
- Design Capabilities
- Electrical & Plumbing
- Landscaping
- Interior & Exterior Painting
- Residential/Industrial/Commercial

HOURS

- Mon – Fri: 8am – 5pm
- Sat – Sun: By Appointment
- Evenings: By Appointment

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1566

MSK DESIGN BUILD

(925) 385-8975

37 Quail Ct, Ste 200
Walnut Creek, CA 94596



Kat Mullen and Scott Westby,
Owners

WEBSITE

www.msksdesignbuild.com

EMAIL

design@mskdb.com

MANAGER

Nicole Amen

SERVICES

Kitchen Remodeling, Whole Home Remodeling, Bathroom Remodeling, Residential Remodeling, Design-Build A-Z

HOURS

Mon – Fri: 8:30am – 5pm

GUARANTEES

2-Year Guarantee on Labor
Manufacturers' Warranties on Products

CERTIFICATION/TRAINING

National Kitchen & Bath Association (NKBA) Certified Designer/Builder/Remodeler
National Association of the Remodeling Industry (NARI) Lead Certified Renovator

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1599

MSK Design Build works with homeowners to create successful and comfortable remodeling experiences. The company's designers partner with clients to navigate through the myriad choices involved in planning and designing remodels, and its interactive design-build software helps them manage their projects from their personal computers or smartphones.

MSK Design Build's project managers work with customers throughout the construction phase and monitor everything from the quality of work to the cleanliness of the jobsite. With skilled craftsmen, designers and project managers on staff, the company strives to make remodeling an easy, manageable and worry-free experience.

President Scott Westby, a contractor and award-winning designer, says he's proud of the personal approach his company takes to every project. "From the first meeting through completing the last fine detail, we enjoy working with our clients, and we're dedicated to the successful completion of their projects."

MSK Design Build has won 16 design-build awards from NARI and NKBA since 2005, including NARI's 2018 Rennie Award for Entire House \$250,000 to \$500,000, 2017 Rennie Awards for Residential Kitchen \$60,001 to \$100,000, and Residential Bath \$75,001 to \$100,000.

COMPANY PHILOSOPHY

"Remodeling should be an enjoyable, rewarding experience. Every customer is different, but they all want to be heard; to have a great design; to be kept informed; to work with people they trust; to have a clean, organized project; to finish on time and on budget; and to finish the process knowing they made great choices."

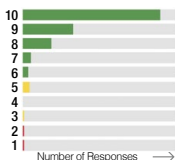
EXCERPTED SURVEY RESPONSES

"I like that they do quality work. I give them a '10.'"—Mitchell C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **177** random customer surveys since January 2010

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 798955
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Toupin Construction Corporation remodels kitchens and bathrooms, renovates living spaces, and provides a variety of general construction services for residential clients throughout Contra Costa County. The company has the in-house design capabilities to create remodeling plans that reflect its customers' specific needs and budgets, and it prides itself on performing custom work and never doing the same thing twice.

Owners Tim and Pam Toupin say Toupin Construction Corporation's value-driven approach to remodeling has been a crucial factor in its success. "Remodeling a home can be expensive, so we make sure our clients get the best possible value for their investments. Our process is very efficient, and since we focus so heavily on quality control, our customers know their results are going to last for many years."

Toupin Construction Corporation communicates with its clients during each phase of their remodeling projects so they know exactly what to expect. "Communication is a big thing with us—it reminds our clients that they're an important part of the process," says Tim. "We make 42"x 36" blueprints that are attached to the wall for the crew and customers to see daily, and by making nightly phone calls, we're able to stay on top of our clients' questions, explain the next day's goals and objectives, and ensure their continued satisfaction."

COMPANY PHILOSOPHY

"We want our clients to enjoy their remodeling projects from start to finish, so we guide them every step of the way and give them opportunities to make informed decisions that benefit the overall efficiency of the work. Through our well-managed process, we deliver on our promises and bring each client's vision to life."

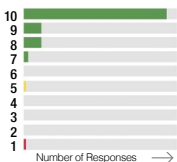
EXCERPTED SURVEY RESPONSES

"Their work is wonderful. They are totally dependable and easy to work with."—Doug T.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **85** random customer surveys since October 2017

CUSTOMER SATISFACTION



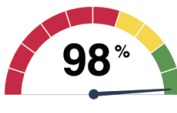
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 626819
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

KITCHEN & BATH CONTRACTOR

TOUPIN CONSTRUCTION CORPORATION

(925) 269-4831

Serving Contra Costa County



WEBSITE

www.toupinconstruction.com

EMAIL

candi@toupinconstruction.com

MANAGER

Tim and Pam Toupin, Owners

SERVICES

Kitchen & Bathroom Remodels, Full Home Remodels, Home Renovations, Custom & KraftMaid Cabinets, Countertop Replacement, Tile Flooring, Home Design Consultant, Design Manager, Carpentry, Electrical, Plumbing, Masonry, Window Installation, Decks, Fences, Design/Build Services

HOURS

Mon – Fri: 8am – 5pm

GUARANTEES

Variou Warranties Available
Depending on Work

BRANDS

KraftMaid, Jeffrey Alexander, Milgard, Emser Tile, Bedrosians, Quick-Step

EMPLOYEES

25

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2467

THE CABINET CENTER

(925) 526-5948

2023 San Ramon Valley Blvd
San Ramon, CA 94583

(650) 605-3966

633 Laurel St
San Carlos, CA 94070

Serving Northern California

THE CABINET CENTER



The Cabinet Center: "Custom designed for the way you live."

WEBSITE

www.thecabinetcenter.com

EMAIL

info@thecabinetcenter.com

MANAGER

Brad McCarthy, Owner

SERVICES

Design and Sales of Residential and Commercial Cabinetry and Countertops, Including Kitchens, Bathrooms, Entertainment/Media Centers and Any Cabinetry Throughout the Home or Business

HOURS

Mon – Sat: 10am – 5pm

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/415

The Cabinet Center is a full-service design center that specializes in custom kitchen and bathroom cabinetry, entertainment centers, desks, and more. The company serves residential and commercial clients throughout Northern California from two locations in San Ramon and San Carlos. Customers can choose from entry-level cabinets or custom lines that come in a wide variety of wood species, including cherry, maple, lyptus, alder, teak, mahogany and walnut.

General Manager Chris Chidester says The Cabinet Center takes pride in involving its clients in every aspect of their cabinet designs. The company's in-house designers have more than 60 years of combined experience, and they begin each project by determining a client's unique needs, wants and budget. Mr. Chidester says they walk every customer through all available design options and set realistic expectations.

The Cabinet Center has complete working kitchens on display at both its showrooms, and it brings in professional chefs for live demonstrations of the kitchens' functionalities. The company offers complimentary in-showroom design appointments and can create 3D renderings of clients' design ideas to give them a conceptual sense of how their kitchen spaces will ultimately look.

COMPANY PHILOSOPHY

"We strive to design spaces that help our clients meet their particular lifestyle needs while expressing their unique and personal styles. Our goal is to meet our customers' design and budgetary needs and other expectations. Part of our customers' high satisfaction comes from our ability to communicate what they can anticipate from the beginning of a design until its completion."

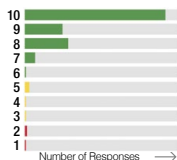
EXCERPTED SURVEY RESPONSES

"They really worked with us to get the cabinets we wanted. We're very happy."—Dina O.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **213** random customer surveys since April 2004

CUSTOMER SATISFACTION



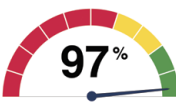
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

AMARANT DESIGN & BUILD

(925) 398-3556

6495 Sierra Lane
Dublin, CA 94568



Amarant Design & Build provides a wide selection of appliances, decorative plumbing and hardware; custom-made and national brand cabinetry and countertops; and wood, tile, and LVT flooring at its Dublin showroom. As a member of the nation's largest buying group, the company has competitive wholesale access to products made by industry leaders like Toto, Kohler and Grohe.

Amarant Design & Build has developed a proprietary format based on 40-plus years of personal experience. "Our commitment to excellence is in every aspect of our operation and is a crucial attribute of our long-term success," says founder Scott Amarant. "Our goal is to provide the best possible customer experience. This requires close supervision of our project execution, listening to client feedback and a willingness to be brutally honest with ourselves. By utilizing our wide-ranging resources, we're able to meet and exceed our clients' expectations."

Amarant Design & Build takes a transparent approach to communicating with its clients about the details of their projects, which Mr. Amarant says is important for securing successful results. "Communication is a cornerstone. We give our clients a 'one point of contact' promise: a project designer/manager who will go the extra mile to ensure their questions are answered, their concerns are addressed, and their satisfaction is above and beyond."

COMPANY PHILOSOPHY

"We strive to provide our community with a positive experience before, during and after their home 'investment' project. We go all-out to honor our community with integrity and excellence, from the designs and products we provide to craftsmanship that is becoming legendary. We're here to truly serve our clients."

EXCERPTED SURVEY RESPONSES

"I liked their wealth of knowledge."—David B.

WEBSITE

www.amarantdesign.com

EMAIL

sales@amarantdesign.com

MANAGER

Scott and Dena Amarant, Owners

SERVICES

Kitchen & Bathroom Designs
Cabinet & Countertop Designs
Appliances
Decorative Plumbing & Hardware
Wood & Luxury Vinyl Flooring

HOURS

Office: Mon – Fri: 8am – 5pm
Showroom: Mon – Fri: 9am – 4pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

Limited Lifetime Warranty on Workmanship, 10-Year Unlimited Warranty on Workmanship

CERTIFICATION/TRAINING

National Council of Building Designer Certification (NCBDC)

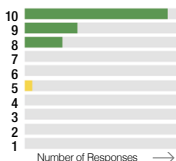
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2377



DIAMOND CERTIFIED RATINGS DASHBOARD based on **32** random customer surveys since August 2016

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 356498
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

PACIFIC LANDSCAPING

(925) 526-5983

Serving Contra Costa County

Pacific Landscaping provides Contra Costa County homeowners with a variety of residential landscaping services, including new installation, remodeling, drainage, masonry, planting and irrigation. The company can also build decks, retaining walls, hardscapes, arbors, patios, gazebos and more.

Owner Vic Cvijanovic established Pacific Landscaping after spending many years working for other landscaping firms in the Bay Area. He says he wanted to work for a company that embodied his standards for quality and good-faith business practices, and he felt creating his own firm was the best way to offer the excellence that he felt homeowners deserved.

Pacific Landscaping also offers design services to clients with landscaping construction or remodeling projects. "We work with our customers' budgets and select the best materials to create functional designs that stand the test of time," says Mr. Cvijanovic. The company works on a project-by-project basis, which allows it to focus on quality and keep to the schedules it sets.

WEBSITE

www.pacificscapes.com

EMAIL

vic@pacificscapes.com

MANAGER

Vic Cvijanovic, Owner

SERVICES

- Drainage
- Decks
- Patios
- Irrigation
- Driveways
- Hardscaping
- Gazebos
- Retaining Walls
- Planting

HOURS

Mon – Fri: 8am – 5pm
Sat: 8am – 2pm

GUARANTEES

Lifetime Warranty

EMPLOYEES

5

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1171

COMPANY PHILOSOPHY

"We proudly stand behind our motto: 'When promised, as promised.' We never promise work we can't deliver, and we won't compromise on quality. Our ultimate goal is to develop lasting relationships with our clients so we can serve all their future landscaping needs."

EXCERPTED SURVEY RESPONSES

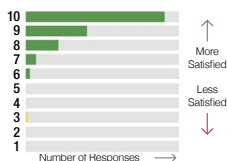
"Vic was terrific and he looked out for my best interests. If what I wanted done wasn't economically feasible, he told me and then made other suggestions."—Frances F.

"They got the job done when they said they would and cleaned up after themselves every day, so I could walk around with ease."—Kathy D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **122** random customer surveys since October 2007

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



HELPFUL EXPERTISE®



COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 624298
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Dana Lund Landscaping is a full-service landscape construction firm that designs and creates unique outdoor environments for residential clients in Contra Costa and Alameda Counties. The company's experienced landscaping professionals are trained to handle a wide variety of projects, including decking, arbors, patio covers and custom fencing; natural water effects and fountains; outdoor kitchens, built-in barbecues and fire pits; irrigation, drainage and planting; and more.

Owner Dana Lund says his three decades of landscaping experience have allowed him to develop installation and design methods that guarantee customer satisfaction. "We're a self-trained company—everybody who works here has been trained in our methods and understands what we strive for in terms of quality. Also, having an in-house staff means we have complete control over every project and can perform work on a continuous basis to ensure timely completion."

Dana Lund Landscaping's designers are experts in the Bay Area's distinctive microclimates, soil types and native plants, which allows them to offer a variety of design options and solve challenges that are produced by difficult sites. "We use our experience and knowledge to create outdoor spaces that are customized for our clients' lifestyles," says Mr. Lund. "We enjoy a challenge and can create solutions for even the most difficult landscape situations."

COMPANY PHILOSOPHY

"We're dedicated to satisfying our customers by offering high-quality work that meets their design and creativity goals. We understand the importance of client communication, so we're always available to talk to our customers, answer their questions and provide them with guidance throughout their projects."

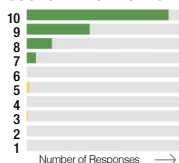
EXCERPTED SURVEY RESPONSES

"They are great craftsmen—very detailed."—Ms. P.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **212** random customer surveys since June 2011

CUSTOMER SATISFACTION



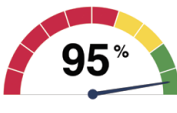
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 429094
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

DANA LUND LANDSCAPING

(925) 303-4283

206 Estates Dr
Danville, CA 94526

Serving Contra Costa
and Alameda Counties



WEBSITE

www.danalundlandscaping.com

EMAIL

dlundland@yahoo.com

MANAGER

Dana Lund, Owner

SERVICES

Design & Construction Services
Landscapes
Hardscapes
Barbecues
Arbors
Fencing
Irrigation
Drainage

HOURS

Mon – Fri: 7am – 4pm

GUARANTEES

1-Year Guarantee on All Workmanship and Plants

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1762

BLACK DIAMOND PAVER STONES & LANDSCAPE, INC.

(877) 312-4128



WEBSITE

www.BlackDiamondLandscape.com

EMAIL

ContactUs@BlackDiamondLandscape.com

MANAGER

Roger Van Alst, President & CEO

SERVICES

Landscape Design & Installation
Pavers: Driveways, Patios & Pool Decks
Synthetic & Natural Lawns
Retaining & Decorative Walls
Pergolas, Fire Pits & Fireplaces
BBQ Islands & Outdoor Kitchens
Paver & Concrete Sealing & Cleaning

HOURS

Mon – Fri: 9am – 7pm
Sat: 9am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

27-Year Warranty on Paving Stone Installations
10-Year Warranty on Synthetic Lawns
10-Year Warranty on Aluminum Pergola Installations
Lifetime Warranty on Pavers and Aluminum Pergolas

CERTIFICATION/TRAINING

ICPI Certified, Belgard Master Craftsman

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2240

Black Diamond Paver Stones & Landscape, Inc. has been family-owned and operated since 2004 and has earned numerous prestigious industry certifications. The company’s technicians are experts in landscape and hardscape design and installation. “Whatever our customers need—from driveways, patios or retaining walls to outdoor kitchens, waterless lawns or full landscaping—we can design and build a beautiful new dreamscape at the best quality and value,” says President Roger Van Alst.

Mr. Van Alst says Black Diamond Paver Stones & Landscape’s ability to help clients solidify their visions and build to their specifications has been a crucial aspect of the company’s success. “We provide a free basic design and estimate for our clients so they can truly understand the quality and value they are receiving for their investment. We’re confident in our ability to turn their dreamscapes into reality.”

Black Diamond Paver Stones & Landscape is fully licensed and insured while also offering some of the longest warranties in the industry: a 27-year warranty on installation and a lifetime warranty on pavers. In addition, the company offers free demolition and removal and financing options with no payments and no interest for one full year (OAC).

COMPANY PHILOSOPHY

“Our goal is to provide an exceptional client experience with high-quality products that add class to our clients’ homes at competitive prices. We work with ‘experts only’ to ensure each client receives superior service and craftsmanship at the best value for their investment.”

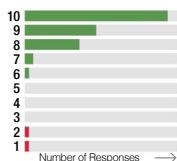
EXCERPTED SURVEY RESPONSES

“They do beautiful work and we’re very happy. We’ve received so many compliments and all of our neighbors are jealous of our yard.”—Laura C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **69** random customer surveys since February 2015

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers’ Compensation
- ✓ Liability Insurance
- ✓ State License No. 841042
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Laural Landscapes, Inc. provides landscape design, installation, and maintenance services for residential and commercial clients in Contra Costa and Alameda Counties. The company's wide-ranging capabilities include everything from aesthetic pruning and seasonal planting to irrigation analysis and rainwater harvesting, and owner Laural Roaldson can also accompany customers to local nurseries and rock yards and help them choose plants and boulders that are best suited for their landscapes.

Ms. Roaldson says her deep connection to the natural world allows her to create detail-rich landscapes that fulfill her clients' needs while maintaining a balance with the environment. "I don't impose my views on our customers—I listen closely to their ideas and help them bring those visions to their landscapes. Ultimately, my goal is to design each garden space based on who the client is and who they want to be in the world."

Laural Landscapes exclusively uses organic procedures and products that are designed to attract and sustain wildlife pollinators like bees and butterflies, which Ms. Roaldson says gives customers extra peace of mind. "As 'wildlife gardeners,' our mission is to optimize the health of everything in our clients' environments. They know we're going to provide solutions that benefit their landscapes for the long term."

COMPANY PHILOSOPHY

"Our goal on every project is to create a space of health and Oneness—not just for the land, but for the people who live there as well. We strive to balance each client's environment by creating a landscape design that maximizes their use and enjoyment of their space."

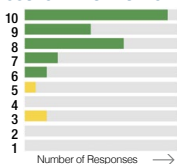
EXCERPTED SURVEY RESPONSES

"Laural is very honest and does her best to satisfy what the customer is looking for."—Josh A.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **36** random customer surveys since January 2016

CUSTOMER SATISFACTION



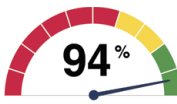
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 813304
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

LAURAL LANDSCAPES, INC.

(925) 350-6444



Laural Landscapes
Organic by Design

WEBSITE

www.laurallandscapes.com

EMAIL

grow@laurallandscapes.com

MANAGER

Laural Roaldson, Owner

SERVICES

Landscape Design, Installation and Maintenance; Aesthetic Pruning; Wildlife Gardening; Decks and Pergolas; Pathways and Patios of Flagstone, Brick, Paver, and Decomposed Granite; Rainwater Gardens and Harvesting; Seasonal Planting; Irrigation Analysis, Repairs and Installation; Mulching and Sheet Mulching

HOURS

Mon – Fri: 8:30am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Written 2-Week Warranty on Plants
Written 1-Year Warranty on Irrigation Systems

CERTIFICATION/TRAINING

Certified Green Business
(Bay Area Green Business Program)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2316

NATURAL LANDSCAPING CONTRACTORS

(925) 201-6127



Landscaping
Contractors

WEBSITE

www.natural-landscape.com

EMAIL

landscapedesigner.singh@gmail.com

MANAGER

Paul Singh, Owner

SERVICES

Landscape Design & Installation
Paving & Retaining Walls
Patio Design & Installation
Arbors, Decks, Pergolas, Gates
& Fences
French, Channel & Surface Drains
Planting & Sod
Synthetic Lawns
Landscape Lighting
Water Features

HOURS

Mon – Fri: 8am – 5pm

GUARANTEES

90-Day Warranty on Plants
1-Year Warranty on Irrigation
Installations
1-Year Warranty on Patios
1-Year Warranty on Retaining Walls

BRANDS

Castleblock, Calstone, Belgard,
McNear Brick and Block, Pacific
Interlocking Pavingstone

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2333

Natural Landscaping Contractors provides a full range of landscape installation services for residential and commercial customers in Contra Costa and Alameda Counties. Typically, the company’s process starts with a thorough review of each client’s needs, which leads to developing a landscape plan. Once plans are complete, a majority of the work is installed by its own employees and overseen directly by the contractor. Typical services are pavers, concrete, masonry paving, planting, drainage and irrigation systems, decks, arbors, fences, custom water features, fountains, and landscape lighting.

Owner Paul Singh attributes much of Natural Landscaping Contractors’ success to its customer-oriented approach to the landscaping process. “We want every client to feel like they got their money’s worth and be completely happy with the finished product,” he says. “Customer satisfaction is our foremost concern with everything we do.”

Natural Landscaping Contractors is known for coming up with creative landscape designs that fulfill its clients’ specific needs. “We love the creativity that’s involved in designing and installing landscapes, and that passion naturally translates to a higher level of quality and customer satisfaction,” says Mr. Singh. “We get a lot of satisfaction knowing that our work is providing people with years of enjoyment.”

COMPANY PHILOSOPHY

“Our mission is to improve our clients’ quality of life by creating beautiful, durable outdoor spaces for them to enjoy for many years. We strive to provide unparalleled craftsmanship and exceptional customer service on every project, regardless of the extent of the work.”

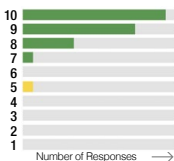
EXCERPTED SURVEY RESPONSES

“The owner is very helpful with the design and the installation. He was hands-on and worked well with me throughout the entire process.”—Matt N.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **32** random customer surveys since February 2016

CUSTOMER SATISFACTION



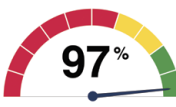
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers’ Compensation
- ✓ Liability Insurance
- ✓ State License No. 853176
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Dinwoodie Landscape Services offers a wide range of gardening services to residential and commercial clients in parts of Contra Costa County and Alameda County. For landscape and lawn maintenance, the company handles fertilizing, mowing, weeding, irrigation adjustments, dead heading, mulching, aesthetic pruning, aerating and planting, and more. It also cleans up gardens that have been untended for extended periods of time and provides consulting services for homeowner groups, condo and townhouse associations, and property managers with their own landscape management crews.

Owner Sally Jo Dinwoodie established Dinwoodie Landscape Services to cultivate vibrant, thriving gardens and landscapes for customers throughout the East Bay. Ms. Dinwoodie has extensive training in horticulture and garden design, and she says she possesses a natural eye for combining texture and color in natural environments. "I work closely with my gardeners, and I'm very involved with each home garden we tend."

Dinwoodie Landscape Services also offers real estate staging, in which it helps realtors and homeowners who are selling properties increase curb appeal by adding flowering plants and creating an inviting garden appearance. In addition, Ms. Dinwoodie consults with do-it-yourselfers on plant selection, planting techniques and other issues related to gardening.

COMPANY PHILOSOPHY

"We strive to make sure every customer is thrilled with their garden. It's not enough that we're happy with the job we've done; our customers need to love it, too. We treat our employees with respect and consideration, and they treat our clients the same way."

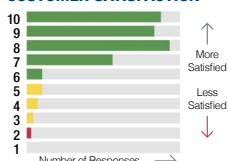
EXCERPTED SURVEY RESPONSES

"They did a nice, thorough job."—Andrew D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **247** random customer surveys since August 2008

CUSTOMER SATISFACTION

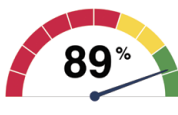


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

DINWOODIE LANDSCAPE SERVICES

(925) 709-4913

Serving Berkeley, Oakland,
El Cerrito, Richmond, Lafayette,
Moraga, Orinda, Kensington,
Albany, Martinez and Pinole



WEBSITE

www.tlccgardener.com

EMAIL

sallydinwoodie@sbcglobal.net

MANAGER

Sally Jo Dinwoodie, Owner

SERVICES

Residential & Commercial Landscape
Maintenance
Cleanup & Maintenance
Consulting & Plant Design
Real Estate Staging
Organic Natural Garden Care
Aesthetic Pruning
Horticulturally & Detail-Oriented
Maintenance
Garden Assessment & Advice

EMPLOYEES

9

CERTIFICATION/TRAINING

Bay-Friendly Qualified Landscape
Maintenance Professional
Certified UC Berkeley Garden Designer

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1401

ARTIFICIAL GRASS PROS

(925) 201-6193

Serving the Greater Bay Area

ARTIFICIAL GRASS PROS



Jason Webb, President

WEBSITE

www.goartificialgrasspros.com

EMAIL

info@goagpros.com

MANAGER

Maebelle Isidro, General Manager

SERVICES

Artificial Grass
Landscaping

HOURS

Mon – Fri: 7:30am – 4:30pm

GUARANTEES

15-Year Warranty on Installations
15-Year Manufacturer's Warranty

BRANDS

GrassTex, Shaw Grass, NewGrass

EMPLOYEES

15

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2134

Artificial Grass Pros is a premier installer of artificial grass for residential and commercial clients throughout the Greater Bay Area, with applications ranging from lawns and dog runs to putting greens and sports fields. President Jason Webb says the superior quality of Artificial Grass Pros' work is indicative of the passion and skills he has imparted to his crew members. "Our employees are incredibly proficient and take great pride in their work, which allows us to offer a level of quality that generates consistent customer satisfaction."

Artificial Grass Pros backs every premium level installation with a 15-year warranty. Mr. Webb's corporate entity also owns an artificial grass manufacturing product line, which allows the company to control 100 percent of its customers' projects with respect to any warranty problems.

Artificial Grass Pros also provides ongoing support and maintenance services for synthetic lawns and athletic fields. Mr. Webb says being available to clients is important for maintaining long-term loyalty. "If a customer isn't happy with an aspect of our work, they know they can call us and we'll immediately address the issue."

COMPANY PHILOSOPHY

"We're dedicated to providing responsive customer service, quality installations and the finest synthetic turf products available. With our durable, aesthetically pleasing, maintenance-free installations, we strive to maximize our clients' enjoyment of their yards."

EXCERPTED SURVEY RESPONSES

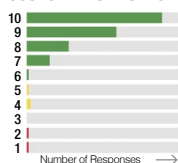
"I looked at a lot of different products on the market and found that theirs is the best and most realistic."—Bill T.

"Jason is easy to talk to, he explains everything, he shows up when expected and he is always willing to take a phone call."—Don L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **158** random customer surveys since February 2014

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 959316
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Diamond Greens installs a wide variety of synthetic turf products for residential clients in Contra Costa, Alameda, Solano and San Francisco Counties. The company exclusively works with products made by industry-leading manufacturers like TigerTurf, Advanced Grass and Smart Turf, and it uses a proprietary installation process that eliminates major sources of failure and increases the longevity of each customer's turf.

Owner Eric Beresford-Wood says Diamond Greens' customer-oriented business approach has been a crucial aspect of its success. "Our clients always tell us that they instantly trust us. People can see we're an honest company that actually cares about the quality of their turf installations, and that allows us to build personal, long-lasting relationships with them."

Diamond Greens isn't locked into a contract with a specific turf manufacturer, which means it can work with several different vendors and offer numerous options that allow its clients to customize their installations. "We strive to transform landscapes, and working with such a variety of products allows us to do that," says Mr. Beresford-Wood. "Whether it's a yard, playground surface or putting green, we have the capabilities to make it special."

COMPANY PHILOSOPHY

"Our goal on every project is to make sure the client is happy, even if we have to do extra work to make that happen. Ultimately, we want to build and maintain a long-term relationship with every customer, and the best way to do that is to provide them with highly personalized service that fulfills their specific needs."

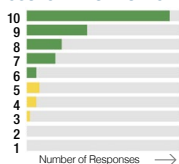
EXCERPTED SURVEY RESPONSES

"They do quality work, and I think they're a good company to consider if you're looking to get artificial grass installed."—Brandon



DIAMOND CERTIFIED RATINGS DASHBOARD based on **95** random customer surveys since October 2015

CUSTOMER SATISFACTION



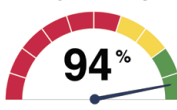
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 876222
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices



WEBSITE

www.diamondgreens.com

EMAIL

dgsynturf@gmail.com

MANAGER

Eric Beresford-Wood, Owner

SERVICES

Synthetic Turf Installation
Putting Greens & Bocce Ball Courts
Playground Surfaces
Dog Runs
Landscape Turf

HOURS

Mon – Sat: 8am – 5pm

CREDIT CARDS

Amex, MasterCard, Visa, Discover

GUARANTEES

15-Year Warranty on Turf Products & Installations

BRANDS

Tiger Turf, Shaw, Grasstex, Challenger, Synlawn, Global Synturf and More

EMPLOYEES

3

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2290

**FOOTHILL
LOCKSMITHS, INC.**

(510) 621-7956

**595 East Lewelling Boulevard
Hayward, CA 94541**



WEBSITE

www.foothilllocksmithsinc.com

EMAIL

service@foothilllocksmithsinc.com

MANAGER

Blaine Lucas, CML, CPS, CJS

SERVICES

Residential Locksmith Services:
Rekeying, Security Upgrades;
Automotive Services: Keyless Entry/
Fobs, Replacement Keys, Laser-Cut
Keys; Electronic Access Control and
Commercial Security Upgrades;
High-Security and Master Key
Systems; Institutional Locksmithing
Services; Safe Sales

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

CERTIFICATION/TRAINING

ALO Certified Master Locksmith
SAVTA Certified Professional Safe
Technician
NSO Cert. Journeyman Safecracker

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/431

Foothill Locksmiths, Inc. has been providing security solutions throughout the Greater Bay Area since 1956. The company services commercial, residential and automotive customers, and it provides both mobile service and a storefront location in Hayward. These services include (but are not limited to) electronic access control, master key and high-security lock systems, duplication of laser-cut and transponder keys, and more. In addition to its professional services, Foothill Locksmiths offers customers a large inventory of security products and a wide variety of in-stock safes.

President Blaine Lucas is a third-generation security specialist who holds multiple certifications from the Associated Locksmiths of America (ALOA), the Safe and Vault Technicians Association (SAVTA) and the National Safeman’s Organization (NSO). He is a contributing author to many of the locksmith industry’s top publications.

Many of Foothill Locksmiths’ security specialists are registered locksmiths with the ALOA, and they’re all licensed by the Bureau of Security and Investigative Services, as required by the state of California. “Our educated security specialists are ready to address any questions and concerns about maintaining or upgrading the security of our clients’ homes, businesses, or vehicles,” says Mr. Lucas.

COMPANY PHILOSOPHY

“We ensure satisfaction by pairing quality security products with genuine customer service. As a fourth-generation family business, we have the knowledge and ability to deliver custom security solutions that restore and enhance the peace of mind and safety of our clients.”

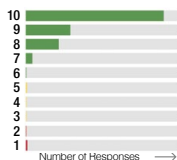
EXCERPTED SURVEY RESPONSES

“They are the best in the business. They have experienced workers and all the supplies to fulfill any of your needs.”—L.R.E.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **413** random customer surveys since June 2004

CUSTOMER SATISFACTION



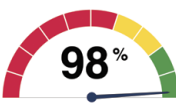
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 860902, 3822
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Amazing Stone, Inc. provides a wide variety of stone products, granite and quartz countertops, tiles, cabinetry, fixtures, and hardware at its San Leandro showroom. The company also offers installation services throughout the Greater Bay Area via its sister company, Amazing Construction & Design, Inc. (Lic. 881848), which has the ability to handle additions to floors, fireplaces, shower enclosures and more.

Sales Manager Jack Chan says Amazing Stone aims to make its customers feel knowledgeable and comfortable about the countertops and backsplashes they're looking to purchase. "We encourage clients to take stone samples home to gauge how they look in different lights and how they complement cabinets or other household furniture pieces."

Amazing Stone's professionals have a minimum of eight years' experience and can guide clients through their marble and granite projects from start to finish. The company's specialists also offer simple care and maintenance techniques that, according to Mr. Chan, keep stone surfaces looking new for years.

COMPANY PHILOSOPHY

"We put our hearts into our work, and it shows in both our craftsmanship and customer service. We always try to put ourselves in our customers' positions and find the best solutions for their particular projects. We believe every client should have a positive remodeling experience and benefit from work that's done in a professional and timely manner. That's the type of service we strive to offer with every job."

EXCERPTED SURVEY RESPONSES

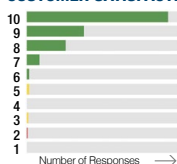
"They had a lot of different pieces available and they were flexible about the installation."—David R.

"[I liked] the quality of the work and the speed with which it was done."—Steven J.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **324** random customer surveys since August 2007

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 881848
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

AMAZING STONE, INC.

(510) 200-0445

1199 Beecher Street
San Leandro, CA 94577

Serving the Bay Area



WEBSITE

www.amazingstone.com

EMAIL

info@amazingstone.com

MANAGER

Jack Chan, Sales Manager

SERVICES

Marble, Granite & Quartz
Sales & Installation
Countertops
Custom Fireplaces
Showers
Custom Designs
Cabinetry

HOURS

Mon – Fri: 9am – 5pm
Sat: 9:30am – 3pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

7

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1133

**MOULDING
MASTERS OF
CALIFORNIA**

(925) 237-1960

1070 Detroit Ave, Unit E
Concord, CA 94518



WEBSITE

www.mouldingmasters.com

EMAIL

sales@mouldingmasters.com

MANAGER

Mark Benda, Owner

SERVICES

- Baseboard
- Door Casings
- Crown Moulding
- Free Estimates
- Color Consultation
- Sales & Installation
- Architectural Moulding
- Custom Fireplace Mantels
- Custom Entertainment Centers
- Wood Sales & Service

HOURS

Mon – Fri: 7am – 5pm
Sat: 9am – 5pm
Sun: 9am – 3pm

CREDIT CARDS

MasterCard Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/648

Moulding Masters of California is an East Bay provider of crown moulding, baseboards and architectural trim. The company serves Contra Costa County homeowners from its Concord showroom, and it also delivers and professionally installs its products. It offers both finished and unfinished woods milled by its supplier in Elk Grove, pre-cut and custom moulded to fit customers' needs. "Contractors come from all over the Bay Area to purchase their moulding from us, and we're also open to the public," adds owner Mark Benda.

Mr. Benda established Moulding Masters of California in 2001. He spent more than three decades in the woodworking trades before starting the company, which began by selling bits and pieces of moulding at garage sales and flea markets.

Moulding Masters of California offers free estimates, and its showroom is open to contractors and homeowners seven days a week. The company also creates custom fireplace mantels and entertainment centers, provides color consultations and interior painting, and sells a new model of medium density fiberboard that easily absorbs nails and accepts paint.

COMPANY PHILOSOPHY

"We thrive because of the quality of our staff. Our installers and service people make it their personal goal to provide the best possible workmanship and customer care. We assist customers who want to live in beautiful homes while protecting their property investments at the same time."

EXCERPTED SURVEY RESPONSES

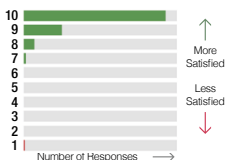
"They give great advice, the quality is great, and so are the price and the workmanship."—Vince B.

"Mark is very efficient and helpful, and his crew does beautiful, creative work."—Susan B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **183** random customer surveys since March 2005

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



HELPFUL EXPERTISE®



COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 711647
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Metropolitan Van & Storage, Inc. has been providing local, national, and international relocation services for residential and commercial clients throughout Northern California since the 1940s. The company takes a full-service approach to moving, offering everything from packing and crating to modular furniture installations. It also provides long-term and in transit storage at three convenient locations in Benicia, Sacramento, and Mountain View.

In addition to moving and storing its customers' belongings, Metropolitan Van & Storage offers record storage services, including box, file and document retrieval; certified document destruction and shredding; medical record purging; document/microfiche imaging conversion and more. The company's facility is equipped with a state-of-the-art Early Suppression Fast Response (ESFR) system, and Bay Alarm provides 24/7 monitoring for both security and fire prevention.

COMPANY PHILOSOPHY

“We take pride in offering old-fashioned customer service. We understand that moving a home or office is often a stressful experience for our customers, so our goal is to provide personal touches and extra attention to detail to make the process go as smoothly as possible. Everyone at our company shares the same mission, from the people who answer initial phone calls to the estimators to the moving crews.”

EXCERPTED SURVEY RESPONSES

“I was so impressed with their top-notch crew. I couldn't have asked for a better experience. When they moved my antique furniture, they handled it like it was their own. Nothing was scratched or broken...my comfort level with them was very high.”—Dee S.

“They were quick, knew exactly what to do and needed only minimal direction.”—John T.

MOVER

METROPOLITAN VAN & STORAGE, INC.

(877) 293-7159

**5400 Industrial Way
Benicia, CA 94510**

**Local, National
and International Moving**



WEBSITE

www.metrovan.com

EMAIL

sales@metrovan.com

MANAGER

Dennis Paulley, President

SERVICES

- Residential Relocations
- Packing & Crating Services
- Office Relocations
- Modular Furniture Disassembly/ Reassembly
- Commercial Distribution & Storage
- Records Management
- NAID Shredding Services
- International Relocations

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Cost Will Not Exceed Estimate

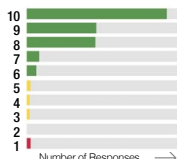
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/9



DIAMOND CERTIFIED RATINGS DASHBOARD based on **329** random customer surveys since February 2002

CUSTOMER SATISFACTION

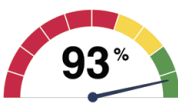


CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. MTR-0095137
- ✓ Current Complaint File
- ✓ Business Practices

DIABLO VALLEY OPTOMETRIC GROUP

(925) 331-0362

3700 Sunset Ln, Ste 4
Antioch, CA 94509

(925) 567-3903

2255 Ygnacio Valley Road, Ste C
Walnut Creek, CA 94598

WEBSITE

www.diablovalleyeyes.com

EMAIL

antioch@diablovalleyeyes.com
walnutcreek@diablovalleyeyes.com

MANAGER

Dr. Michael Ottati, President

SERVICES

Eye Health Examinations, Diabetic Retinal Evaluations, Eye Disease Treatment, Optomap Retinal Exams, Post-Operative Care for Refractive Surgeries, Glasses, Contact Lenses, Sunglasses

HOURS

Tue – Fri: 8:30am – 5:30pm
Sat: 8am – 12pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

BRANDS

Anne Klein, BeBe, Calvin Klein, Candies, Coach, Cole Haan, Dior, Evitek, Fysh, Guess, Gucci, Hugo Boss, Juicy Couture, Kate Spade, Kliik, Lacoste, Longchamp, Marc Jacobs, Maui Jim, MCM, Michael Kors, Nautica, Nike, Nine West, Oakley, Persol, ProTec Safety, Ray-Ban, Silhouette, Spy, Swarovski, Tiffany, Tom Ford, Wiley X

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2103

Diablo Valley Optometric Group provides a wide range of eye care services for all types of patients at two locations in Antioch and Walnut Creek. In addition to performing complete eye health examinations and fitting patients with glasses and contact lenses, the practice has the training and equipment to treat various eye diseases, conduct diabetic retinal evaluations and optomap retinal exams, and provide post-operative care for patients who have undergone refractive eye surgeries.

President Michael Ottati, O.D. says Diablo Valley Optometric Group's ability to combine a high level of optometric care with a friendly, comfortable atmosphere has been an important part of its success. "We bend over backward to make sure our patients love the care they receive from us. By taking the time to talk to them and listen to their concerns, we're able to provide them with the best possible care."

Both of Diablo Valley Optometric Group's facilities feature a wide selection of eye care products, including hundreds of eyeglass frames from industry leaders like Dior, Kate Spade and Oakley. "We pride ourselves on offering the best possible eye care products, and we meet regularly with manufacturers to make sure we have the latest and greatest available," says Dr. Ottati. "Our value is in knowing how to meet our patients' needs."

COMPANY PHILOSOPHY

"We treat each patient the same way we'd treat a good friend or family member. We really value the relationships we have with our patients, and we strive to improve their quality of life through uncompromised service and state-of-the-art technology."

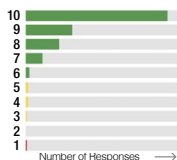
EXCERPTED SURVEY RESPONSES

"They're always there and have answers for me whenever I have any questions. So far, I've had excellent service when I go there."—Bianca R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **209** random customer surveys since December 2013

CUSTOMER SATISFACTION



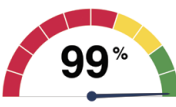
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 3233, 3183
- ✓ State Lic No. 11082
- ✓ Current Complaint File
- ✓ Business Practices

J & D Painting provides various interior and exterior painting services for residential and commercial clients throughout the East Bay. The company works on projects ranging from single rooms to multi-unit apartment complexes, and its large staff of painters allows it to send bigger crews to finish jobs quickly and on schedule.

Owner Harold Jagoda has been working in the painting industry for more than 40 years, and he says his wealth of experience has made him distinctly aware of details most painters overlook. "The most important part of any paint job is preparing the underlying surface beforehand. If it's not done right, even the best quality paint won't prevent future problems."

J & D Painting is EPA Certified to conduct lead-based paint renovations, repairs and painting. It's also a member of the Painting and Decorating Contractors of America.

COMPANY PHILOSOPHY

"We believe in doing a job right the first time. Our friendly, professional staff and crew members do excellent work, and that's one of the reasons we continue to earn repeat business and customer referrals. We focus on satisfying our customers—if they're ever unhappy with our services for any reason, we'll promptly resolve the issues."

EXCERPTED SURVEY RESPONSES

"I think they're one of the best. They were extremely neat and meticulous, and the work was exceptional."—Yvonne D.

"They just did everything right the first time. The price was reasonable and very competitive. I couldn't ask for anything more."—Tony M.

"They were on time, nice, respectful, and they cleaned up after themselves. They also made very good suggestions."—Lisa M.

J & D PAINTING

(510) 538-9838

Serving Parts of Contra Costa
and Alameda Counties



WEBSITE

www.jdpainting.net

EMAIL

hjagoda@yahoo.com

MANAGER

Harold Jagoda, Owner

SERVICES

Interior & Exterior Painting
Residential & Commercial

HOURS

Mon – Fri: 6am – 4:30pm

GUARANTEES

1 Year on Labor
10-Year Manufacturer's Warranty
on Paint

BRANDS

Kelly-Moore

EMPLOYEES

10

CERTIFICATION/TRAINING

EPA Lead-Safe Certified

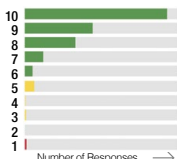
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1



DIAMOND CERTIFIED RATINGS DASHBOARD based on **504** random customer surveys since January 2002

CUSTOMER SATISFACTION



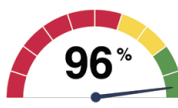
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 518811
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

J & J'S FINAL COAT PAINTING, INC.

(925) 405-6970

Serving the Greater Bay Area



WEBSITE

www.jnjfinalcoat.com

EMAIL

joe@jnjfinalcoat.com
jill@jnjfinalcoat.com

MANAGER

Joe & Jill Sabel, Owners

SERVICES

Residential/Commercial, Interior & Exterior, Acoustic Removal, Wallpaper Removal, Drywall Repair, Deck Refinishing, Gutter Cleaning, Cabinetry Painting/Repainting

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

5 Years on Interior or Exterior Projects

EMPLOYEES

14

BRANDS

Benjamin Moore, Kelly-Moore, Sherwin-Williams

CERTIFICATION/TRAINING

10-Hour OSHA Training
EPA Lead-Safe Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/358

J & J's Final Coat Painting, Inc. offers interior and exterior painting and drywall repair services to residential and commercial clients throughout the Greater Bay Area. The company works on projects of all sizes, from single resident homes to office buildings and restaurants. In addition to painting, J & J's Final Coat Painting can remove non-asbestos acoustic (popcorn) material from ceilings, retexture the surfaces and paint (shop spray) cabinetry in its shop.

Owners Joe and Jill Sabel say it's crucial for all phases of J & J's Final Coat Painting's projects to be completed thoroughly and correctly. The company's supervisor (generally Joe himself) will visit jobsites frequently to make sure the Sabels' high standards for quality are being maintained, and customers are always informed in advance if the scopes of their projects change. "It's also important that we follow up after each job is done," says Mr. Sabel. "We don't consider a project finished until the customer is completely satisfied."

J & J's Final Coat Painting offers free estimates and only uses painting products from top manufacturers such as Kelly-Moore, Sherwin-Williams and Benjamin Moore. To see a photo gallery of past projects, the Sabels invite potential customers to visit www.jnjfinalcoat.com.

COMPANY PHILOSOPHY

"We believe that doing a little extra work makes a big difference. We're very upfront with our customers—we prefer to educate them about their painting options and keep them updated on our progress. Our crews work with minimal disruption to our clients' home lives, and they always leave jobsites completely clean. Our careful approach ensures our customers have the best possible painting experiences."

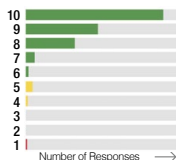
EXCERPTED SURVEY RESPONSES

"We were very pleased with their work."—Jim B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 412 random customer surveys since January 2004

CUSTOMER SATISFACTION



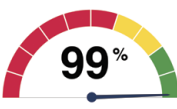
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 630408
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

STEVE ROBERTS PAINTING

(925) 233-6115

Serving Contra Costa
and Alameda Counties



Steve Roberts, Owner

EMAIL

roste@sbcglobal.net

MANAGER

Steve Roberts, Owner

SERVICES

Exterior & Interior Painting
Stucco
Elastomeric Painting
Refinishing
Waterproofing
Crown Molding & Trim

HOURS

Mon – Fri: 8am – 6pm

CREDIT CARDS

Amex, MasterCard, Visa

GUARANTEES

7-Year Warranty on Exterior Painting

BRANDS

Kelly-Moore, Benjamin Moore,
Sherwin-Williams, Dunn-Edwards

EMPLOYEES

10

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1881

Steve Roberts Painting provides a wide range of interior and exterior painting services for residential clients in Contra Costa and Alameda Counties. In addition to its general painting capabilities (which include the ability to work with elastomeric and oil-based paint products), the company can match stucco, refinish decks and cabinets, waterproof exterior surfaces, and more.

Owner Steve Roberts says his favorite part of the painting business is seeing the tangible results that come from working hard and applying the right techniques. “With some trades, you have to wait months or years to see results, but with painting, there’s an immediate sense of accomplishment when a project is complete. Our clients appreciate that, too, because they’re able to see their properties transform in a short period of time.”

Steve Roberts Painting takes a comprehensive approach to quality control on every project, which includes focusing intently on preparation and providing the onsite expertise of Mr. Roberts himself. “I always try to get to the job at the end of the day and check the progress of the work, especially if it’s something that’s going to affect the finished product,” he says. “Combined with excellent preparation, this allows us to produce the best possible results.”

COMPANY PHILOSOPHY

“Our number one priority is to make our customers happy, and we accomplish that by always listening closely to their concerns, educating them about their options and providing first-rate painting work. We depend on referrals to grow our business, so we do whatever it takes to ensure customer satisfaction on every job.”

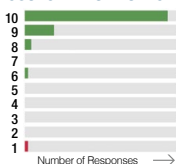
EXCERPTED SURVEY RESPONSES

“We’ve used him many times. He’s great. He shows up on time and the price is right.”—Dave L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **57** random customer surveys since May 2012

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

RATINGS STATUS

We declare that Steve Roberts Painting has passed all of the rating steps and has earned the Diamond Certified award, Certificate No. 1881.

David Pak



COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 590533
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

BAY-VALLEY PAINTING, INC.

(925) 500-8932

Serving Contra Costa,
Alameda, Solano and
San Joaquin Counties



EMAIL

bayvalleypaintinginc@gmail.com

MANAGER

Jared Cuevas, President

SERVICES

Interior & Exterior Painting
Textured Finishes
Color Consultation
Deck & Fence Staining
Kitchen Cabinet Painting

HOURS

Mon – Fri: 7am – 5pm
Sat: By Appointment

CREDIT CARDS

Amex, Discover, MasterCard, Visa

BRANDS

Sherwin-Williams, Kelly-Moore,
Dunn-Edwards, Benjamin Moore

EMPLOYEES

20

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2464

Bay-Valley Painting, Inc. provides a complete range of interior and exterior painting services for residential and commercial clients in Contra Costa, Alameda, Solano, and San Joaquin Counties. The company has the training and equipment to paint and stain all types of indoor and outdoor surfaces, and it exclusively uses products made by industry leaders like Kelly-Moore and Sherwin-Williams.

President Jared Cuevas says much of Bay-Valley Painting's success can be attributed to its friendly, professional approach to the painting process. "We enjoy interacting with our customers and helping them transform their homes. Instead of trying to hard-sell them on certain things, we give them plenty of options that work for their specific situations, which they really appreciate."

Bay-Valley Painting provides customers with helpful information about their painting projects so they can make informed decisions every step of the way. "We always give our honest opinion on different materials and procedures, and we make sure our clients have everything they need to achieve the results they're looking for," affirms Mr. Cuevas. "At the end of the day, their satisfaction is our number one priority."

COMPANY PHILOSOPHY

"We believe in taking care of our customers and doing whatever it takes to ensure they're happy with their finished products. We want our clients to think of us whenever they have painting needs, so we focus on meeting their expectations and giving them even more than they envisioned at the beginning of their projects."

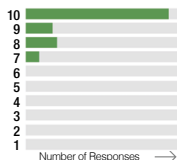
EXCERPTED SURVEY RESPONSES

"Jared, the owner, was incredible and answered any questions that I had. He was accommodating to my work schedule. He did a great job."
—Glen G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **48** random customer surveys since September 2017

CUSTOMER SATISFACTION



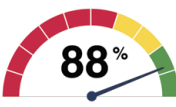
↑
More Satisfied
↓
Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 1016730
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

S & S Painting and Coatings, Inc. provides a wide range of exterior and interior painting services for residential, commercial, and industrial clients in Contra Costa and Alameda Counties. In addition to handling every step of the painting process (including color consultation), the company has the training and equipment to pressure wash surfaces and decks, waterproof and restore wood surfaces, repair dry rot and epoxy, and more.

President Greg Severs credits much of S & S Painting and Coatings' success to the personal attention it gives to each job. "We really enjoy meeting our customers and working with them to make their painting projects successful," he says. "People hire us because they know we're honest, dependable and able to provide superior quality workmanship."

S & S Painting and Coatings has special expertise with difficult "cliffhanger" projects like steep hillsides and multiple-story buildings, like the Grand Lake Theater and the 60-foot marquee signage on its roof, as well as the three 100-foot crosses at Neighborhood Church. Mr. Severs says this has been an important differentiating factor for the company. "We've always been experts at high-rise work, which is rare in this industry. Regardless of the type or size of the project, we have all the necessary equipment to complete the job in a timely manner."

COMPANY PHILOSOPHY

"Our goal is to make sure our clients are 100 percent satisfied in every way, shape and form. We understand that if we do excellent work, they'll return in the future and refer their friends and relatives, so we focus on meeting and exceeding their expectations throughout every phase of their projects."

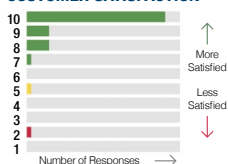
EXCERPTED SURVEY RESPONSES

"They were very accommodating and they definitely knew their product."—Stephanie B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **44** random customer surveys since January 2018

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



HELPFUL EXPERTISE®



COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 646957
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

S & S PAINTING AND COATINGS, INC.

(925) 255-1398

Serving Contra Costa and Alameda Counties

WEBSITE

www.sspainting.com

EMAIL

epicpropertiesusa@yahoo.com

MANAGER

Greg Severs, President

SERVICES

- Exterior & Interior Painting
- Expert Preparation
- Pressure Washing
- Waterproofing
- Deck Refinishing
- Wood Restoration
- Dry Rot & Epoxy Repairs
- Lead Paint Removal
- Color Consultation
- Stucco & Sheetrock Repairs

HOURS

Mon – Fri: 7am – 5pm
Sat: By Appointment

GUARANTEES

- 2-Year & 5-Year Warranties on Workmanship
- 10-Year Manufacturer's Warranty on Paint

BRANDS

Kelly-Moore, Benjamin Moore, Dunn-Edwards, Sherwin-Williams

EMPLOYEES

8

CERTIFICATION/TRAINING

EPA Lead-Safe Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2486

DELTA PACIFIC BUILDERS INC

(925) 201-6391

Serving Contra Costa and Alameda Counties



WEBSITE

www.deltapacificbuildersinc.com

EMAIL

dhippen@comcast.net

MANAGER

Dan Phippen, Owner
Dave Schmidt, Partner

SERVICES

Patio Covers
Sunroom Additions
Concrete & Pavers
Awnings
Carports
Docks

HOURS

Mon – Sun: 8am – 5pm

GUARANTEES

Workmanship Warranty for Original Owner, Manufacturer's Warranties on Products

BRANDS

Alumawood by Amerimax,
Duralum Products, Trex,
Four Seasons Building Products

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2172

Delta Pacific Builders Inc and its subcontractors build patio covers, awnings, and carports; install concrete and paver projects; and provide other general construction services for clients in Contra Costa and Alameda Counties. In addition to its residential construction capabilities, the company offers various services that are designed to improve commercial properties, including equipment cover installations and storefront remodeling.

Owner Dan Phippen credits much of Delta Pacific Builders' success to its customer-oriented approach to the construction process, which includes communicating with each client about the specifics of their project and making sure the jobsite is completely clean at the end of every workday. "We've built a reputation for being responsive to our clients' needs, and we approach each phase of the job with that in mind," he says. "Our customers know we'll maintain high standards of quality throughout their projects."

Delta Pacific Builders' focus on quality also extends to the products it installs, which include patio covers made by industry leaders like Four Seasons Building Products, Duralum Products and Alumawood by Amerimax. "Our customers really appreciate having access to such high-quality products," says Mr. Phippen. "By taking the time to address their needs, we're able to make sure the products they choose perfectly complement their properties."

COMPANY PHILOSOPHY

"Our goal is simple: be on time for every project and make sure we're providing high-quality work from start to finish. We do what we say we're going to do and always keep our promises regarding pricing, and it's this type of honesty that makes our clients return and recommend us to others."

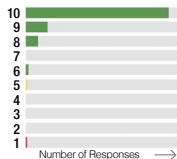
EXCERPTED SURVEY RESPONSES

"They are very reliable and honest about their work."—Bill F.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **134** random customer surveys since May 2014

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 795657
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

System Pavers is committed to providing quality hardscape products and installations that are guaranteed to last. From elegant paving stones for driveways, patios, walkways and pool decks to artificial turf, custom outdoor barbecues, fire pits, segmental retaining walls, water features and energy-efficient lighting, System Pavers helps redefine each customer's desired outdoor living lifestyle.

Over the last 26 years in business, System Pavers has expanded to eight offices throughout Northern and Southern California, Colorado, Oregon, and Washington. Co-founders Larry Green and Doug Lueck created the company because they have a passion for designing elegant spaces with enduring value where homeowners can enjoy making lifelong memories with friends and family.

As the outdoor home improvement industry has evolved, so has System Pavers. Homeowners can find peace of mind in knowing the company provides comprehensive design services from start to finish, the latest state-of-the-art outdoor hardscape products and full-service Design Centers, and a stellar customer experience.

System Pavers also invests in the continued success of its employees with its year-round career training program, System Pavers University (SPU). Here, the company provides professional guidance on new and best practices, as well as continued education opportunities for its designers, project management staff and construction field supervisors.

COMPANY PHILOSOPHY

"We provide every client with state-of-the-art designs, exceptional and thorough installation processes, and unmatched workmanship warranties."

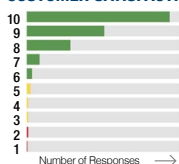
EXCERPTED SURVEY RESPONSES

"I liked every aspect, from design to work on the site. The cleanup was excellent."—Ellen W.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **387** random customer surveys since July 2004

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 661575
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SYSTEM PAVERS

(877) 303-8236

32950 Alvarado Niles Rd
Suite 500
Union City, CA 94587

Serving Northern California



SYSTEM
PAVERS®

WEBSITE

www.SystemPavers.com

MANAGER

Leen Van Bergen, Regional V.P.

SERVICES

Paving Stone: Driveways, Patios, Pool Decks & Walkways; Synthetic Turf; Water Features; Fireplaces; Fire Pits; Custom-Built BBQ Islands; Landscape Lighting; Pergolas and More

HOURS

Available by Phone 24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa
Financing Through Synchrony,
Wells Fargo and Lyon Financial

GUARANTEES

25-Year Warranty on Products, Labor
& Installation
30-Day Satisfaction Guarantee

CERTIFICATION/TRAINING

Certified Interlocking Concrete
Pavement Institute (ICPI) Installer

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/448

VIKING PAVERS

(877) 296-0817

Serving the Entire Bay Area



WEBSITE

www.vikingpavers.com

EMAIL

support@vikingpavers.com

MANAGER

Maurosan Milhomem, Owner
 Jorge Neukirchen, Project Manager

SERVICES

Pavers
 Retaining Walls
 Driveways, Walkways
 Pool Decks, Patios
 Outdoor Kitchens & BBQs
 Fire Pits

HOURS

Mon – Sat: 8am – 5pm

CERTIFICATION/TRAINING

Certified Belgard NCMA Segmental
 Retaining Wall Installer
 ICPI Certified on Permeable Pavers
 Installation

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1774

Viking Pavers installs interlocking pavers for residential and commercial driveways, patios, walkways, and pool decks throughout the Bay Area. The company also installs segmented retaining walls, outdoor kitchens, barbecues and fire pits.

Viking Pavers prides itself on being a professional company at every level—its employees receive ongoing training on the latest materials and proper installation techniques, and it controls each project from beginning to end without using subcontractors, which allows it to ensure high levels of customer satisfaction.

Standing behind the quality and longevity of its work, Viking Pavers offers a lifetime warranty on pavers and a 25-year warranty on labor. More information about the company's services and a vast portfolio of past work can be found at www.vikingpavers.com.

COMPANY PHILOSOPHY

“Our primary goal is to treat our customers the way we'd want to be treated. We work closely with each client throughout every step of their project so we can educate them about our services and explain what to expect from the finished product. Our crew members have collectively worked on more than 1,000 projects, and they use their years of experience to ensure excellent results.”

EXCERPTED SURVEY RESPONSES

“They were very precise and the workmanship was really good. They came to my house and worked quickly from beginning to end. They did a very clean and professional job.”

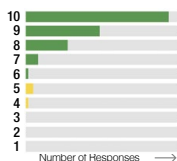
—Pedro G.

“[I liked] their combination of professionalism and creativity. I think they really overachieved on the job they did for me. The finished job exceeded my expectations.”—Andy L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 115 random customer surveys since August 2011

CUSTOMER SATISFACTION



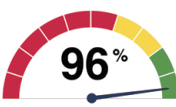
↑ More Satisfied
 ↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 970281
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CastleLite Outdoor manufactures and installs paving stones, masonry units, and Green paving products for residential and commercial clients throughout Northern California. In addition to its onsite installation capabilities, the company maintains a factory showroom in Danville so customers can see firsthand applications of its products.

Operations Manager Jay Magstadt says one of CastleLite Outdoor's most important attributes is its ability to handle both the manufacturing and installation sides of paving stone work. "As a manufacturer-installer, I'm able to control my products from beginning to end, which allows me to maintain excellent customer satisfaction. Being a paving stone manufacturer who sells directly to clients makes a big difference in terms of the quality and appearance of my installations."

CastleLite Outdoor works with licensed, highly experienced subcontractors who are trained in a variety of cutting-edge installation techniques, including the use of filter fabrics and extra base materials to keep driveways from settling, the use of concrete borders to prevent edge pavers from shifting, and more. "These methods ensure my clients are completely satisfied with their new backyards, patios and driveways," says Mr. Magstadt. "I don't just sell paving products—I sell experiences."

COMPANY PHILOSOPHY

"I want my customers to be completely satisfied with every aspect of my work, and everything I do revolves around that. I take care of my clients throughout each step of their projects, and I always do what I say I'm going to do."

EXCERPTED SURVEY RESPONSES

"Jay was very impressive. He did everything he said he was going to do."—David L.

CASTLELITE OUTDOOR

(925) 317-6049

452 Hartz Ave
Danville, CA 94526



Jay Magstadt,
Operations Manager

WEBSITE

www.castleliteblock.com

EMAIL

info@castleliteblock.com

MANAGER

Jay Magstadt, Operations Manager

SERVICES

Paver Manufacturing & Installation
Masonry Units
Green/Design

HOURS

Danville Showroom:
Tue – Sat: 10am – 5pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

5-Year Warranty on Installations
Lifetime Product Warranties

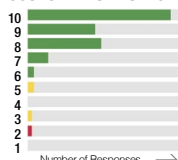
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1902



DIAMOND CERTIFIED RATINGS DASHBOARD based on **159** random customer surveys since August 2012

CUSTOMER SATISFACTION



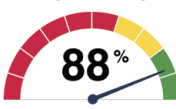
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 1013134
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

OSBORN SPRAY SERVICE

(925) 405-6964

Serving the Tri-Valley Area



Osborn Spray Service

WEBSITE

www.osbornspray.com

EMAIL

office@osbornspray.com

MANAGER

David Osborn, President

SERVICES

Pest Control
Indoor & Outdoor Pests
Tree Services
Weed Control

HOURS

Mon – Fri: 8am – 4:30pm
Sat: By Appointment Only

CREDIT CARDS

MasterCard Visa

GUARANTEES

30-Day Guarantee for First-Time Customers

EMPLOYEES

5

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1199

Osborn Spray Service provides pest control services for residential, commercial, and industrial clients throughout Contra Costa and Alameda Counties. The family-owned and operated company uses a variety of regulated spraying methods to control ant, cricket, flea, cockroach, spider, earwig, weevil and rodent infestations. It also offers tree services (spraying, injection, fertilization) and weed control services designed for lawns, landscapes, and paved areas.

Osborn Spray Service was established in Danville in 1938. Second-generation owner Dave Osborn says the company’s long-term success is due to its philosophy of providing personalized service. “All pest control companies basically do the same type of work, but the difference is how they handle problems. We immediately address issues so customers don’t have to wait weeks to schedule another visit.”

Because pest control can be an ongoing process, Osborn Spray Service implements year-round programs so clients’ properties stay infestation-free. As a member of both the Pest Control Operators of California (PCOC) and the National Pest Management Association (NPMA), the company ensures its technicians stay up-to-date on the latest industry trends and practices.

COMPANY PHILOSOPHY

“A happy customer is our best advertisement. We respond quickly—usually within 24 hours—and do whatever it takes to eliminate pests and keep them from coming back. There may be problems that can’t be completely solved, but we’ll use every bit of our expertise to achieve the best possible results.”

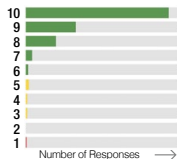
EXCERPTED SURVEY RESPONSES

“They always send the same person out to do the work. He always calls before he comes. He is very clean and professional.”—Laura A.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 301 random customer surveys since December 2007

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. PR-180, 8411, 32568
- ✓ Current Complaint File
- ✓ Business Practices

Gingrich Horticulture Service utilizes a variety of integrated pest management (IPM) techniques to create sustainable garden environments for residential and commercial clients throughout Central Contra Costa County and parts of Alameda County. In addition to controlling insects, gophers, moles, voles, yellow jackets and ground squirrels, the company provides lawn, tree, shrub and ground cover care that includes weed control.

President John Gingrich says Gingrich Horticulture Service's customer-oriented business approach has been an important part of its ongoing success. "Our goal is to give every client their money's worth, and if they don't feel that way, we want to know about it. We're very knowledgeable about the technical aspects of the industry, and we utilize our expertise to develop thriving, beautiful landscapes."

Gingrich Horticulture Service is known for its focus on plant health care, which includes fertilizing plants based on their specific needs and making sure the surrounding environment is optimal for long-term success. "We work hard to make sure every plant is as happy and healthy as possible," affirms Mr. Gingrich. "Whether that means eliminating pests or using environmentally-friendly materials, we're always looking for the best ways to optimize the health of our customers' plants."

COMPANY PHILOSOPHY

"We take the extra effort to make sure our clients are happy, and that's the way our business has been since the beginning. We have a deep knowledge base when it comes to maintaining healthy gardens, and we utilize that experience to provide high-quality results on every job."

EXCERPTED SURVEY RESPONSES

"They helped me get rid of the gopher problem that I had for months. They were polite, they showed up on time and they were quick to respond."—Tony A.

GINGRICH HORTICULTURE SERVICE

(925) 979-5913

Serving Central Contra Costa
County and Parts of Alameda
County



WEBSITE

www.gingrichhort.com

EMAIL

needservice@gingrichhort.com

MANAGER

John Gingrich, President
Dianne Gingrich, CFO

SERVICES

Insect & Disease Control
Nutrient Management for Lawns,
Trees & Shrubs
Weed Control
Gophers, Moles, Voles, Yellow Jackets
& Ground Squirrels

HOURS

Mon – Fri: 8:30am – 5pm

GUARANTEES

Free Follow-Up Service Calls
30-Day Guarantee for Gopher
& Mole Control

CERTIFICATION/TRAINING

Bay-Friendly Qualified Landscape
Professional, Certified Master Arborist

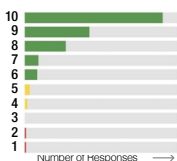
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2149



DIAMOND CERTIFIED RATINGS DASHBOARD based on **225** random customer surveys since April 2014

CUSTOMER SATISFACTION

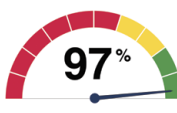


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 991114, 74548, 96283, 39409
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ALL N ONE PEST ELIMINATORS

(888) 344-0552

Serving Contra Costa, Alameda, Solano and Napa Counties



WEBSITE

www.allnonepest.com

EMAIL

service4pestcontrol@gmail.com

MANAGER

Mario Martinez, Owner

SERVICES

- Pest Control
- Bedbug Treatment
- Wildlife Trapping & Removal
- Attic Restoration & Sanitation
- Ongoing Maintenance Programs
- Rodent Removal & Repairs

HOURS

Mon – Fri: 8am – 5pm
Sat: 8am – 2pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

- Rodent Guarantee: 60-Day & Extended 1-Year Warranties
- Pest Control Guarantee: Ongoing Service for 1 Year

EMPLOYEES

13

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2339

All N One Pest Eliminators provides a wide range of pest control services for residential and commercial clients in Contra Costa, Alameda, Solano, and Napa Counties. The company has the training and licenses to deal with everything from insects like cockroaches, bees and bedbugs to rodents like rats and gophers, and it also performs restoration and sanitation work on attics, basements, and crawl spaces that have recently experienced pest or rodent infestations.

Office Manager Kristy Martinez says All N One Pest Eliminators’ “one-stop shop” capabilities and customer-oriented business practices have allowed it to develop and maintain a loyal clientele base. “As a family-owned and operated company, we believe in the importance of personalized service. That’s why we listen closely to our customers, answer their questions and provide them with effective solutions to their pest or rodent problems.”

In addition to one-time pest control services, All N One Pest Eliminators offers ongoing maintenance packages that include monthly, bi-monthly and quarterly options. “We customize every service package to suit the client’s individual needs,” explains Ms. Martinez. “By taking the time to determine the problem, we’re able to offer the best solutions, pricing and warranties while ensuring the long-term safety of each customer’s property.”

COMPANY PHILOSOPHY

“Our goal is simple: provide safe, environmentally-friendly, cost-effective solutions to our clients’ problems. We believe this starts with gaining a full understanding of each customer’s needs and concerns. Our dedicated service staff never considers a job complete until the property is completely pest- and rodent-free.”

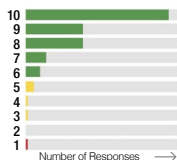
EXCERPTED SURVEY RESPONSES

“They’re great to work with, they have a lot of integrity and they do high-quality work.”—Dani T.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **150** random customer surveys since February 2016

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers’ Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 6371, 12199
- ✓ State Lic No. 65091
- ✓ Current Complaint File
- ✓ Business Practices

Dublin Creek Kennels, Inc. provides short- and long-term boarding for all types of dogs and cats at its spacious facility in Dublin. The family-owned and operated company also offers dog training and grooming services, and it runs an adoption program called Dublin Creek Animal Foundation that finds homes for animals that have been rescued from overcrowded shelters.

Owner Susan O'Reilly credits much of Dublin Creek Kennels' success to its dedicated, compassionate employees. "Everyone who works here truly loves animals and is committed to caring for our clients' pets," she says. "We don't just train our staff members to cater to specialized diets and medical needs—we also encourage them to foster a positive, loving environment for the animals."

Dublin Creek Kennels' facility features both indoor and outdoor runs—the indoor building is attended 24 hours a day and climate-controlled to maximize comfort for its animal boarders, and the outdoor area includes a large yard and waterpark so dogs can play at their leisure. "A lot of kennels don't have indoor/outdoor runs, but we believe that's important for making sure the animals are as comfortable as possible," says Ms. O'Reilly. "Whether they want to relax inside or socialize outside, we can accommodate."

COMPANY PHILOSOPHY

"We treat the dogs and cats that come to our facility like they're our own pets, and we do whatever it takes to make sure they feel safe and secure. Our goal is to give each animal the love and attention they require in the absence of their owner."

EXCERPTED SURVEY RESPONSES

"If you love your pet and you travel a lot, you want an environment where you don't have to worry about what's going to happen. It's the closest thing we can get to us taking care of our dogs ourselves."—Cathy E.

DUBLIN CREEK KENNELS, INC.

(925) 386-6905

6570 Donlon Way
Dublin, CA 94568



WEBSITE

www.dublincreekkennel.com

EMAIL

info@dublincreekkennel.com

MANAGER

Susan O'Reilly, Owner

SERVICES

- Dog & Cat Boarding
- Grooming
- Dog Training
- Day Care
- Adoptions

HOURS

Mon, Tue, Thu, Fri: 8am – 6pm
Sat: 9am – 1pm
Closed Wednesdays, Sundays and Holiday Weekends

CREDIT CARDS

Amex, Discover, MasterCard, Visa

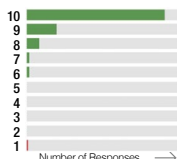
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2260



DIAMOND CERTIFIED RATINGS DASHBOARD based on **150** random customer surveys since May 2015

CUSTOMER SATISFACTION

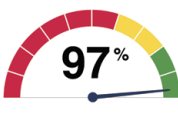


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ Current Complaint File
- ✓ Business Practices

WATER HEATERS MASTERS, INC.

(925) 435-1896

Serving Contra Costa, Alameda, Santa Clara, Solano and Sacramento Counties



WEBSITE

www.waterheatersmasters.com

EMAIL

waterheatersmasters@gmail.com

MANAGER

Matthew Hechim, Owner

SERVICES

Water Heater Installations and Repairs; Related Plumbing for Residential and Commercial Tankless, High-Efficiency, and Standard Water Heaters

HOURS

Mon – Fri: 7am – 5pm
Sat – Sun: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa, Apple Pay

BRANDS

Bradford White, A. O. Smith, Takagi, Rinnai and More

EMPLOYEES

10

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1740

Water Heaters Masters, Inc. installs, replaces, and repairs residential and commercial water heaters for clients in Contra Costa, Alameda, Santa Clara, Solano, and Sacramento Counties. In addition to its standard water heater installation and maintenance capabilities, the company installs and services tankless and vertex water heaters. For the convenience of its clients, it carries a large inventory of water heater and plumbing parts on its work trucks.

Owner Matthew Hechim says he utilizes his 25-plus years of construction and plumbing experience to better serve each of his clients. “I like spending time with customers and explaining the solutions to their water heater and plumbing problems. Also, it leaves a good impression with customers when they see I’m both the owner and the face of the company. They know I’ll be there for them if they ever need me.”

Water Heaters Masters primarily installs water heaters (standard, high-efficiency and tankless models) made by leading manufacturers such as Bradford White, A. O. Smith and Noritz. “We always recommend quality name brands and higher-end models,” confirms Mr. Hechim. “These products are built better, last longer and are generally more reliable than lower-quality water heaters like the ones found at big-box stores.”

COMPANY PHILOSOPHY

“As a family-owned business, we believe in excellent customer service. We’re true professionals who offer quality services seven days a week. We promise quick, clean, professional work at a fair price, and the right answers to our clients’ questions.”

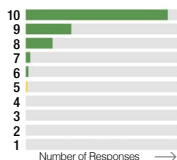
EXCERPTED SURVEY RESPONSES

“They were very professional and quick. It’s a small area but they got right in there and took care of it, and they took the old one and got rid of it.”—Don J.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **250** random customer surveys since February 2011

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers’ Compensation
- ✓ Liability Insurance
- ✓ State License No. 888593
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Savior Plumbing, Inc. provides a wide range of plumbing services for residential and commercial customers, including basic service and repair of faucets and toilets, drain clearing, sewer replacements, traditional and tankless water heater installation and repair, gas lines, video surveys of sewers, slab leak repairs, copper repiping, and more.

President Tammy Cortez credits much of Savior Plumbing’s success to its personalized approach to interacting with customers. “People feel comfortable working with us because they know we’re really listening to their concerns and working hard to help them make the right decisions for their specific situations,” she says. “We provide peace of mind during stressful times, and that’s what makes our customers come back and recommend us to others.”

Savior Plumbing maintains a staff of experienced journeymen plumbers who are trained to handle all types of plumbing repairs and installations—an attribute Mrs. Cortez says is important for providing consistently efficient work. “We don’t hire technicians; we hire professional craftsmen who know exactly what they’re doing and work quickly and honestly to solve our customers’ plumbing problems.”

COMPANY PHILOSOPHY

“Our main goal is to establish personal relationships with every customer and remain their plumber for life. We understand how important reliable plumbing is to a family’s quality of life, so we always strive to provide the best possible services at the fairest prices.”

EXCERPTED SURVEY RESPONSES

“Their plumbers know what they are doing. I am a licensed contractor, so I know what I’m looking at when I see an experienced plumber at work.”
–Sam P.

SAVIOR PLUMBING, INC.

(925) 233-6962

Serving Contra Costa and Alameda Counties



WEBSITE

www.saviorplumbing.com

EMAIL

info@saviorplumbing.com

MANAGER

Tammy Cortez, President

SERVICES

General Plumbing Service and Repair, Tankless and Standard Water Heater Installation and Repair, Hot Water Recirculation Systems, Water Treatment Installation, Sewer Video Surveys, Sewer Repair and Replacement, Gas Line Installation, Main Water Line Repair and Replacement, Toilet and Faucet Repair and Replacement, Slab Leak Repair, Ceiling Leak Repair, Whole House Repiping, Sump Pumps, Tenant Improvement, Commercial and Residential Property Maintenance

HOURS

Mon – Fri: 8am – 5pm
Sat – Sun: By Appointment

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Premium Guarantee: 2 Years on All Labor (Additional Warranty May Apply to Repiping and Sewer Replacement) Manufacturers’ Warranties on All Products

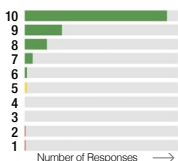
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1899



DIAMOND CERTIFIED RATINGS DASHBOARD based on **301** random customer surveys since August 2012

CUSTOMER SATISFACTION



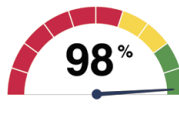
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers’ Compensation
- ✓ Liability Insurance
- ✓ State License No. 786360
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ADVANCED PLUMBING AND ROOTER SERVICE

(925) 951-0614

Serving Contra Costa and Alameda Counties

WEBSITE

advancedplumbingandrooter.com

EMAIL

advancedplumbing@gmail.com

MANAGER

Bill Van Mastrigt, Owner

SERVICES

Plumbing Maintenance & Repair; Traditional & Tankless Water Heater Repair & Replacement; Trenchless Sewer Line Replacement; Interior, Exterior & Underground Gas Piping; Plumbing for Remodels & Additions; Pumps & Pump Systems; Hydro-Jet Sewer Cleaning

HOURS

Mon – Sat: 7am – 7pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

100% Satisfaction Guarantees, Including Service and Repair Guarantee, Whole-House Repiping Guarantee, and Equipment and Fixture Guarantee

Water Heater Guarantees:

- \$100 No-Aggravation Guarantee
- Home-Comfort Guarantee
- Best-Value Guarantee
- No-Lemon Guarantee
- 100% Satisfaction Guarantee

Extended Warranty Benefits Available on Company Website

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2358

Advanced Plumbing and Rooter Service provides a complete range of plumbing services for residential and commercial clients in Contra Costa and Alameda Counties. In addition to maintaining and repairing all types of plumbing fixtures and systems, the company repairs and replaces traditional and tankless water heaters, handles the plumbing work for remodeling and addition projects, performs trenchless sewer line replacements, and more.

Owner Bill Van Mastrigt says Advanced Plumbing and Rooter Service’s personalized approach to plumbing has allowed the company to develop and maintain a loyal clientele base. “Our customers get to know us on a personal level, so we have a lot of repeat clients who call us year after year to help them with their plumbing systems. We’re committed to providing them with excellent results, and they really appreciate that.”

Advanced Plumbing and Rooter Service’s technicians have an advanced knowledge of plumbing products and techniques, which Mr. Van Mastrigt says allows them to quickly identify and solve all types of problems. “We regularly bring in factory representatives to educate us on the latest products and technology, and we take that knowledge into the field and apply it to helping our customers.”

COMPANY PHILOSOPHY

“Our customers are very important to us, so we take the time to educate them about their plumbing situations and go out of our way to ensure they’re completely satisfied with our work. Our goals on every job are simple: provide an efficient, accurate solution to each problem and make sure the client has a positive experience.”

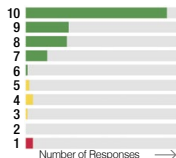
EXCERPTED SURVEY RESPONSES

“I liked that they showed up on a holiday weekend. We had a mess with a backed-up drain and they took care of it.”—Bob B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **150** random customer surveys since May 2016

CUSTOMER SATISFACTION



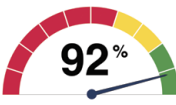
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 782789
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

General Plumbing and Rooter cleans sewers and drains, performs sewer lateral inspections and pipe hydrojetting, detects leaks, installs earthquake shut-off valves and water heaters, and provides various general plumbing services for residential clients in Contra Costa and Alameda Counties. The company's technicians keep their service trucks fully stocked so they can quickly solve plumbing problems, and they're available 24/7 for emergency repairs.

President Ray Ramirez founded General Plumbing and Rooter to improve upon the service he experienced while working for other local plumbing companies. "I believe the customer should always come first, so I started a business that focused on service, not sales," he says. "We do the job right for a fair price and take care of our customers. Those are the most important things to us, and we've built our entire company around those values."

General Plumbing and Rooter's technicians are trained to ensure customer satisfaction in every aspect of their work. "At the end of every job, we ask the customer to tell us what we did well and what we could improve on," explains Mr. Ramirez. "This allows us to learn from our performances and get better every day."

COMPANY PHILOSOPHY

"We take pride in doing the job right the first time and making sure each customer has a positive experience. By taking the time to listen to our customers, we're able to eliminate the surprises and guesswork that often come with plumbing repairs, which ultimately results in the best possible outcomes."

EXCERPTED SURVEY RESPONSES

"It was really convenient, fast and right on budget. They got everything done that they said they would get done, and there were no surprises."
 –Lucas B.

GENERAL PLUMBING AND ROOTER

(925) 388-6997

Serving Contra Costa and Alameda Counties



WEBSITE

www.generaldrainworks.com

EMAIL

generalplumbing@sbcglobal.net

MANAGER

Raymundo Ramirez, President

SERVICES

- Earthquake Shut-off Valves
- Hydrojetting
- Leak Detection
- Sewer & Drain Cleaning
- Sewer Lateral Inspection
- Water Heaters
- Free Estimates

HOURS

24/7

CREDIT CARDS

MasterCard Visa

GUARANTEES

- 30-Day Warranty on Drain Cleaning
- 1-Year Warranty on Plumbing or Replacements

CERTIFICATION/TRAINING

EPA Lead-Safe Certified Renovator

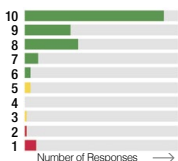
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2193



DIAMOND CERTIFIED RATINGS DASHBOARD based on **146** random customer surveys since September 2014

CUSTOMER SATISFACTION



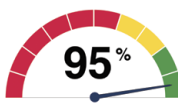
↑ More Satisfied
 ↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 829861
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SUPERIOR PLUMBING & DRAIN CLEANING SERVICES

(925) 331-0363



WEBSITE

www.superiorplumbinganddrain.com

EMAIL

supplumbing@sbcglobal.net

MANAGER

Ricardo Lopez, President
Fatima Lopez, Vice President

SERVICES

- Hydrojetting
- Replumbing
- Water Heaters
- Video Inspections
- Sewer & Drain Cleaning
- Plumbing Maintenance
- Sewer Line Replacements

HOURS

Mon – Fri: 7am – 8pm
Sat: 8am – 6pm
Sun: 8am – 4pm
24-Hour Emergency Service

CREDIT CARDS

Amex, Discover, MasterCard, Visa

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1809

Superior Plumbing & Drain Cleaning Services provides a wide range of plumbing services for residential and commercial clients throughout the East Bay. In addition to maintaining and repairing toilets, sinks, showers, and drains, the family-owned and operated company handles sewer line replacements, sewer and drain cleaning, hydrojetting, and more.

General Manager Noe Pineda credits Superior Plumbing & Drain Cleaning Services' success to its comprehensive approach to customer service, which includes meticulously double-checking its work and wearing protective clothing when working in clients' homes. "We take our commitment to customer service very seriously," confirms Mr. Pineda. "We even offer a 100 percent satisfaction guarantee to ensure the quality of our work."

Superior Plumbing & Drain Cleaning Services is known for its straightforward pricing—many of the company's services are available for a flat price, and it provides honest estimates for larger jobs. "We also clearly communicate with our clients and let them know any time there's a change to the original estimate, so there are never billing surprises," adds Mr. Pineda. "Each customer only pays for the services they need."

COMPANY PHILOSOPHY

"We believe happy employees make happy customers, so we train each employee to take care of customers in a timely manner, fix problems right the first time and always stand behind their work. Everyone who works here, from our office staff to our plumbers, is focused on achieving 100 percent customer satisfaction."

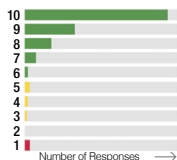
EXCERPTED SURVEY RESPONSES

"Superior Plumbing was conscientious, very thorough and knowledgeable. I felt confident having them in my home to do the work. I am going to have them back again, too."—Michael C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **244** random customer surveys since January 2012

CUSTOMER SATISFACTION



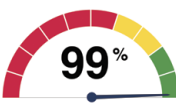
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 915553
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Marco Roofing installs and repairs roofs for residential and commercial clients in parts of Contra Costa, Alameda, Santa Clara, and San Mateo Counties. The company focuses on small roof repairs, reroofs, additions and installations of wood shakes and shingles, composition shingles, concrete and clay tiles, and custom gutter and downspout systems.

General Manager Chad Creeden grew up in the roofing industry and has been with Marco Roofing since his early high school days. After working summers in the family business as a youth, Chad went to work installing roofs for many years before beginning his career as a project manager, overseeing projects from estimate to completion. Today, Chad tends to the day-to-day operations of the entire company. "By focusing on quality and not numbers, we're able to produce products that we and our clients can be proud of," he says. "Integrity is the key to both a successful company and a quality roof."

Mr. Creeden invites potential customers to visit Marco Roofing's website, www.marcoroofing.com, to obtain free estimates, read tips for choosing roofing materials and view an image gallery of the company's past work.

COMPANY PHILOSOPHY

"We make it a point to always keep our customers informed. Before we start working, each customer receives a letter that tells them how to prepare their house for our arrival. Once work is underway, we check the jobsite daily to make sure everything is going according to plan. We stay in close communication with our customers and are always available to answer questions and update them on our progress."

EXCERPTED SURVEY RESPONSES

"They were very professional, they worked on time, and if we had any questions or problems, they helped us take care of them."—Luke G.

MARCO ROOFING

(925) 238-9215
(510) 899-9476

Serving Parts of Contra Costa, Alameda, Santa Clara and San Mateo Counties



Chad Creeden, General Manager

WEBSITE

www.marcoroofing.com

EMAIL

marcoroof@sbcglobal.net

MANAGER

Chad Creeden, General Manager

SERVICES

- Roofing
- Additions
- Repairs
- Gutters
- Reroofing

HOURS

Mon – Fri: 8am – 5pm

EMPLOYEES

25

CERTIFICATION/TRAINING

CertainTeed SELECT ShingleMaster™

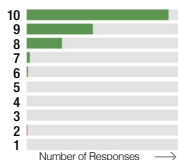
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/6



DIAMOND CERTIFIED RATINGS DASHBOARD based on **416** random customer surveys since February 2002

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 402961
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

GENERAL ROOFING COMPANY

(925) 979-5954

Serving the Bay Area



Michael Wakerling is owner of General Roofing Company.

WEBSITE

www.generalroof.com

EMAIL

contact@generalroof.com

MANAGER

Michael Wakerling, Owner

SERVICES

Roofing Systems	Gutters
Ventilation Systems	Skylights
Repairs	Maintenance

HOURS

Mon – Fri:	7:30am – 5:30pm
Sat:	By Appointment

CREDIT CARDS

MasterCard Visa

CERTIFICATION/TRAINING

CertainTeed SELECT ShingleMaster™ & Silver Star Contractor

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/53

General Roofing Company installs roofing for residential, commercial and industrial clients throughout the Bay Area. The family-owned and operated company offers a variety of roofing, maintenance and repair solutions tailored to fit customers' specific needs. Specialties include composition shingles, wood shingles and shakes, tar and gravel, all flat roof systems, tile and slate roofs, skylights, and ventilation systems.

Owner Michael Wakerling runs General Roofing Company with the same set of principles put forth by his grandfather, founder Jacob Wakerling: craftsmanship, integrity and reliability. Since opening its doors in 1924, the company has completed thousands of residential and commercial roofing jobs and stayed updated on the industry's numerous technological advancements.

General Roofing Company is a CertainTeed SELECT ShingleMaster™ and a member of the National Roofing Contractors Association. For a complete list of services and photos of before and after work, Mr. Wakerling invites potential customers to visit www.generalroof.com.

COMPANY PHILOSOPHY

“We’re a forward-thinking company that integrates history and experience with new technology. We’ve worked hard to create a professional, well-run organization, and our loyal clients are proof of our success. Our dedication to quality workmanship and excellent customer service has allowed us to offer premier roofing services for more than 90 years.”

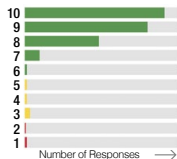
EXCERPTED SURVEY RESPONSES

“They were wonderful. They were on time, professional and courteous. They did a great job. They explained what they were doing and were responsive to my questions and phone calls.”
–Shannon G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **346** random customer surveys since April 2002

CUSTOMER SATISFACTION



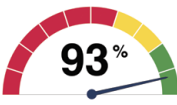
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 154732
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Yorkshire Roofing of Northern California Inc. DBA Roofmax provides a wide range of roofing services for residential and commercial clients in Contra Costa and Alameda Counties. The company has the capabilities to work with all types of roofing materials, from composition shingles and standing seam metal to stone-coated steel and low-slope/flat roofing, and it also has the training and equipment to install insulation, gutters, downspouts, skylights, and more.

Owner Kenny Falconi credits much of Roofmax's success to its detail-oriented approach to roofing work. "We strive to go above and beyond what most roofing companies offer, and paying attention to details is an important part of that," he says. "Whether it's keeping jobsites clean throughout every phase of work to following up with customers to make sure they're happy, everything we do is geared toward providing a positive experience."

Roofmax is known for its comprehensive project management services, which include assigning a manager to every job to ensure the work is progressing smoothly. "We're large enough to provide project management and ensure our clients get quality service, but we're also small enough to ensure they don't get lost in the shuffle," explains Mr. Falconi. "Ultimately, this allows us to make sure each roof we install looks great and functions properly in all situations."

COMPANY PHILOSOPHY

"We're a very conscientious company, and we take a artful approach on every job to achieve the best results. By combining proper safety techniques and industry-best installation procedures, we're able to ensure each customer receives a high-quality roofing system."

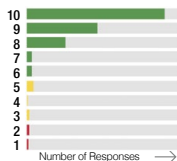
EXCERPTED SURVEY RESPONSES

"Everything went smoothly. They started and finished on time, and they did a good job."—T. M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **323** random customer surveys since March 2006

CUSTOMER SATISFACTION



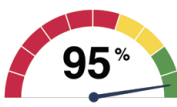
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 841422
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

YORKSHIRE ROOFING OF NORTHERN CALIFORNIA INC. DBA ROOFMAX

(925) 405-6911

Serving Contra Costa
and Alameda Counties



WEBSITE

www.roofmax.net

EMAIL

service@roofmax.net

MANAGER

Kenny Falconi, Owner

SERVICES

Residential Roofing Roof Repairs
Blown-in Insulation Gutter Systems

HOURS

Mon – Fri: 8am – 5pm
Other: By Appointment

CREDIT CARDS

Amex, MasterCard, Visa
Financing Available

GUARANTEES

Lifetime Warranty on Select Products

CERTIFICATION/TRAINING

GAF Master Elite™ Roofer
Owens Corning Platinum Preferred
Contractor
Authorized Installer for IB Single-Ply
Membranes
Top of the House Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/860

ROOFING

ABRIL ROOFING, INC.

(925) 228-0160

ABRIL ROOFING INC.



Abрил Roofing's technicians install a polyurethane foam roof.

WEBSITE

www.abrilroofing.com

EMAIL

abrilroofing@sbcglobal.net

MANAGER

Richard Abril Jr. and David Kumar,
Owners

SERVICES

Flat Roof & Energy Specialist
Foam Roof Restoration & Recoat
Sales, Installation & Maintenance
Seamless Foam Roofing
Skylight Installation
Free Estimates
Eichler Home Specialist

HOURS

Mon – Fri: 8am – 4pm
Other Hours: By Appointment

CREDIT CARDS

MasterCard Visa

GUARANTEES

15-Year Warranty on Materials
& Labor

EMPLOYEES

20

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/961

Abril Roofing, Inc. is a family-owned and operated roofing contractor that serves residential and commercial clients throughout the Bay Area. The company's main focus is installing polyurethane foam roofing, but it also handles skylight installations and drainage system upgrades.

The Abril family established Abril Roofing in 2003. The company's owners—Richard Abril Jr. and David Kumar—have more than 40 years of combined industry experience, and its team of Master Foam Technicians has applied thousands of foam roofs throughout the Bay Area. Mr. Kumar, a Master Foam Technician himself, personally manages each project from start to finish.

Abрил Roofing uses high-density polyurethane foam that contains nontoxic catalysts and environmentally-friendly additives. Mr. Abril Jr. says foam roofing is one of the most efficient roofing and insulating systems available. "It improves draining problems, reduces maintenance expenses with its unparalleled durability and uses its superior insulating properties to lower energy costs." To keep customers' roofs performing for a lifetime, the company offers maintenance programs that include semiannual inspections and cleanings.

COMPANY PHILOSOPHY

"We take pride in professionally managing our customers' roofing projects. We're dedicated to Eichler home preservation, fine craftsmanship, efficiency, superior business practices and hard work. As a result of our commitment to excellence, we're able to provide outstanding customer satisfaction."

EXCERPTED SURVEY RESPONSES

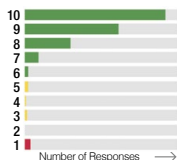
"They were polite, on time, and they did good work."—Gabrielle E.

"They were very efficient, they took good care of our property and they did a fine job."—Jesse M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **271** random customer surveys since September 2006

CUSTOMER SATISFACTION



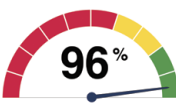
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 841849
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Roof-Life Construction installs, repairs, and maintains a wide variety of roofing systems (including composition shingle, tile, slate and TPO) for residential and commercial clients throughout Contra Costa and Alameda Counties. The company also has the training and equipment to install gutters, sheet metal, attic insulation, skylights, and solar power systems, and it backs all its workmanship with a 10-year warranty.

President Tom Rhoads credits much of Roof-Life Construction's success to its customer-oriented approach to the roofing process. "Simply put, we treat our clients the way we'd want to be treated," he affirms. "That means we're always honest with them and take the time to explain our work so they know exactly what to expect. We truly care about customer service, and we're always striving to develop and maintain long-term relationships with our clientele."

Roof-Life Construction also offers a comprehensive gutter cleaning program called the Overhead Care Club, which includes everything from a 15-point roof inspection to downspout flushing and debris removal. For more information about the company's wide-ranging services, Mr. Rhoads invites potential customers to visit www.rooflifeinc.com.

COMPANY PHILOSOPHY

"We want our clients to have positive experiences, so we handle their projects from beginning to end and make sure we're always available to answer any questions they have. By combining our years of experience with the latest technology and state-of-the-art equipment, we're able to ensure each customer's complete satisfaction."

EXCERPTED SURVEY RESPONSES

"They do a really good job—first class work. They are on time and they follow up with their work. They were willing to come back and do an inspection, which was nice."—Denise H.

ROOF-LIFE CONSTRUCTION

(925) 338-7472



WEBSITE

www.rooflifeinc.com

EMAIL

tom@rooflifeinc.com

MANAGER

Tom Rhoads, President

SERVICES

Roof Installation, Maintenance & Repair
Gutters
Sheet Metal
Skylights
Attic Insulation
Energy Leak Testing
Solar System Installation
Thermoplastic Polyolefin (TPO) Roofing

HOURS

Mon – Sun: 8am – 6pm

CREDIT CARDS

Amex, MasterCard, Visa, Discover

GUARANTEES

10-Year Warranty on Workmanship
Lifetime Limited Warranty on GAF Products

BRANDS

CertainTeed, GAF, Owens Corning, Monier, Boral, Redland, American Slate, WeatherBond, Eagle

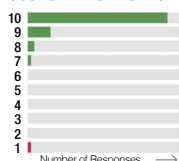
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2309



DIAMOND CERTIFIED RATINGS DASHBOARD based on **54** random customer surveys since December 2015

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 653956
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

BAY VALLEY CONTRACTORS, INC.

(925) 968-4716

Serving Contra Costa, Alameda and Solano Counties



WEBSITE

www.bayvalleycontractors.com

MANAGER

Raul and Ryan Diaz, Owners

SERVICES

Additions & Remodels, Kitchens & Bathrooms, Roofs & Solar

HOURS

Mon – Fri: 8am – 4pm
Sat: By Appointment Only
Closed Sundays

CREDIT CARDS

MasterCard Visa

GUARANTEES

5-Year Warranty on Building
50-Year Warranty on Roofing
25-Year Warranty on Labor

EMPLOYEES

10

CERTIFICATION/TRAINING

GAF Certified Green Roofer
GAF Master Elite Roofer
EPA Lead-Safe Renovator

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1820

Bay Valley Contractors, Inc. specializes in roofing and gutters, installs solar power systems, builds home additions, and remodels kitchens and bathrooms for homeowners throughout Contra Costa, Alameda, and Solano Counties. As a Master Elite installer of GAF roofing products, the family-owned and operated company is qualified to work on a wide variety of roof types, including metal, slate, composition and three-tab shingle.

Owners Raul and Ryan Diaz believe in allowing their clients to choose the level of construction services they need. “Some homeowners want to do some of the work themselves, either because they have experience or they want to save a substantial amount of money,” they say. “We’re the only company that offers three different plans to accommodate any type of project. We can design and build a project from start to finish, or we can handle some aspects and leave the rest to the homeowner.”

Bay Valley Contractors emphasizes the importance of customer service in every aspect of its work. “Our number one priority is to build trust with our customers, and the best way to do that is prove we’re fully committed to quality service,” says Raul Diaz. “From providing daily project updates to giving time of completion dates, we strive to involve them in the process as much as possible.”

COMPANY PHILOSOPHY

“Our goal is to provide quality work in a timely manner with no hidden costs, while building a bridge of trust along the way. By working with each client on a one-on-one basis, we’re able to fulfill their needs and provide a finished product that meets all their financial goals.”

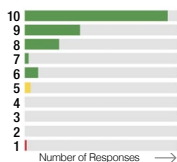
EXCERPTED SURVEY RESPONSES

“Raul is really specific. He knew what he was doing from beginning to end. From the time of the first drawing of plans to when the job was finished, he was there. I think that’s pretty unique.”—Clark A.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **135** random customer surveys since January 2012

CUSTOMER SATISFACTION

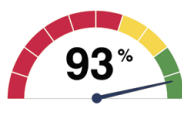


CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 982745
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Benjamin Franklin Plumbing provides 24/7 plumbing services and repairs for residential clients throughout the Greater Bay Area. In addition to fixing drains, sinks, toilets, disposals and other household plumbing appliances, the company cleans sewers, maintains water heaters (including tankless and solar), repipes water delivery lines and more.

Owner Daniel Gagne is a second-generation plumbing professional who began his career when he was 18 years old. He started his own business in 1995 with his brother, Patrick. After working on new construction and remodeling projects for five years, the brothers joined the Benjamin Franklin Plumbing franchise in 2001. The brand name has since expanded to become part of a nationwide franchise organization owned by Clockwork Home Services Inc., but Mr. Gagne still independently operates his company.

Benjamin Franklin Plumbing offers a punctuality promise that refunds clients \$5 for every minute its technicians arrive past scheduled start times (up to \$300). "Being on time is very important for us," says Mr. Gagne. "It's reflected in our motto: 'If there's any delay, it's you we pay!'" The company's plumbing professionals undergo extensive in-house training to keep updated on installation and repair techniques, and they're all required to pass rigorous background checks and drug tests.

COMPANY PHILOSOPHY

"Our punctuality promise assures we'll show up to every job on schedule, and we back our work with a 100 percent money-back guarantee to make sure it's done correctly the first time. We want our customers to be completely happy with our services, and if they're not, they don't pay—it's that simple."

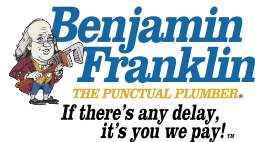
EXCERPTED SURVEY RESPONSES

"They were prompt, efficient and crystal clear about what they were doing."—Bob V.

BENJAMIN FRANKLIN PLUMBING

(925) 825-5511

Serving the Greater Bay Area



WEBSITE

www.benfranklinplumbing.com

EMAIL

daniel.gagne@benfranklinplumbing.com

MANAGER

Daniel Gagne, Owner

SERVICES

Plumbing Service & Repair
Drain Cleaning
Repiping
Sewer Cleaning & Replacement
Solar & Tankless Water Heaters

HOURS

Service Available 24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa
Financing Available

GUARANTEES

100% Money Back Guarantee

EMPLOYEES

82

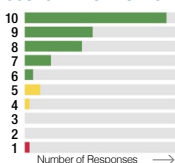
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1542



DIAMOND CERTIFIED RATINGS DASHBOARD based on **274** random customer surveys since June 2009

CUSTOMER SATISFACTION



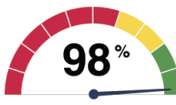
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

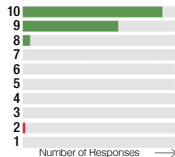
COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 857357
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices



DIAMOND CERTIFIED RATINGS DASHBOARD based on **100** random customer surveys since April 2018

CUSTOMER SATISFACTION



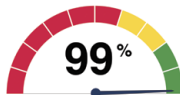
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 890248
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Schicker Luxury Shower Doors, Inc. designs, manufactures, and installs shower enclosures for residential and commercial customers throughout the Bay Area. In addition to installing shower doors that feature a wide variety of glass patterns, metal finishes and hardware designs, the company can create custom enclosures that are built to clients' exact measurements and specifications.

President Peter Schicker established Schicker Luxury Shower Doors in 1980 after noticing a growing need in the bathroom remodeling market. Since then, the company has developed into a prosperous enterprise, with more than 20 employees and a fleet of fully stocked installation vans. Today, its products can be viewed in remodeling showrooms throughout the Greater Bay Area.

Schicker Luxury Shower Doors continuously invests in products, equipment and staff training to stay up-to-date with the bathroom design industry's latest trends. "We're especially diligent about keeping up with installation techniques because they ensure the overall quality of our products," says General Manager Joe Matthews. "All the extra steps we take are worth it when the end result is a beautiful glass shower enclosure that's built to last for many years."

COMPANY PHILOSOPHY

"Our goal has remained the same for more than three decades: make every customer a repeat customer. We've been able to achieve that by providing high-quality products, craftsmanship and customer service while maintaining industry-best installation standards. Our continued commitment to excellence ensures a positive experience for each client."

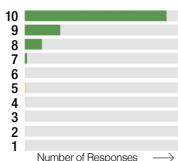
EXCERPTED SURVEY RESPONSES

"They were professional. I loved their designs and they were timely with their services."—Marvin C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **173** random customer surveys since January 2016

CUSTOMER SATISFACTION



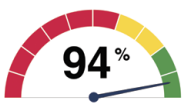
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 527157
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SHOWER ENCLOSURES

SCHICKER LUXURY SHOWER DOORS, INC.

(925) 676-5040

Serving the San Francisco Bay Area



WEBSITE

www.schickershowerdoors.com

EMAIL

info@schickershowerdoors.com

MANAGER

Peter Schicker, President
Joe Matthews, General Manager

SERVICES

Custom Shower Door & Glass
Manufacturing & Installation

HOURS

Mon – Thu: 8am – 5pm
Fri: 8am – 4pm
Sat: 10am – 2pm

CREDIT CARDS

Amex, MasterCard, Visa

GUARANTEES

1-Year Warranty on Materials & Labor

BRANDS

Alumax, Fleurco, Schicker

EMPLOYEES

22

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2323

SKY POWER SYSTEMS

(925) 567-3974

3130 Crow Canyon Rd, Unit F
San Ramon, CA 94583

Serving Contra Costa
and Alameda Counties



WEBSITE

www.skypowersolar.com

EMAIL

info@skypowersolar.com

MANAGER

Bob Winn, President

SERVICES

Solar Electricity (PV) Systems
Design, Installation & Maintenance
Free Analysis & Site Evaluations

HOURS

Mon – Fri: 8am – 6pm
Other Hours: By Appointment
Email Anytime

CREDIT CARDS

Amex, MasterCard, Visa

GUARANTEES

10-Year Comprehensive Warranty
25-Year Solar Panel Warranty

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/877

Sky Power Systems has been designing and installing solar-electric systems for Bay Area homes and businesses since 2001. The company handles all phases of its clients' solar projects, including design, permits, installation, maintenance and PG&E interconnection paperwork.

President Bob Winn sees Sky Power Systems as a boutique, custom-style solar shop—each system is specifically designed to meet the individual customer's needs. The company's installation teams treat each project as if they're working on their own homes, says Mr. Winn, with attention to detail and a focus on reliability, performance, and appearance.

Sky Power Systems installs high-performance solar panels made by Panasonic and SunPower, which deliver up to 50 percent more power than conventional panels and are more reliable over the long run. "They're also the best-looking solar panels around and have the best warranty," says Mr. Winn. "We're very aware of the appearance of what we install, focusing on both aesthetics and high performance." To view examples of Sky Power Systems' past and recent projects, read customer testimonials or find out how to get a free site evaluation, Mr. Winn invites people to visit www.skypowersolar.com.

COMPANY PHILOSOPHY

"We believe in providing customers with the very best service and reliable products that will stand the test of time. We treat each customer like they're our only customer."

EXCERPTED SURVEY RESPONSES

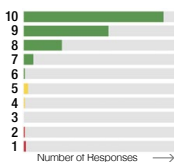
"I liked the fact that everything came together without any problems. They did a very clean job."—Richard R.

"They kept me up-to-date about everything going on regarding schedules and timelines."—Josh K.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **266** random customer surveys since April 2006

CUSTOMER SATISFACTION



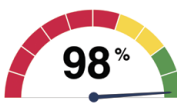
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 800947
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

High Definition Solar is a full-service solar provider that serves residential clients throughout Northern California.

Its experienced technicians are trained to handle every aspect of solar installations, from conducting comprehensive financial and energy analyses to dealing with paperwork and permits. In addition to installing solar power systems, the company offers a wide range of roofing services, including dry rot repair and energy-saving upgrades.

Vice President of Sales Chris Zepponi says much of High Definition Solar's success is due to its customer-oriented staff of industry experts. "Our clients can sense our team spirit and the pride we take in our work. That's the number one comment we receive from customers—they can tell our employees really enjoy what they do by the way they handle every situation."

Prior to each installation, High Definition Solar's technicians perform a thorough roof assessment so they can custom-design a solar power system that works for both the client's roof and budget. The company provides each customer with a plan to optimize solar energy savings, and it stands behind these projections with a worry-free solar production guarantee. "We believe in solar as a secure investment, so we're confident of its profitability for our clients," affirms Mr. Zepponi.

COMPANY PHILOSOPHY

"Our mission is to spread the benefits of solar power to homeowners throughout the Bay Area. We believe simplifying the process of going solar is the key to its widespread adoption, so we guide our clients through the process and make it as easy as possible for them."

EXCERPTED SURVEY RESPONSES

"The quality of the installation was the best thing. We were watching and asking questions the entire time, so that was very informative."—Michael B.

SOLAR

HIGH DEFINITION SOLAR

(925) 399-1919

Serving the Greater Bay Area

HIGH DEFINITION
SOLAR



Chris Zepponi,
Vice President of Sales

WEBSITE

www.highdefinitionsolar.com

EMAIL

info@highdefinitionsolar.com

MANAGER

Chris Zepponi, VP of Sales

SERVICES

Solar Power System Installations
Roof Inspections & Dry Rot Repairs

HOURS

Mon – Fri: 8am – 4:30pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

25-Year Warranty on Panels & Inverters
10-Year Warranty on Labor

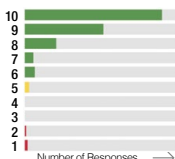
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2051



DIAMOND CERTIFIED RATINGS DASHBOARD based on **192** random customer surveys since August 2013

CUSTOMER SATISFACTION



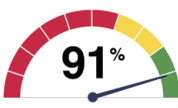
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 949189
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

GOT WATTS ELECTRIC & SOLAR

(925) 268-0666

2250 Commerce Ave, Ste C
Concord, CA 94520

Got Watts?
Electric & Solar

WEBSITE

www.gotwattselectric.com

EMAIL

info@gotwattselectric.com

MANAGER

Jeremy Carlock, CEO

SERVICES

Residential & Commercial Electrical Maintenance & Repairs, Solar Installations, Panel & Service Upgrades, Whole House Rewires, LED Lighting, Electrical Troubleshooting, Whole-House Fans, Electric Vehicle (EV) Chargers

HOURS

Office

Mon – Fri: 9am – 5pm

24-Hour Emergency Service Available

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Up to 25-Year Manufacturer's Warranty on Solar-Related Equipment

15-Year Manufacturer's Warranty on Whole House Fan Motors

5-Year Warranty on Most Other Parts

BRANDS

LG, Panasonic, SolarEdge, Quick Mount PV, IronRidge, Everest, QuietCool, Siemens, Murray, Eaton, Lutron

EMPLOYEES

18

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2291

Got Watts Electric & Solar installs all types of solar electric systems for residential and commercial clients. In addition to its comprehensive solar services, the family-owned and operated company repairs and maintains electrical systems; installs whole-house fans, electric vehicle chargers and LED lighting; performs panel and service upgrades; handles the electrical wiring for new construction and remodeling projects; and much more.

Got Watts Electric & Solar services most of Contra Costa County for electrical projects, and its service area map expands to Solano and Alameda Counties for solar work. "We take the same friendly approach to all projects, regardless of size," says CEO Jeremy Carlock. "We have the ability to run projects from the initial site visits to final inspections by the building department. Our quality and attention to detail is superior to the competition."

Got Watts Electric & Solar uses employees, not subcontractors, to install solar panels, and its own in-house electricians handle the electrical aspects. "Not using subcontractors keeps costs down for our customers and minimizes quality issues," says Mr. Carlock. The company can also handle additional electrical projects at the same time as solar installations, and solar customers can take advantage of tax incentives and rebates on solar installations through 2022.

COMPANY PHILOSOPHY

"Our clients are very important to us, so we treat them like family and provide them with exactly what they need. We take the same detail-oriented approach on every project, regardless of its size, and we always make customer satisfaction our top priority."

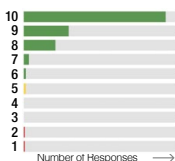
EXCERPTED SURVEY RESPONSES

"I found them to be upfront, straight shooters who were very careful while on the job."—David S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **225** random customer surveys since October 2015

CUSTOMER SATISFACTION



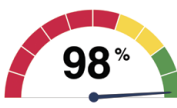
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 985920
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Solar Harmonics Inc. designs and installs photovoltaic solar systems for residential, commercial, and agricultural clients throughout California. In addition to providing systems that are designed to offset energy costs and reduce carbon footprints, the company has the in-house capabilities to install battery backup systems.

President Jamie Duran says Solar Harmonics' customer-oriented approach to the solar process has been a crucial aspect of its success. "We love helping our clients lower their energy bills and improve their quality of life. Going solar is one of the easiest decisions a homeowner can make, especially in California. As the cost of living continues to rise, investing in a system that helps the environment and pays for itself within five years just makes sense."

Solar Harmonics shows its clients how solar power can be used in a wide variety of applications that extend beyond traditional roof-mounted systems. "That's essentially why I gave the company its name—I believe solar can work in harmony with many different industries, from HVAC to automotive," says Mr. Duran. "We demonstrate how solar can become our clients' primary source of electricity for everything they do, which they really appreciate."

COMPANY PHILOSOPHY

"Our clients are very important to us, so we put all of our efforts into ensuring they're completely satisfied with their projects. Our intentions on every job are to deliver on our promises, exceed the customer's expectations and show them why they've made the right decision by going solar."

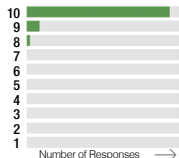
EXCERPTED SURVEY RESPONSES

"From the minute they walked in the door, I felt that they were operating with integrity and that I could trust them. They did an amazing job from start to finish."—Rebecca H.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **100** random customer surveys since January 2019

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 1040134
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SOLAR

SOLAR HARMONICS INC.

(925) 335-6905

Serving California



WEBSITE

www.solarharmonics.com

EMAIL

diamond@solarharmonics.com

MANAGER

Jamie Duran, President

SERVICES

Photovoltaic Solar System Installations
Battery Backup Systems

HOURS

Mon – Sat: 9am – 6pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

10-Year Warranty on Solar Installations
20- to 25-Year Warranty on Solar Equipment

BRANDS

Canadian Solar, LG, Panasonic, Mission Solar, SolarEdge

EMPLOYEES

30

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2516

MARTINEZ STAIR COMPANY INC.

(925) 303-4238

Serving Contra Costa
and Alameda Counties

Martinez

Stair Company



Taro Martinez, President

WEBSITE

www.martinezstairco.com

EMAIL

taro@martinezstairco.com

MANAGER

Taro Martinez, President

SERVICES

Custom Wood Stairs & Staircases
Stair Parts & Accessories
Wood Railings
Metal Railings
Cable Railings
Interior Trim Work
Baseboard Installation

HOURS

Mon – Fri: 7am – 4pm

GUARANTEES

1-Year Warranty on All Work

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2450

Martinez Stair Company Inc. designs and installs custom wood stairs and staircases, railings, and stair parts and accessories for residential and commercial clients in Contra Costa and Alameda Counties. In addition to its comprehensive stair services, the company has the training and equipment to handle a variety of interior trim work, including crown moulding, baseboard installations and interior door replacement.

President Taro Martinez says Martinez Stair Company has been able to build a loyal clientele base because its technicians treat every home as if it was their own. “We’re very conscientious about staying clean while we’re working—we’ll do one small section of a staircase at a time to avoid making a mess or creating an unsafe environment. We want our customers to trust us completely, so we focus on being respectful and courteous throughout their projects.”

Martinez Stair Company prioritizes quality control in every aspect of its work, from the initial estimates to the finishing touches. “When we take on a job, we don’t leave in the middle to start another—we stay onsite until it’s finished,” says Mr. Martinez. “We pride ourselves on working closely with our clients to achieve their utmost satisfaction from beginning to end.”

COMPANY PHILOSOPHY

“Our goal has always been complete customer satisfaction, and we accomplish that by emphasizing promptness, cleanliness, open communication, and beautiful craftsmanship on each project. We like to say ‘perfect is good enough,’ which means we do the absolute best job we can do, regardless of the size or scope of the work.”

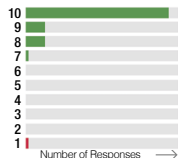
EXCERPTED SURVEY RESPONSES

“They are very reliable and I would be happy to use them again.”—Rich S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **68** random customer surveys since July 2017

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 848380
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Hawkins Enterprises, Inc. designs and installs custom swimming pools, remodels and renovates existing swimming pools, and provides general remodeling and construction services for residential clients throughout Contra Costa County and parts of Alameda County. The company is best known for creating unique pools that bring its customers' visions to life, but it also builds outdoor lifestyle features such as barbecues and outdoor kitchens, fire pits, waterfalls, arbors, pavilions, cabanas, and more.

Owner John Rose says his general construction background allows him to successfully navigate every step of his clients' projects, from the initial planning stages to the finishing touches. "We've been involved in thousands of projects over the years, so when we're building and installing a new pool, we're able to take the entire yard into account and create a plan that perfectly fits the property."

Hawkins Enterprises also has its own service department that's designed to take care of its clients' ongoing needs and ensure customer satisfaction well beyond the construction process. Mr. Rose says his company's dynamic range of abilities gives it a significant advantage over its competition. "It's rare for us to only be involved in building a swimming pool—our customers know we can handle it all and appreciate only having to deal with one entity."

COMPANY PHILOSOPHY

"Referrals are the lifeblood of our business and explain why we're still around after more than 35 years. Everything we do is geared toward ensuring customer satisfaction. Our goal is to provide our clients with lasting value, and thus far, our approach and projects have withstood the test of time."

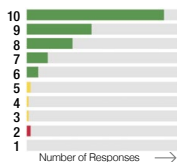
EXCERPTED SURVEY RESPONSES

"They did an excellent job on a very difficult hillside project."—Craig B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **153** random customer surveys since June 2012

CUSTOMER SATISFACTION



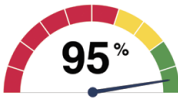
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 454213
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

SWIMMING POOL CONTRACTOR

HAWKINS ENTERPRISES, INC.

(925) 594-9624

Serving Contra Costa County and Parts of Alameda County



WEBSITE

www.hawkinspools.com

EMAIL

john@hawkinspools.com

MANAGER

John Rose, Owner

SERVICES

- Pool Design & Installation
- Pool Remodeling
- Water Features & Renovation
- Custom Home Remodeling & Construction
- BBQs
- Fire Pits & Fireplaces
- Hardscapes/Landscapes
- Pavilions
- Weekly Pool Service & Repairs
- Arbors
- Concrete/Pavers

HOURS

Mon – Fri: 8:30am – 5pm

BRANDS

Pentair

EMPLOYEES

13

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1872

CLASSIC POOLS

(925) 201-6120

Serving All of the Bay Area



WEBSITE

www.classicpoolsinc.com

EMAIL

classicpools@gmail.com

MANAGER

Val Toland, Owner

SERVICES

Swimming Pool Construction
Remodeling and Renovation
Hillside Specialists
"Tough Site" Projects
Water Features
Spas

HOURS

Mon – Fri: 9am – 6pm

GUARANTEES

10-Year Warranty on New Pool Installations
Manufacturers' Warranties on Parts

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2253

Classic Pools designs and builds custom, in-ground swimming pools and spas for residential and commercial clients throughout nine Bay Area counties. The family-owned and operated company also performs pool remodeling and renovation work, from pool resurfacing and reshaping to adding features like spas, waterfalls, covers and ponds. Additionally, the company has a special expertise in hillside or "tough site" projects, and it's also able to build pools for commercial establishments like apartments and health clubs.

Owner Val Toland says Classic Pools' customers appreciate its ability to handle their projects from start to finish, as well as deal confidently with unforeseen complications. "With pool construction, there are many variables to be taken into account, as well as unexpected issues that come up, so it's important that a contractor knows how to manage these. By being upfront with customers and proactively addressing any problems, we're able to give them reassurance that they're in good hands."

In addition to handling its customers' needs throughout the building process, Mr. Toland says Classic Pools remains responsive long after the fact. "If there's a need or problem that arises down the road, customers can call us and we'll do what we can to help them, whether directly or by referring them to the right resources."

COMPANY PHILOSOPHY

"Most homeowners only build one pool in their lifetime, which is why we want to give each of our customers both a good experience and a quality product. By handling every step of the process, as well as communicating clearly and honestly with customers about their options, we're able to give them exactly what they're looking for and more."

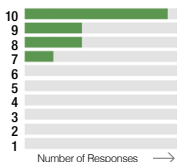
EXCERPTED SURVEY RESPONSES

"They're very professional, the quality is there and they were helpful if I had any questions."—Laura P.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **20** random customer surveys since April 2015

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

RATINGS STATUS

We declare that Classic Pools has passed all of the rating steps and has earned the Diamond Certified award, Certificate No. 2253.

David Pak

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 444077
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

The Pool Doctor has been servicing and repairing Bay Area pools and spas since 1956. The company provides full maintenance and upkeep, including cleaning, consultation and chemical treatment. Each pool is visited on a schedule that's customized to meet the client's needs.

Owners Gary and Kelly Heath are dedicated to keeping The Pool Doctor's long-standing reputation intact by providing the highest level of customer service and satisfaction in the pool and spa service industry. This commitment to excellence is shared by the company's staff, which has more than 120 years of combined experience. The Heaths provide continuous training throughout the year on new products and best practices to make sure their staff members and repair technicians continue to be the most knowledgeable in the field.

The Pool Doctor specializes in pool and spa automation and integration services, including automated chemical control, new iPhone applications and energy-efficient equipment that can reduce pool energy costs by up to 90 percent. As a licensed contractor, the company also offers VGB compliance and provides underwater repairs by utilizing a team of SSI (Scuba School International) Certified divers.

COMPANY PHILOSOPHY

"We strive to operate as the most dependable, reliable and knowledgeable business in our field. Our customers appreciate that we're a family-owned and operated business—we do our best to keep them happy, and if there's ever a problem, we work together to find solutions. Our employees have positive attitudes and a sense of pride in their work, and that's reflected by our customers, many of whom have been coming to us for decades."

EXCERPTED SURVEY RESPONSES

"They seem to know what they're doing and they worked so hard to get the old pump to work. I'm very satisfied with the results."—Al T.

THE POOL DOCTOR

(510) 223-7537

4038 San Pablo Dam Rd
El Sobrante, CA 94803

(925) 854-2173

3150 Danville Blvd, Ste C
Alamo, CA 94507

(By Appointment Only)

Serving the Bay Area



WEBSITE

www.thepooldoctors.com

EMAIL

info@thepooldoctors.com

MANAGER

Gary and Kelly Heath, Owners

SERVICES

Pool & Spa Service
Pool & Spa Equipment
Installation & Repair

HOURS

Mon – Fri: 8am – 4:30pm
(Or By Appointment)

CREDIT CARDS

Amex, Discover, MasterCard, Visa

CERTIFICATION/TRAINING

ENERGY STAR® Retailer
Certified Pool Spa Operator

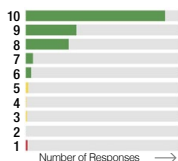
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/671



DIAMOND CERTIFIED RATINGS DASHBOARD based on **422** random customer surveys since April 2005

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 973365
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

BONGIORNO TERMITE CONTROL, INC.

(925) 364-5488

Serving Contra Costa
and Alameda Counties



Andrew Bongiorno is
owner of Bongiorno
Termite Control, Inc.

WEBSITE

www.bongiornotermite.com

EMAIL

andy@bongiornotermite.com

MANAGER

Andrew Bongiorno, Owner

SERVICES

Inspections, Treatments & Repairs

HOURS

Mon – Fri: 8am – 5pm

GUARANTEES

4-Year Guarantee on Drywood
Termite Treatments

4-Year Guarantee on Subterranean
Termite Treatments

BRANDS

Termidor, Premise 75, Tim-bor,
Altriset

EMPLOYEES

8

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1942

Bongiorno Termite Control, Inc. is a full-service termite company that provides inspections, treatments, and repairs for residential clients in Contra Costa and Alameda Counties. The company’s subterranean termite treatment consists of a chemical barrier that protects structures for up to 10 years if left undisturbed. It can also provide local treatments that are designed to eradicate drywood termites, wood boring beetles, carpenter bees, carpenter ants and fungus/dry rot.

Owner Andrew Bongiorno says his favorite part of the termite control business is interacting with clients and helping them understand the specifics of their infestations. “I always make sure I’m accessible to my clients, which is important for establishing trust. When a customer calls me with a question, they know I’m going to immediately answer it, and they appreciate that type of direct communication.”

Bongiorno Termite Control also works with realtors and their clients to ensure their homes are termite-free before going on the market. “We also provide a thorough, comprehensive inspection and report for prospective buyers of a home,” says Mr. Bongiorno. “We strive to provide high-quality termite inspections and treatments that make the home selling process as easy as possible for our clients.”

COMPANY PHILOSOPHY

“Our number one goal is to provide every customer with good, honest work at a fair price. We’ve always maintained a high level of honesty and integrity in everything we do, and that has allowed us to build lasting relationships with our clients and gain their referrals.”

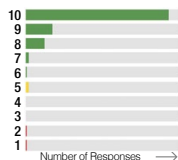
EXCERPTED SURVEY RESPONSES

“I like their consistently reliable and competent service. They really get the job done right the first time.”—Cheryl C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **200** random customer surveys since December 2012

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. OPR-11367
- ✓ Current Complaint File
- ✓ Business Practices

Derrick Tracey Custom Tile & Marble performs a wide range of tile work for kitchen and bathroom remodeling projects in Contra Costa and Alameda Counties. The company works on everything from kitchen backsplashes to bathtub tile replacements, and it backs all its labor with a five-year warranty.

Owner Derrick Tracey says his creative, hands-on approach to tile work has been an important aspect of his company's success. "I do all the work myself and I really enjoy what I do, so I'm able to consistently come up with nice designs and turn them into quality products. My clients really appreciate the creative touches I add to their projects."

Derrick Tracey Custom Tile & Marble can also accompany its clients to tile showrooms and help them choose the right materials for their remodeling projects. "It can be overwhelming to walk into a showroom and see all the options that are available, so I talk my clients through the process and make sure they get exactly what they want," says Mr. Tracey. "By being involved from start to finish, I'm able to make everything go as smoothly as possible."

COMPANY PHILOSOPHY

"My goal is to make things easy for my clients, so I focus on doing every job right the first time and ensuring they're completely satisfied with my work. Ultimately, I want to leave every customer with a beautiful tile job that makes them happy."

EXCERPTED SURVEY RESPONSES

"He gave us very good ideas. We thought we knew what we wanted, but his suggestions were out of this world, so we went with a majority of them. He's really creative."—Tim V.

"I like his attention to detail and suggestions. He did a great job and I'm satisfied with everything."—Patti F.

DERRICK TRACEY CUSTOM TILE & MARBLE

(925) 201-6125

Serving Contra Costa
and Alameda Counties



Derrick Tracey, Owner

MANAGER

Derrick Tracey, Owner

SERVICES

Tile Work
Kitchen & Bathroom Tile Installations
Bathtub & Shower Tile Renovations
Kitchen Backsplashes

HOURS

Mon – Fri: 8am – 5pm

GUARANTEES

5-Year Warranty on Labor

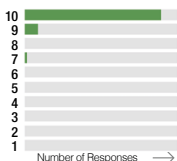
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2255



DIAMOND CERTIFIED RATINGS DASHBOARD based on **69** random customer surveys since April 2015

CUSTOMER SATISFACTION



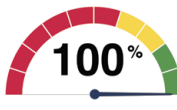
↑
More Satisfied
↓
Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 680326
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

HORTICULTURAL SERVICES, LTD

(925) 388-6963
(510) 747-8940

Serving Contra Costa County



WEBSITE

www.treeguys.net

EMAIL

hortserver@yahoo.com

MANAGER

Chris Chapman, Owner

SERVICES

Consulting
Pruning of Ornamental Trees
Landscape Pest Control
Clearing & Removal
Stump Grinding

HOURS

Mon – Fri: 6:30am – 7pm
Sat: 7am – 2pm

CERTIFICATION/TRAINING

ISA Certified Arborist

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/774

Horticultural Services, LTD provides a variety of tree care services for residential and commercial clients in Contra Costa County, including trimming, view clearing, removal, pest control, stump grinding and more. The company is known for its ornamental tree pruning skills, and it also specializes in preserving large, heritage-quality trees.

Owner Chris Chapman is an ISA Certified Arborist with more than two decades of industry experience. Mr. Chapman says he’s committed to applying the most current trade information and training to every project, and he believes in educating his clients so they can make informed decisions about their trees. “We schedule onsite meetings where we walk through customers’ properties, identify any problems and give them numerous options, beginning with the least invasive and expensive.”

Horticultural Services, LTD can provide consultation services that teach clients the best ways to create and manage their landscapes pre- or post-construction. The company also offers regular maintenance programs designed to keep properties healthy and thriving for years.

COMPANY PHILOSOPHY

“Our policy is simple: We do what we say we’re going to do, when we say we’re going to do it. Communication is a very important aspect of our operation—we let our customers know the details of their projects so they don’t have to spend time searching for information. We prefer to involve them in all decisions to ensure they get exactly what they want.”

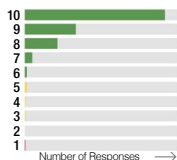
EXCERPTED SURVEY RESPONSES

“Chris gives accurate estimates, plus his people work fast and don’t leave anything behind.”
–Mary D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **349** random customer surveys since November 2005

CUSTOMER SATISFACTION



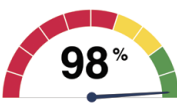
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 812184
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Advanee Tree Service, Inc. provides full-service tree care for residential and commercial clients in Contra Costa, Alameda, and Solano Counties. The family-owned and operated company provides treescape maintenance, tree removals, stump grinding, emergency care, new tree installation, and more. With two certified arborists as owners, it's also qualified to provide consultations and health diagnosis reports for insurance companies, real estate professionals, and permit processes.

Co-owner Darren Edwards spent years working in various aspects of the tree care industry before establishing his own company. He eventually partnered with his father, Lew Edwards, and began servicing the Lamorinda area's trees and landscapes. Darren says Advance Tree Service benefits from a rare blend of practical knowledge and customer service skills. "We're absolute professionals, and we take the time to educate our clients and address their concerns."

Advance Tree Service also offers tree pest control, lawn infestation and weed abatement services. Instead of standard spraying practices, the company opts to use environmentally-safe chemical injections and techniques on trees and lawns. For more information about its services, Darren invites potential customers to visit www.advancetree.com.

COMPANY PHILOSOPHY

"We're dedicated to providing equally professional care for our clients and the environment. We're a service-oriented firm, and we pride ourselves on offering a high level of customer satisfaction."

EXCERPTED SURVEY RESPONSES

"They were very prompt. Their clean-up job was excellent. The follow-up was excellent and the customer service was really good."—Tadd B.

TREE SERVICES

ADVANCE TREE SERVICE, INC.

(925) 935-9397

Walnut Creek, CA 94596



An Advance Tree Service technician works on a client's tree.

WEBSITE

www.advancetree.com

EMAIL

advancetree@sbcglobal.net

MANAGER

Darren Edwards, President
Lorie Edwards, Bookkeeper
Mardell Wagryn, Office Manager

SERVICES

Full-Service Tree Care
Arborist Consulting & Reports

HOURS

Mon – Fri: 8am – 4pm
Other Hours: By Appointment

CREDIT CARDS

MasterCard Visa

CERTIFICATION/TRAINING

ISA Certified Arborist
Tree Care Industry Association (TCIA)
Certified Treecare Safety
Professional (CTSP)

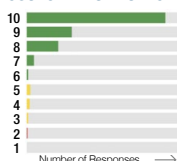
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1154



DIAMOND CERTIFIED RATINGS DASHBOARD based on **325** random customer surveys since October 2007

CUSTOMER SATISFACTION

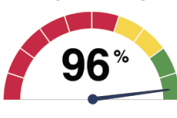


CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 611120
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

TREE SERVICES

ARBORWORKS, INC.

(866) 936-8733

(510) 651-8733

(650) 988-8733

(408) 287-8733

Serving the Greater Bay Area



WEBSITE

www.arborworksinc.com

EMAIL

info@arborworksinc.com

MANAGER

Don A. McIntyre, Owner/President

SERVICES

Full-Service Tree Care:	Consulting
Insect & Disease Control	Pruning
Planting & Transplanting	Fertilizing
Soil Analysis & Therapy	Removal
Plant Health Care	
Tree Evaluations	
Tree Risk Assessment	
Tree Protection Plans for Construction Work	

HOURS

Mon – Fri: 8am – 5pm
Emergency Service Available 24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

15

CERTIFICATION/TRAINING

ISA Certified Arborist
ISA Certified Tree Workers

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1485

ArborWorks, Inc. provides comprehensive tree care services for a variety of Greater Bay Area clients, including residences and estates, corporations and commercial properties, construction sites, golf courses and country clubs, and municipalities and parks. The company offers tree removal and stump grinding, pruning, organic fertilization and soil amending, disease and insect control, cabling and bracing, planting and transplanting, risk assessment, and more.

President Don McIntyre is an ISA Certified Arborist who's spent more than 40 years preserving trees in urban settings across the United States. He started his own tree care business in Texas in 1972 and expanded to California in 1986. Mr. McIntyre says he and his staff acknowledge their responsibilities as stewards of the environment and demonstrate their commitment by contributing to the preservation of trees for current and future generations.

ArborWorks provides its clients with written proposals designed to enhance the safety and health of their trees, from one-time prunings to ongoing maintenance for multiple properties. The company also offers 24/7 emergency service and tree inspections and consultations.

COMPANY PHILOSOPHY

"Our entire staff is committed to upholding the highest ethical standards and treating every customer with honesty and fairness. We value our clients and work tirelessly to exceed their tree care expectations."

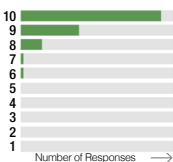
EXCERPTED SURVEY RESPONSES

"They were just professional. They did an excellent job. They exceeded my expectations. I would definitely recommend and use them again."—Lori J.
"[I liked] their responsiveness, their flexibility and that they did more than what the job asked for. They went above and beyond."—S.F.H.A.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 85 random customer surveys since January 2009

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 879506
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Terry's Tree Service, Inc. provides a complete range of tree services for residential, commercial, and industrial clients in parts of Contra Costa and Alameda Counties. In addition to planting, trimming, shaping and removing all types of trees, the company offers specialized services that include yard cleanup, pet rescue, fire prevention, brush chipping, stump grinding and more.

Owner Terry Powell says much of Terry's Tree Service's success can be attributed to its responsive, interactive approach to the tree care process. "A huge part of tree work is being available to customers whenever they have problems. By getting to know our clients and talking to them on a regular basis, we're able to immediately respond to their issues and provide services that ultimately enhance their properties."

Terry's Tree Service is known for its comprehensive approach to worksite safety—it holds weekly meetings to promote awareness of general and specific job concerns, and all its technicians are thoroughly trained in industry-best safety techniques. "Our employee training is our number one safety tool," affirms Mr. Powell. "Each of our technicians is on the same page as far as making sure our tree work is as safe and effective as possible."

COMPANY PHILOSOPHY

"We genuinely care about our customers and treat them like family, and that has allowed us to develop and maintain a very loyal clientele base. By doing simple things like showing up on time and doing exactly what we say we're going to do, we're able to ensure high levels of customer satisfaction."

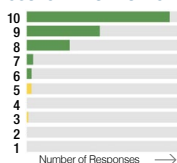
EXCERPTED SURVEY RESPONSES

"They're very knowledgeable and they knew what they were supposed to do. They made it simple and were easy to work with."—Ms. A.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **174** random customer surveys since March 2014

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 918146
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

TERRY'S TREE SERVICE, INC.

(925) 338-7470

Serving Contra Costa and Alameda Counties



Terry's Tree Service

WEBSITE

www.terrystreeservice.com

EMAIL

terrystreeserv@aol.com

MANAGER

Terry Powell, Owner
Diane Powell, Owner

SERVICES

Structural Pruning
Tree Removal
Stump Grinding
Trimming & Shaping
Yard Cleanup
Hazardous Tree Removal

HOURS

24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

28

CERTIFICATION/TRAINING

ISA Certified Arborist
Line Clearance Certification

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2144

ANTIOCH VETERINARY HOSPITAL

(925) 452-7997

1432 West 10th St, Antioch

(925) 399-1975

5151 Deer Valley Rd, Antioch



Antioch Veterinary Hospital provides routine preventative care for young, healthy pets; early detection and treatment of disease for older pets; and complete medical and surgical care for pets of all ages at two full-service facilities in Antioch. Advanced diagnostic and treatment services include therapeutic laser therapy, electrocardiography, digital radiography, laser surgery, endoscopy, bronchoscopy, video otoscopy and ultrasound. It's one of the few veterinary hospitals equipped to handle advanced dentistry, and it also offers grooming, boarding, and an outdoor play area.

Serving the Antioch community since 1950, Antioch Veterinary Hospital was acquired in 1985 by Cornell Veterinary School graduates Dr. Howard Schutzman and Dr. Arnold Gutlaizer. A team of associate veterinarians who have unique areas of expertise “excel at giving people and their pets the care and attention they deserve,” says Dr. Schutzman.

Antioch Veterinary Hospital also offers internal medicine consultation, major and minor surgery, and dietary and behavioral counseling. For the convenience of its clients, the hospital is open for extended evening and weekend hours.

WEBSITE

www.antiochvet.com

EMAIL

tenth@antiochvet.com
deervalley@antiochvet.com

MANAGER

Dr. Howard Schutzman, DVM

SERVICES

Pet Care: Wellness Exams, Vaccinations, Boarding Facilities (Including Pet Play Areas), Laser Surgery, Bronchoscopy, Video Otoscopy, Endoscopy and Ultrasound, Professional Grooming

HOURS

10th St Location

Mon – Fri: 8am – 5pm
Sat: 8am – 4pm
Sun: Closed

Deer Valley Rd Location

Mon – Thu: 7am – 8pm
Fri: 8am – 6pm
Sat: 8am – 5pm
Sun: 9am – 5pm

Both locations are closed New Year's Day, July 4th, Thanksgiving and Christmas

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/56

COMPANY PHILOSOPHY

“We aim to do all we can to exceed our clients’ expectations for professional veterinary service. Our doctors are thorough and gentle, and they genuinely care about their patients. They listen to each client’s concerns and encourage them to ask questions so they fully understand everything pertaining to their pet’s condition and care. We understand the special roles pets play in families, and we’re dedicated to becoming an active partner in their health care.”

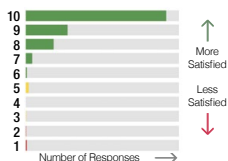
EXCERPTED SURVEY RESPONSES

“They were very friendly, polite and professional. They got my dog scheduled right away.”—Carol A.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **622** random customer surveys since April 2002

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



HELPFUL EXPERTISE®



COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. 4012, 6874, 7664
- ✓ Current Complaint File
- ✓ Business Practices

911 Remediation LLC provides a complete range of water and fire damage restoration services for residential and commercial clients throughout the Greater Bay Area. The company has local offices in Richmond, Oakland and San Jose, and its technicians have the training and equipment to clean air ducts, perform mold inspection and removal, inspect crawl spaces, and more.

Business Operations Manager Roe Erenshteyn says 911 Remediation's customer-oriented business practices have been important aspects of its success. "We understand that experiencing fire or water damage in a home or office can be frustrating, so we are always sympathetic about our clients' situations and reassure them that we'll take care of everything. Our professionalism and friendly demeanor help relieve a lot of stress for our customers, which they really appreciate."

911 Remediation takes a full-service approach to remediation, from providing in-depth information before work begins to following up with clients after their projects are completed to make sure they're satisfied. "By controlling every phase of remediation, we're able to streamline the process and keep our customers well-informed," says Mr. Erenshteyn. "We combine high levels of professionalism and customer service to determine the best course of action for each job."

COMPANY PHILOSOPHY

"We're a family-oriented company, and we treat each customer like they're part of that family. Our clients' health is our business, so we always make sure we're there when they need us and do everything in our power to make their indoor environments safer and healthier."

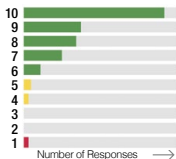
EXCERPTED SURVEY RESPONSES

"I thought they did a very professional job. They were very easy to work with and they followed up. They did a really good job."—Marlene M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **135** random customer surveys since June 2015

CUSTOMER SATISFACTION



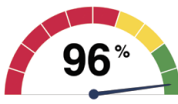
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 937118
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

WATER & FIRE DAMAGE RESTORATION

911 REMEDIATION LLC

(925) 750-8660
(510) 277-3777

3049 Research Drive
Richmond, CA 94806

Serving Contra Costa,
Alameda, San Francisco,
Marin, San Mateo,
Santa Clara, Napa, Solano
and Sacramento Counties



The Fresh Start Company

WEBSITE

www.911remediation.com

EMAIL

sf@911restoration.com

MANAGER

Roe Erenshteyn,
Business Operations Manager

SERVICES

Water & Fire Damage Restoration
Mold Inspection & Remediation
Crawl Space Moisture Control

HOURS

Available 24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

5- to 10-Year Warranties on
Encapsulate Materials

CERTIFICATION/TRAINING

IICRC Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2273

PURONICS SERVICE, INC.

(925) 257-4704

Serving the Entire Bay Area and the Central Valley



WEBSITE

www.puronics.com

EMAIL

info@puronics.com

MANAGER

Scott Batiste, President
Jeff Atkinson, General Manager

SERVICES

- Carbon Filtration
- Reverse Osmosis Drinking Water
- Ultraviolet Disinfection or Sterilization
- Water Softeners
- Bacteriostatic Water Conditioning and Filtering
- Whole House Systems
- Drinking Systems
- Private Well Water Problems
- No-Salt Systems

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Limited Lifetime Warranty

CERTIFICATION/TRAINING

EPA Certified Renovator, WQA Certified Water Treatment Professional, NSF Certified Drinking Water Treatment Units

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1950

Puronics Service, Inc. sells water treatment equipment manufactured by Puronics Water Systems, Inc. to residential and commercial clients throughout the Bay Area and beyond. The company's water conditioning, softening, filtering, reverse osmosis and disinfection/sterilization technologies are used for a wide variety of purposes, from pretreating water-using appliances for all types of businesses to improving household drinking systems and solving private well water problems.

General Manager Jeff Atkinson credits much of Puronics Service's success to its ability to provide high-quality products that effectively fulfill its clients' water treatment needs. "Our goal has always been to go above and beyond for our customers, and we accomplish that by providing great products and services at reasonable prices," he says. "We're deeply committed to improving our customers' water quality, and they really appreciate that."

Puronics is known as an innovator in the water technology industry, and its extensive list of developments includes products that perform specialized procedures such as ultraviolet disinfection and nanofiltration. "We've been an industry leader in water technology for more than 60 years, and our products are used by everyone from homeowners to Fortune 500 companies," says Mr. Atkinson. "Whether our clients have severe water problems or simply want to improve the taste of their drinking water, we can provide exactly what they need."

COMPANY PHILOSOPHY

"Our goal is to provide our customers with top-quality products that leave them 100 percent satisfied. From manufacturing to our installation crews to our customer service representatives, everyone who works here is committed to making sure each customer has a positive experience."

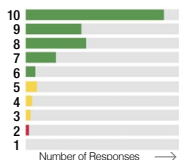
EXCERPTED SURVEY RESPONSES

"I would recommend them."—Bryan P.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **201** random customer surveys since December 2012

CUSTOMER SATISFACTION



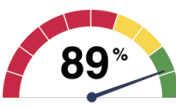
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 928595
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

World Class Window Coverings, Co. provides and installs a wide range of shutters, blinds, shades, sunscreens, draperies, and other window covering products for residential and commercial clients throughout Contra Costa County and the Tri-Valley area. The company's partnerships with top manufacturers allow it to offer highly competitive prices, and its consultants use their broad-ranging product knowledge to help customers select window coverings that match their décor and meet their specific needs.

World Class Window Coverings provides a mobile shopping experience for its clients—it brings the showroom directly to their homes and businesses so they can see colors and textures in the natural lighting of their rooms. Customers can also make an appointment to visit World Class Window Coverings' brand-new showroom in Brentwood. After they choose their window coverings, the company handles every remaining step of the process, from measuring and ordering to final installation.

COMPANY PHILOSOPHY

“Our philosophy is one of old-fashioned customer service. From the initial appointment to completion of the project, our primary goal is to ensure every customer is pleased with their experience and feels comfortable referring us to their friends and family. ‘World Class’ isn’t just our name—it’s the kind of overall experience we strive to provide for every customer, every time.”

EXCERPTED SURVEY RESPONSES

“They kept true to their word on the timeline. Dustin was professional and easy to talk to. He didn’t push any products, and he was very helpful and informative. It was a good experience.”—Jeff H.

“Their customer service was excellent. They were timely. They did exactly what they said they were going to do. I’m very happy.”—Candace C.

WORLD CLASS WINDOW COVERINGS, CO.

(925) 405-6945

390 Carrol Ct, Ste G
Brentwood, CA 94513

Serving Contra Costa County
and the Tri-Valley Area

WORLD CLASS
Window Coverings



World Class Window Coverings' staff believes in old-fashioned customer service.

WEBSITE

www.worldclassco.com

EMAIL

yocum@worldclassco.com

MANAGER

Dustin Yocum, CEO
Melisa Yocum, CFO

SERVICES

Blinds & Shades Shutters
Motorized Screens Sunscreens
Faux Wood & Wood Blinds

HOURS

Mon – Fri: 9am – 5pm
Other: By Appointment

CREDIT CARDS

Amex, Discover, MasterCard, Visa

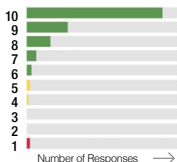
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1551



DIAMOND CERTIFIED RATINGS DASHBOARD based on **141** random customer surveys since July 2009

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

RATINGS STATUS

We declare that World Class Window Coverings, Co. has passed all of the rating steps and has earned the Diamond Certified award, Certificate No. 1551.

David Pak

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 931575
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

WINDOW INNOVATIONS INC.

(925) 398-3562

Serving the Greater Bay Area



WEBSITE

www.windowinnovationsinc.com

EMAIL

windowinnovations@sbcglobal.net

MANAGER

Steve Clark, CEO

SERVICES

Sun/Solar Control	Safety Film
Decorative Film	Energy Savings
Anti-Graffiti Film	Gutter Cleaning
Residential & Commercial	
Window & Screen Cleaning	
Holiday Lighting	

HOURS

Office	
Mon – Fri:	8am – 5pm
Installation	
Mon – Sat:	8am – 5pm

CREDIT CARDS

Amex, MasterCard, Visa

EMPLOYEES

12

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1853

Window Innovations Inc. provides a variety of solar control window film products for residential clients throughout California, including reflective films, decorative storefront signs and company logos, heat rejection films, glare reduction films, anti-graffiti films, and safety films that help prevent burglary and earthquake damage. The family-owned and operated company is an authorized dealer for leading manufacturers such as Huper Optik and Saint-Gobain, and it offers lifetime warranties on all its products and installations.

CEO Steve Clark says Window Innovations sets itself apart by being an incorporated firm that maintains a staff of full-time, factory-trained employees rather than subcontractors. “This approach protects our customers because it gives us more quality control and better scheduling capabilities. Also, it lets us react to our customers’ needs more quickly and efficiently.”

Mr. Clark says Window Innovations’ clients appreciate the company’s dedicated approach to customer service. “We’re not a hard-sell type of company. Instead, we come in with a fair price, educate the customer about their options and provide the results they’re looking for. We’re honest with our customers and offer them services and products they can trust.”

COMPANY PHILOSOPHY

“Our goal is to build personal relationships with our clients, and we accomplish that by offering high-quality products and services at fair prices. We install window films that fulfill our customers’ needs, and we give them excellent service throughout the entire process.”

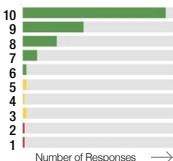
EXCERPTED SURVEY RESPONSES

“Everything was accurate, from the service time to their arrival and execution. When I called them for a quote, they showed up that day. You can’t get better than that.”—J.J.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **150** random customer surveys since December 2011

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

RATINGS STATUS

We declare that Window Innovations Inc. has passed all of the rating steps and has earned the Diamond Certified award, Certificate No. 1853.

David Pak

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 424976
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Quality Windows & Doors, Inc. is a full-service window and door provider that serves residential clients in Contra Costa and Alameda Counties. In addition to installing replacement windows and interior and exterior doors in a variety of styles, the company has a Pleasanton showroom that sells products from major manufacturers such as Andersen, Marvin, Milgard and Simonton.

President Eric Warm has more than 30 years' experience in the window and door replacement industry, and he's directed and managed several Bay Area home improvement companies. Mr. Warm and his team of factory-trained installers have amassed several certifications over the years, including InstallationMasters™/AAMA.

In order to offer the best possible service, Quality Windows & Doors has adopted a "no questions asked" customer satisfaction policy. "Service is our motto," says Mr. Warm. "We aim to take care of all our clients' window and door needs in a professional, courteous manner."

COMPANY PHILOSOPHY

"Our goal is to provide our customers with the best window and door purchasing experiences they've ever had, and our extensive product knowledge is the key to achieving that goal. All our installers have the skills and experience to efficiently complete each job, and our office staff perfectly complements our completion process."

EXCERPTED SURVEY RESPONSES

"Quality Windows & Doors, Inc. stands behind their work and has good follow-up."—S.C.

"They were a pleasure to do business with."
—Kate K.

"They were professional and affordable, plus they arrived and finished on time."—Zelma B.

QUALITY WINDOWS & DOORS, INC.

(925) 679-5959

3732B Stanley Blvd
Pleasanton, CA 94566



WEBSITE

www.qwdwindowsanddoors.com

EMAIL

eric.warm@qwdwindowsanddoors.com

MANAGER

Eric Warm, President

SERVICES

Windows, Patio Doors & Entry Door Installation, Contractor & Retail Sales

HOURS

Mon – Fri: 8am – 5pm
Sat: 10am – 4pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

BRANDS

Milgard, Simonton, Cascade, YD Windows, Andersen, Marvin Windows, ProVia, Masonite, Simpson, Rogue Valley Doors, Velux Skylights

CERTIFICATION/TRAINING

Milgard Certified Dealer
AAMA InstallationMasters™ Certified

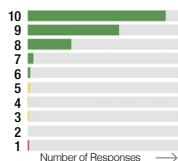
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/8



DIAMOND CERTIFIED RATINGS DASHBOARD based on 460 random customer surveys since February 2002

CUSTOMER SATISFACTION



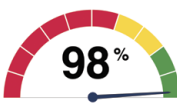
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



"Did the company provide Helpful Expertise® if needed?"

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 865261
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

WEST COAST WINDOWS AND DOORS, INC.

(925) 338-1653

1112 Willow Pass Court
Concord, CA 94520



WEBSITE

www.westcoastwindowsanddoors.com

EMAIL

info@westcoastwindowsanddoors.com

MANAGER

Richard Beil and Kelly Mullins, Owners

SERVICES

Sell & Install Windows
Sliding Patio Doors
Entry, Interior & French Doors
(Contractor & Retail Sales)
Security Screen Doors
Andersen Storm Doors
Retractable Screens

HOURS

Mon – Fri: 9am – 4pm
Sat: By Appointment Only

BRANDS

Andersen, Anlin, Anlin Freedom Pet Door, R-Lang, Tru-Frame, Plastpro, Trimlite, Therma-Tru and More

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1616

West Coast Windows and Doors, Inc. provides and installs energy-efficient window and door upgrades for residential clients in Contra Costa and Alameda Counties. The Concord showroom carries products from top manufacturers and is honored to be an Andersen Circle of Excellence Dealer and an Anlin Factory Direct Dealer.

Owners Richard Beil and Kelly Mullins are involved in every aspect of West Coast Windows and Doors’ day-to-day operations, from a client’s initial contact through installation. “I want our clients to be reassured that customer satisfaction is our top priority,” says Mr. Beil. “Accountability starts at the very top, and until I know my customers are absolutely satisfied, no job is complete.”

To learn more about West Coast Windows and Doors’ services, Ms. Mullins invites potential clients to visit www.westcoastwindowsanddoors.com or call and make an appointment to visit the company’s showroom, where they can meet the owners and view their potential projects. “We’re extremely proud of our team, who won the 2017 Best of the East Bay Window & Door Company Award from Bay Area News Group - East Bay Contra Costa Times,” says Ms. Mullins. “Our team is exceptional. Richard and I are fortunate to have a group of dedicated employees that mean the world to us!”

COMPANY PHILOSOPHY

“We believe in offering personalized service to our clients. We want our customers’ experiences with us to be overwhelmingly positive. Our ultimate goal is to earn their trust and provide products and services that give them years of enjoyment!”

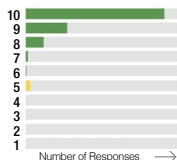
EXCERPTED SURVEY RESPONSES

“They were very professional and easy to deal with. They did everything right the first time. We liked the person who sold us the windows.”—Randy L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **287** random customer surveys since January 2010

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



“Did the company provide Helpful Expertise® if needed?”

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 890083
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Diamond Certified Expert Contributors


HELPFUL EXPERTISE® FROM OWNERS OF TOP RATED COMPANIES



If you're like most savvy consumers, you look for expert tips to help you make good decisions concerning your home, auto, health and professional needs. So, we asked Diamond Certified company owners to contribute their specialized industry expertise to help you. In the pages that follow, we've included just a few of these expert tips. You can easily access the full articles and the 1,000+ expert tips, articles, and videos from other Diamond Certified company owners at www.diamondcertified.org.


DIAMOND CERTIFIED EXPERT CONTRIBUTOR: ADVICE & TIPS FROM JOHN GORMAN

EXPERT CONTRIBUTOR PROFILE



John Gorman is a Diamond Certified Expert Contributor and the Owner of Save Energy Company, a Diamond Certified qualified.

EXPERT ARTICLES




How to Choose the Right Window Frame
By JOHN GORMAN of Save Energy Company

112 SHARES

PEPALUMA – In the past, homeowners who wanted to replace their windows were somewhat limited in their choices. Today, consumers can choose from a wide variety of window options and find a product that best fits their lifestyle, budget and personal preferences. In terms of popularity and market availability, there are three main choices when it comes to window frames: vinyl, wood, and fiberglass and/or composite. Here's some information about all three types that can give you some insight as to which will work best for your home.

Vinyl Window Frames
Vinyl window frames were originally created to replace aluminum, which were the most common... Read more

EXPERT VIDEO TIP




How to choose window frames
with JOHN GORMAN of Save Energy Company

66 SHARES

Complete Video Transcription:
If you're shopping for windows, you'll need to decide whether to have wood, vinyl, or fiberglass frames. So, we're in Peotaluma with Diamond Certified Expert Contributor, John Gorman of Save Energy Company to find out.

Diamond Certified Expert Contributor, John Gorman: Today I want to talk to you about window frames. When you replace your windows, you have three different options of different window frames you can use: vinyl, wood, and fiberglass.

Vinyl windows came in to replace old aluminum windows that were put in houses... Read more



John Gorman
Owner, Save Energy Company

How to Choose the Right Window Frame

Ultimately, the type of window frame you install in your home depends on three things: your aesthetic preferences, your budget and your county's building code. One of the most popular frame options is vinyl—it offers maximum energy efficiency, reduced condensation and minimal maintenance.

To read full article and more, visit:
www.dccert.org/johngorman

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Diamond Certified Expert Contributors



Luis Baltodano

Owner, Baltodano's Drywall

Ensuring a Quality Drywall Job

If you need drywall services performed, don't settle for an unlicensed contractor. This includes professionals who are licensed in related fields, such as painting. However, painting and drywall work require two different licenses, not to mention distinct spheres of expertise, so always ask to see the pertinent license.

To read full article and more, visit:
www.dccert.org/luisbaltodano



Andy Bongiorno

Owner, Bongiorno Termite Control, Inc.

Preventing Insect Infestations

Factors like firewood piled up against the house, trees and shrubs touching the home exterior, and wall planters with high soil levels can increase the chances of an insect infestation. Remedy these conditions by storing firewood away from the home, keeping vegetation well-trimmed and monitoring the soil levels of wall planters.

To read full article and more, visit:
www.dccert.org/andybongiorno



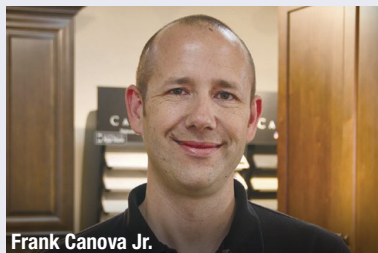
Russell Calhoon

Officer, Paradigm Concrete & Construction, Inc.

Hosing Down New Concrete

If you feel inclined to hose down newly installed concrete, be sure to do it at night. When concrete is hosed off during the day, the water will evaporate and leave a blotchiness or efflorescence. While this can often be cleaned off with a vinegar/water solution, it's best to avoid it in the first place.

To read full article and more, visit:
www.dccert.org/russellcalhoon



Frank Canova Jr.

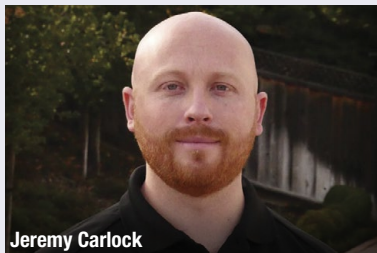
President, Diablo Valley Cabinetry

Preventing Cabinet Water Damage

Over time, latent moisture can damage your wood cabinets. To avoid this, promptly wipe up spills with a microfiber cloth (don't use paper towels—their abrasiveness can harm the cabinets' finish). Also, don't hang hand-drying towels over your cabinets—these tend to hold a lot of moisture, which can get transferred to the wood.

To read full article and more, visit:
www.dccert.org/frankcanovajr

Diamond Certified Expert Contributors



Jeremy Carlock
CEO, Got Watts Electric & Solar

A Crucial Consideration for Solar

If you're planning to add a solar power system to your home, be sure to consider your potential future energy needs. Many homeowners neglect to consider how their energy needs might change five, 10 or 20 years down the road. If you need additional power in the future, issues can arise if your system isn't set up for it.

To read full article and more, visit:
www.dccert.org/jeremycarlock



Jack Chan
Sales Manager, Amazing Stone, Inc.

Granite Countertop Attributes

Granite is one of the toughest natural stones on the planet, which makes it an ideal countertop material. However, since it's porous, granite countertops must be sealed to prevent stains. Fortunately, there are professionally applied sealers that last up to 25 years, so you don't have to reseal very often.

To read full article and more, visit:
www.dccert.org/jackchan



Josh Cherry
Owner, Big O Tires - Pleasanton

Wheel Alignment

Whether caused by hitting a pothole or mere wear and tear, uneven wheel alignment can lead to uneven tire wear. Some common signs of an alignment issue include your vehicle pulling to one side, your steering wheel being crooked while you're driving straight and your vehicle vibrating when it reaches high speeds.

To read full article and more, visit:
www.dccert.org/joshcherry



Kevin Comerford
Owner, Service Champions

Annual Furnace Inspections

Annual inspections are crucial to ensure your furnace is operating safely and efficiently. Besides having an active flame inside of it, a furnace emits carbon monoxide and is powered by natural gas. The presence of these elements can pose a potential danger when a furnace isn't maintained or has an unidentified operational issue.

To read full article and more, visit:
www.dccert.org/kevincomerford

Diamond Certified Expert Contributors



Jared Cuevas

President, Bay-Valley Painting, Inc.

Maintaining Your House Paint

A good way to extend the lifespan of your house paint is to keep it clean. Two proactive measures are keeping your gutters clean in winter and power-washing your home exterior once a year. Also, to avoid deterioration, don't wait too long to repaint. Typically, a home should be repainted every seven to 10 years.

To read full article and more, visit:
www.dccert.org/jaredcuevas



Dr. Alfred dela Cruz

Owner, Alfred B. dela Cruz, DDS

A Solution for Sore Gums

If you suffer from sore or bleeding gums, the most important step you can take is to adopt a daily flossing routine. Keep in mind that when you first start flossing, it will cause your gums to bleed even more. However, with time, regular flossing will correct this issue, resulting in healthier gums.

To read full article and more, visit:
www.dccert.org/dralfredelacruz



Alex Diaz

Owner, Water Heaters Masters, Inc.

Locating Your Water Main

In the event of a broken water pipe or similar catastrophic leak, the only way to stop it is to shut off the water to your entire home. While most homes' water shut-off valves are situated either just outside the home or at the sidewalk, their locations can vary, so make sure you know where yours is in case of an emergency.

To read full article and more, visit:
www.dccert.org/alexdiacz



John Gingrich

Owner, Gingrich Horticulture Service

Plant Selection

When selecting plants at a nursery, bigger doesn't necessarily mean better. Often, the larger plants have outgrown their containers, which makes them more likely to be root-bound. In contrast, smaller, less developed plants will be more appropriately sized for their containers and therefore less likely to be root-bound.

To read full article and more, visit:
www.dccert.org/johngingrich



Juan Guzman

Owner, G.O. Blessing Construction Inc.

Deck Material Options

When it comes to deck materials, your options fall into two categories: natural wood and synthetic. In general, I recommend using natural wood products because they're stronger than synthetic and will last longer. Also, some synthetic products have been known to heat up in the sun, which makes them uncomfortable to walk on.

To read full article and more, visit:
www.dccert.org/juanguzman



Kim Haddon

Owner, Haddon Heating & Cooling

Furnace Filter Orientation

When replacing your furnace filter, make sure you place it the correct side up. Filters are typically labeled with arrows that denote the proper air flow direction, so check this before installing. Also, as a safety precaution, always turn off the furnace before replacing a filter.

To read full article and more, visit:
www.dccert.org/kimhaddon



Bill Hinkamp

Owner, Rockridge Builders

Meeting With a Contractor

When meeting with a remodeling contractor for the first time, it's best to have an idea of what you're looking for in your remodeled space. If you're having trouble conceptualizing, try browsing design ideas online. From Houzz to Pinterest, there are countless home remodeling and design resources available on the web.

To read full article and more, visit:
www.dccert.org/billhinkamp



Curt Holman

Owner, Precision Cleaning Services

Rug and Tile Cleaning Intervals

Besides carpet and upholstery, consider having your home's area rugs and tile flooring professionally cleaned. An area rug should be cleaned every one to five years, depending on the kind of material it's made of and how much traffic it gets. Tile floors, on the other hand, should be cleaned every three to five years.

To read full article and more, visit:
www.dccert.org/curtholman

Diamond Certified Expert Contributors



Jorge Neukirchen

Vice President, Viking Pavers

Paver Installation Warranties

Poured concrete installations rarely come with warranties due to the expectation that they'll form cracks. In contrast, a paver driveway or patio typically comes with a lifetime manufacturer warranty and a 25-year installer warranty. Before hiring an installer, ask what warranties they provide.

To read full article and more, visit:
www.dccert.org/jorgeneukirchen



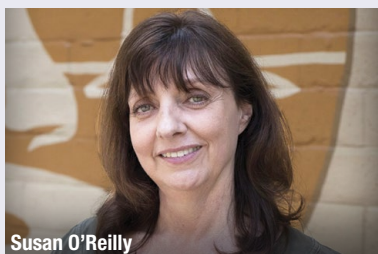
Scott O'Neill

Sales Director, Madden Door & Sons, Inc.

Temporary Fix for a Garage Door Issue

Can't get your garage door to close? Most garage doors have a built-in override for the safety sensors that can be engaged by pressing a button mounted to the wall. However, in order for it to work, you have to hold down the button until the door is fully closed—if you release it prematurely, the door will open back up.

To read full article and more, visit:
www.dccert.org/scottoneil



Susan O'Reilly

Owner, Dublin Creek Kennels, Inc.

DIY Dog Grooming Tools

To groom your dog, you'll need a couple of tools: a slicker brush and a metal comb. If you don't have a grooming table, a card table will work for smaller breeds—just pull it up to a door and tie the dog's leash to the doorknob. For larger breeds, you can sit on the ground with your dog and tie its leash to a doorknob.

To read full article and more, visit:
www.dccert.org/susanoreilly



David Osborn

Owner, Osborn Spray Service

Keeping Rats Out of Your Home

One way rats gain access to homes is by climbing up tree branches or vines growing near the roof. To cut off this route of access, trim back any vegetation that comes into contact with your roofline. Even if it isn't quite touching, rats can jump, so don't take any chances—cut those branches and vines back at least 18 inches.

To read full article and more, visit:
www.dccert.org/davidosborn



Laural Roaldson
Owner, Laural Landscapes, Inc.

Considerations for Plant Selection

When deciding which plants to install, it's good to have criteria on which to base your selection. Besides determining the plant's primary purpose, consider factors like long-term growth (will it be too big?) and seasonal behavior (is it evergreen or deciduous?), as well as basic maintenance and irrigation needs.

To read full article and more, visit:
www.dccert.org/lauralroaldson



Don Schrader
Owner, Schrader & Son

Computer Safety Tip

The easiest way to give your computer a virus is by clicking on a bad link, so if you're unsure about a link, don't click on it. This goes for emails, too—personal email accounts get hacked all the time, so if you receive an email from a friend encouraging you to click on a link, you should think twice.

To read full article and more, visit:
www.dccert.org/donschrader



Greg Severs
President, S & S Painting and Coatings, Inc.

Identifying Dry Rot

When preparing for an exterior paint job, it's important to inspect all wood surfaces for dry rot. Common signs to look for include areas that appear wrinkled or shriveled; areas that appear dark or discolored; fungal growth such as mold, mildew or mushrooms; and areas that are soft to the touch and crumble easily when disturbed.

To read full article and more, visit:
www.dccert.org/gregsevers



Steven Siegfried
Owner, Abbey Carpets by Fashion Floors

3 Tips for Flooring Installation

1) Laminates and hardwoods need a few days to acclimate to your home's climate conditions before being installed. 2) After installation, keep the temperature in your home as even as possible for a few days. 3) Protect your new floors by affixing felt pads to furniture legs and placing rugs or mats in high-traffic areas.

To read full article and more, visit:
www.dccert.org/stevensiegfried

Diamond Certified Expert Contributors

Karen Skinner

Senior Project Design Specialist, Viking Pavers

Paver Design Tip

Your paver installation may look great, but if it isn't practical, you may wind up with unexpected frustrations. For example, if you have elderly family members who live with you or visit often, a cobblestone walkway isn't a good choice—not only will it make using a walker or wheelchair difficult, it will increase the chances for falls.

To read full article and more, visit:
www.dccert.org/karenskinner



Rod Tehrani

Owner, Absolute Plumbing and Drain

Earthquake Safety Valves

When a major earthquake occurs, a home's gas supply can become damaged, which can cause a leak that leads to fires or explosions. To prevent this, consider installing an earthquake safety valve, which guards against such catastrophes by sensing seismic shifts and subsequently shutting off gas service to the home.

To read full article and more, visit:
www.dccert.org/rodtehrani



Tim Toupin

Owner, Toupin Construction Corporation

Window Leak Prevention

Besides installing flashing, there are additional steps you can take to prevent water intrusion when installing new windows. One is to caulk along the outside of the flashing before setting the window in place. Another is to add a layer of BITUTHENE® waterproofing membrane over the flashings' outer edges after the window has been set.

To read full article and more, visit:
www.dccert.org/timtoupin



Dan Yorke

Owner, Danville Hardwood Company Incorporated

The Impact of Floorboard Length

When choosing a hardwood flooring product, one detail to consider is board length. Longer floorboards can create a pleasing aesthetic effect, characterized by clean lines and unbroken spans. While many prefinished hardwood floors only come in lengths up to 48 inches, some manufacturers have products that extend up to 12 feet.

To read full article and more, visit:
www.dccert.org/danyorke