

363,000
CUSTOMERS SURVEYED

NAPA COUNTY · APRIL 2019

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

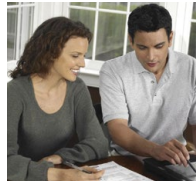
To qualify, the company must score Highest in Quality and Helpful Expertise®, with a score of 90 or above on a 100 scale.

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

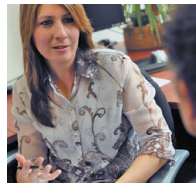
If the company's quality rating, business practices and credentials meet our high standards, it is awarded Diamond Certified.

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:

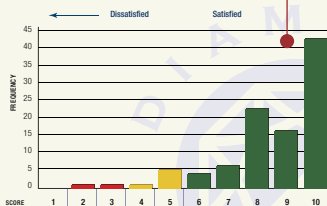
Question 1

“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						
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%						

Statistical results for 100 observation

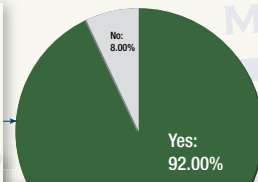
Mean: 8.58
Standard Deviation: 1.74
Percent of responses 6–10: 92.00%

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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:

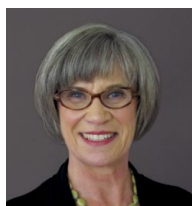
1. You the consumer have the right to know which companies are truly performing at the highest level of quality.
2. The highest quality companies should be rewarded for their ongoing performance through public recognition.
3. Companies should be held accountable for their performance—one customer at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

How to Reach Us

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twitter.com/diamondcert

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Chris Bjorklund,
Consumer Advocate



Greg Louie, Founder and
Chief Executive Officer



Joy Lanzaro, Director of
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

San Mateo County - Auto Body

Laser-Flat - California Auto Body & Repair & Drivng

Car Auto Body

Diamond Certified Companies are Rated Highest in Quality and Helpful Expertise.

Get Back on the Road Fast. Some Body Shops Ship to New Mexico Territory

Why Trust Diamond Certified Auto Body Shops Rated Highest in Quality?

Eye Specialist

Hose Installation

What to Do in the Event of an Auto Collision

RECENTLY MENTIONED OR MENTIONED ARTICLES BY THE DIAMOND CERTIFIED EXPERTS

3M, A, 7, PPG, silkens, PRO SPAT, STANLEY, UNIVERSITY, 6X, PENN.

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.

DIAMOND CERTIFIED COMPANY REPORT
Save Energy Company

COMPANY REPORT NAVIGATION
RATINGS ARTICLES PHOTOS VIDEO CAPABILITIES TIPS WEBSITE (877) 312-1327 CONTACT

DIAMOND CERTIFIED EXPERT CONTRIBUTOR ADVICE & TIPS FROM JOHN GORMAN

EXPERT CONTRIBUTOR PROFILE




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@savenegy.com.

John Gorman: One Man's Journey
By MATTHEW SOLIS, Senior Editor Diamond Certified Resource

John Gorman has been enjoying a successful career in the window and door industry for the past 30 years, but the path he followed to get to his current destination wasn't always clear. In fact, a career in windows wasn't even on... [Read more](#)

EXPERT ARTICLES



How to Choose the Right Window Frames:
by John Gorman of Save Energy Company


PETALUMA — 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. Here's some information about the most popular styles of window frames on the market today:

Vinyl Window Frames

Vinyl window frames were originally created to replace aluminum, which were the most common frames installed in houses throughout the 1950s, '60s and '70s. Here are a few attributes of vinyl windows:

... [Read more](#)

EXPERT VIDEO TIP



Video: Three Window Frame Options
with John Gorman of Save Energy Company

Complete Video Transcription:
PETALUMA — Host, Sarah Rutan: If you're shopping for windows, you'll need to decide whether to have wood, vinyl, or fiberglass frames. So, we're in Petaluma 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... [Read more](#)

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

504 Redwood Blvd., Suite 310, Novato, CA 94947
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



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

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

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Find a Diamond Certified Company

- 13 Auto Body**
- 14 Carpet & Upholstery Cleaning**
- 15 Contractor – Design & Build**
- 16 Contractor – Remodeling & Additions**
- 18 Decks & Patios**
- 19 Electrical Contractor**
- 20 Fences**
- 21 Garage Doors**
- 23 Heating & Air Conditioning**
- 25 Kitchen & Bath Contractor**
- 26 Painting**
- 27 Pest Control**
- 28 Plumbing**
- 29 Real Estate Sales – Agent**
- 30 Roofing**
- 32 Towing – Commercial**
- 33 Tree Services**
- 34 Water Wells & Pumps**
- 35 Windows**

Fulton Body Shop provides a complete range of body repair services for all types of foreign and domestic vehicles at its Saint Helena facility. In addition to installing OEM replacement parts, straightening frames and performing high-quality paint refinishing, the company takes on minor work such as glass replacement, paintless dent removal, interior and exterior detailing, and plastic repair.

Owner Greg Minnick says the high quality of Fulton Body Shop's work has allowed it to maintain a loyal customer base over the past three decades. "We focus on doing a great job at a good price and leaving each customer absolutely satisfied."

Fulton Body Shop strives to educate its customers not only throughout the repair process, but the insurance process as well. "All our customers need to do is make the initial phone calls to their insurance companies and drop off their cars with us—we can do the rest!" says Mr. Minnick. "We work with all insurance companies, and our customers can get free computerized estimates without making appointments."

COMPANY PHILOSOPHY

"Honesty and integrity are very important to us—we do exactly what we say we're going to do and provide the best possible service for every person who visits our shop. Our customers know we're going to do our absolute best when repairing their cars, and that gives them confidence to come back and recommend us to others."

EXCERPTED SURVEY RESPONSES

"All of the interactions are always very positive. Greg is really great about getting back to you about your questions. He's very responsive. They contacted my insurance company and handled everything. It was pretty much flawless."
—Coleen J.

AUTO BODY

FULTON BODY SHOP

(707) 639-8801

1012 Fulton Lane
Saint Helena, CA 94574

FULTON ■ BODY ■ SHOP
COMPLETE BODY & FINISH REPAIR AUTO RESTORATION



Fulton Body Shop's experienced crew: (L to R) Tyler Moore, Scott Minnick, Danny Minnick and Greg Minnick

WEBSITE

www.fultonbodyshop.com

EMAIL

fultonautobody@sbcglobal.net

MANAGER

Greg Minnick, Owner

SERVICES

- Collision Repair
- Refinishing
- Paintless Dent Repair
- Frame Repair
- Glass Replacement
- Detailing
- Free Computerized Estimates

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Discover, MasterCard, Visa

CERTIFICATION/TRAINING

- ASE Collision Repair Technician
- ASE Chief Unitized Body Certified
- Axalta Cromax Pro Certified Refinisher
- ASE Chief Full Frame Certified

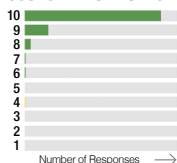
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1954



DIAMOND CERTIFIED RATINGS DASHBOARD based on **200** random customer surveys since December 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. 126335
- ✓ Current Complaint File
- ✓ Business Practices

NORTH COAST CARPET CARE, INC.

(707) 336-2946
(707) 797-7966
(877) 312-1302
(415) 347-6983



MOHAWK
FLOORCARE ESSENTIALS
Authorized Service Center



North Coast Carpet Care's fleet of service vehicles

WEBSITE

www.northcoastcarpetcare.com

EMAIL

info@northcoastcarpetcare.com

MANAGER

Cindy Mayer, President

SERVICES

Cleaning, Repairs & Restretching;
Commercial & Residential
Upholstery Cleaning; Water Damage;
Pet Odor Removal & Deodorizing;
Tile & Grout/Area Rugs Cleaning;
Hardwood Floor Cleaning

HOURS

Mon – Fri: 8am – 5pm
Sat: 8am – 1pm
Other: 24/7 Flood Restoration
Weekend and Evening Appointments

CREDIT CARDS

Amex, Discover, MasterCard, Visa

CERTIFICATION/TRAINING

Institute of Inspection, Cleaning and
Restoration Certification (IICRC) Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/124

North Coast Carpet Care, Inc. cleans carpets, upholstery, drapes, tile and grout, hardwood floors, area and Oriental rugs, and other furnishings for residential and commercial clients in Napa, Marin, and Sonoma Counties. The family-owned and operated company's process includes pre-spotting, pre-conditioning, and moving and replacing most furniture. In addition to its regular services, it cleans automobile and RV interiors; provides water damage restoration services; repairs and restretches carpets; and offers fiber protection for carpets, upholstery and area rugs.

North Coast Carpet Care's IICRC (Institute of Inspection, Cleaning and Restoration Certification) Certified technicians combine state-of-the-art equipment with biodegradable cleaning products to remove all types of stains and odors, including those made by pets. "They're expertly trained to provide outstanding floor care and maintenance," says President Cindy Mayer. "We always guarantee quality work."

COMPANY PHILOSOPHY

"We're truly passionate about our work, and our primary motivation is to maintain our customers' happiness. Our commitment to customer service begins with each client's initial phone call; from there, we establish a professional relationship and communicate how much we truly value their business. It's our goal to retain our repeat customers and continue to build our business by providing outstanding, reliable, value-driven service."

EXCERPTED SURVEY RESPONSES

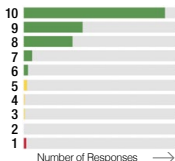
"[I liked] the quality of the job. The carpet was really clean after they left."—Thomas S.

"They were very polite, courteous and helpful. They really did a good job. They were commendable."—James C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **320** random customer surveys since July 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
- ✓ Current Complaint File
- ✓ Business Practices

California Dreaming Construction provides a variety of remodeling services for residential clients in Napa, Sonoma and Marin Counties. The company has the training and equipment to handle everything from small household projects to full-scale kitchen and bathroom remodels, and it's available 24/7 for the convenience of its customers.

Owner Kevin Oliva says his hands-on approach to remodeling has been an important aspect of California Dreaming Construction's success. "I really enjoy the problem-solving side of construction work, and I make sure to explain things as I go along so my clients know what to expect. The more informed they are about the details of their projects, the easier it is for them to make the right decisions."

California Dreaming Construction extends this customer-oriented attitude to its estimation process, which Mr. Oliva says is designed to make clients feel as comfortable as possible. "When I give someone a price for a remodeling service, that's exactly what they pay. I always keep my promises and make sure my clients' needs are met, and they really appreciate that."

COMPANY PHILOSOPHY

"I approach every project with a high level of integrity and do whatever it takes to ensure the work gets done correctly. For me, remodeling is about more than making money—it's about helping my clients improve their homes and providing them with services that exceed their expectations."

EXCERPTED SURVEY RESPONSES

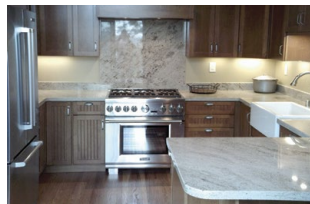
"He's meticulous, reliable, very reasonable and an expert at what he does."—Deepak S.

"He's consistent, thoughtful, clean, and he does good work. He doesn't leave a mess."—Roberta G.

CALIFORNIA DREAMING CONSTRUCTION

(707) 200-7469

Serving Napa, Sonoma and Marin Counties



A recent kitchen remodeling project by California Dreaming Construction

EMAIL

caldreamingconst@gmail.com

MANAGER

Kevin Oliva, Owner

SERVICES

Kitchen & Bathroom Remodeling
Small Remodeling Projects

HOURS

Available 24/7

GUARANTEES

1-Year Warranty on Labor

BRANDS

Kohler, Moen, Peerless

EMPLOYEES

2

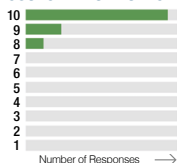
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2348



DIAMOND CERTIFIED RATINGS DASHBOARD based on **11** random customer surveys since April 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. 657925
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

PENNY PINCHING CONSTRUCTION & REMODELING

(707) 968-7930



PENNY PINCHING
CONSTRUCTION & REMODELING
GENERAL CONTRACTOR'S LIC. # 950850



Penny Pinching Construction & Remodeling recently completed work on this house and garage project.

WEBSITE

pennypinchingconstructionca.com

EMAIL

pennypinching@aol.com

MANAGER

Rick Gudgel, Owner

SERVICES

- Residential & Commercial Remodeling & Rebuilding
- Demolition, Site Excavation & Earthwork
- Doors & Windows
- Plumbing
- Carpentry
- Painting
- Fire Restoration

HOURS

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

CREDIT CARDS

Discover, MasterCard, Visa

GUARANTEES

- 1-Year Warranty on Craftsmanship & Workmanship
- Manufacturers' Warranties on Products

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2100

Penny Pinching Construction & Remodeling provides a wide range of construction services for residential and commercial clients throughout Napa County. The company utilizes its diverse capabilities to handle every aspect of the remodeling and rebuilding process, from plumbing work to finish carpentry.

Owner Rick Gudgel says his hands-on involvement in Penny Pinching Construction & Remodeling makes a significant difference in terms of quality and customer satisfaction. “I don’t just own the company; I work right in the field. I also work closely with my clients and communicate clearly with them so I can make sure I’m keeping my promises.”

In addition to building, Penny Pinching Construction & Remodeling offers demolition, site excavation, fire restoration and earthwork services. Regardless of the type of work that’s being performed, Mr. Gudgel says customer satisfaction is his number one priority. “I really enjoy pleasing my customers and seeing how happy they are with the end results of my work.”

COMPANY PHILOSOPHY

“My clients can count on me to provide high-quality work, clear communication and friendly service. I utilize my industry knowledge to ensure a positive experience for every customer. No job is too big or small—if a client can dream it, I can build it.”

EXCERPTED SURVEY RESPONSES

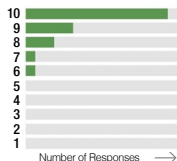
“He was capable of doing all the work we presented to him and he was a master at all of it. We were very satisfied.”—Peggy K.

“He’s a real craftsman and he has done wonderful carpentry in my home. He’s done a beautiful job in a very difficult situation.”
—Linda P.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **50** 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 License No. 952820
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Chandler Construction offers a wide range of construction services to residential and commercial clients throughout Napa County. The company has the in-house capabilities to handle everything from remodels and additions to foundation replacements and structural repairs, and it also provides and installs pre-engineered steel buildings and works on historical renovations.

President Voldi Chandler says Chandler Construction's ability to communicate with its clients during every phase of their projects is a key component of its success. "We're very forthright with our customers and make sure they're aware of any changes that occur over the course of their jobs. We want them to feel completely secure working with us, and keeping them well-informed is the best way to do that."

Chandler Construction provides each job with a small crew comprised of highly skilled professionals, which Mr. Chandler says makes the company work more efficiently. "We also only use prequalified subcontractors who we know will uphold our high standards of quality. Everyone who works here is dedicated to ensuring our clients have great experiences and achieve their goals."

COMPANY PHILOSOPHY

"Our goal is to turn every client into a repeat customer who recommends us to their friends and family, so we give them exactly what we promise and do whatever it takes to ensure their satisfaction. At the end of the day, the best part of our job is seeing how happy our customers are with their finished products."

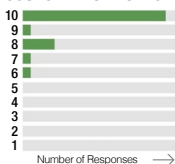
EXCERPTED SURVEY RESPONSES

"I have used them plenty of times with great results. We have a couple of other agents who have used them and they have always done great work."—Jan K.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **25** random customer surveys since October 2017

CUSTOMER SATISFACTION



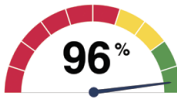
↑ More Satisfied
↓ Less Satisfied

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. 887488
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

CONTRACTOR – REMODELING & ADDITIONS

CHANDLER CONSTRUCTION

(707) 584-6579

Serving Napa County



A recent addition project by Chandler Construction

WEBSITE

www.chandlerconstructionnapa.com

EMAIL

voldichandler@gmail.com

MANAGER

Voldi Chandler, President

SERVICES

Residential & Commercial Remodeling
Foundations & Structural Repairs
Home Additions
Steel Buildings
Turnkey Construction
Wineries

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

1-Year Warranty on Workmanship & Materials

BRANDS

Capital Steel Industries

EMPLOYEES

5

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2470

DECKMASTER FINE DECKS, INC.

(707) 902-3955

4710 Vine Hill Road
Sebastopol, CA 95472

Serving Napa, Sonoma, Marin
and San Francisco Counties



Weston Leavens • Award Winning Deck Specialist



Weston Leavens, founder of
Deckmaster Fine Decks, Inc.

WEBSITE

www.dmfinedecks.com

EMAIL

weston@dmfinedecks.com

MANAGER

Weston Leavens, Owner

SERVICES

Decks & Patio Covers
Design, Refinishing & Repair

HOURS

Mon – Fri: 8am – 5pm

GUARANTEES

Lifetime Warranty on Workmanship

BRANDS

Zuri, Armadillo, Americana,
Cutek Extreme

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1513

Deckmaster Fine Decks, Inc. designs and builds decks to blend with the architecture of its customers' houses and integrate with their landscapes, which results in outdoor living spaces that are inviting, durable and functional. The company also designs and builds patio covers, and it offers expert deck repair and refinishing that can add years of life to existing decks.

Founder Weston Leavens started building decks and patio covers in the early 1980s, and today he puts his decades of inventiveness and award-winning skill to work creating outdoor living spaces throughout the Bay Area. Mr. Leavens is also the inventor of the revolutionary Deckmaster Hidden Fastening System, which was the first hidden fastener on the market. "We always use hidden fastening for our decks," he says. "Whether they're ultra low-maintenance composites or thermally modified ash, hidden fastening gives decks the very best appearance and longevity."

Mr. Leavens is a past winner of the National Redwood Deck contest, and in 2008 he won the "Build a Deck, Win a Deck" contest sponsored by the California Redwood Association.

COMPANY PHILOSOPHY

"We take pride in our excellent listening skills—as our clients explain their visions, we interpret what they want and blend it with the realistic possibilities of their sites. Our goal is to create sturdy, elegant, aesthetically pleasing structures that last for generations."

EXCERPTED SURVEY RESPONSES

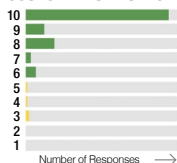
"When they gave me the price it was still competitive, even though it was higher quality than everybody else."—Frank L.

"They are very professional and the deck is of high quality."—Carol P.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 126 random customer surveys since February 2009

CUSTOMER SATISFACTION



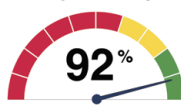
↑
More Satisfied
↓
Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Liability Insurance
- ✓ State License No. 827981
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Knights' Electric, Inc. is a full-service electrical contractor building relationships with residential and commercial clients throughout the North Bay. As one of the area's premier custom home electrical installers, the company is committed to its clients and their dream homes. Its knowledgeable staff can assist with home automation, audio/visual installations, lighting and more.

Knights' Electric offers design/build services for commercial/industrial and winery electrical installations, as well as new construction, remodeling and retrofit projects. Owners Barbara Ragsdale, Rob Knight, and Art Knight say listening to their clients' needs and helping them plan for the future in order to save time and money are essential parts of the relationship process.

Knights' Electric also provides energized maintenance and arc flash studies to prevent costly electrical failures and downtime while monitoring and maintaining power quality for any facility. The company's service department is on-call 24/7 for customers' convenience.

COMPANY PHILOSOPHY

"We're committed to providing our customers with innovative electrical systems and high-quality service. Our ultimate goal has remained the same since our inception: to meet our clients' needs with professionalism and excellent workmanship."

EXCERPTED SURVEY RESPONSES

"They do a good job. They're prompt, honest, and their prices are reasonable."—Gene G.

"They were here when they said they would be and completed the project."—Sue H.

"It was easy to make an appointment and their service was prompt."—Karen C.

"They were prompt and they got the job done quickly."—Debbie B.

ELECTRICAL CONTRACTOR

KNIGHTS' ELECTRIC, INC.

(707) 726-2909

Serving Napa, Sonoma and Marin Counties



Barbara Ragsdale is President of Knights' Electric, Inc.

WEBSITE

www.knightselectric.com

EMAIL

info@knightselectric.com

MANAGER

Barbara Ragsdale, Rob Knight and Art Knight

SERVICES

Full-Service Electrical Contractor
Residential & Commercial Electrical Systems
Motor Controls & Automation
Design-Build Systems
Energized Maintenance

HOURS

Mon – Fri: 7am – 5pm
After-Hours Emergency Service

CREDIT CARDS

Amex, MasterCard, Visa

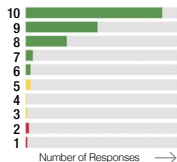
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/126



DIAMOND CERTIFIED RATINGS DASHBOARD based on **371** random customer surveys since July 2002

CUSTOMER SATISFACTION



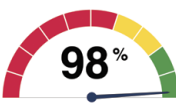
↑ More Satisfied
↓ Less Satisfied

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. 432135
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ARBOR FENCE, INC.

(707) 809-5936

Serving All of Napa County and Parts of Sonoma County



The Arbor Fence family: (L to R) Ronald Wooden, Genevieve Van Bebber and Wil Wooden

WEBSITE

www.arborfence.com

EMAIL

sales@arborfence.com

MANAGER

Ron Wooden, Owner

SERVICES

Arbors, Chain Link, Decks, Steel Railings, Redwood Fencing, Vinyl Fencing, Deer & Livestock Fencing, Split Rail, Non-Climb & Field Wire Fencing, Custom Steel Fencing, Corral Fencing, Retaining Walls, Pool Fencing

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Discover, MasterCard, Visa

BRANDS

Ameristar, Bufftech, Trex, Xcel

EMPLOYEES

20

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/111

Arbor Fence, Inc. designs and installs a variety of fencing products for residential and commercial clients in all of Napa County and parts of Sonoma County. The family-owned and operated company uses materials such as wood, vinyl, chain link, pipe and wire to create its fences, which can be used for numerous applications, including protecting properties from animals and enclosing pools. It also builds retaining walls and installs custom gates.

Owner Ron Wooden established Arbor Fence to build reliable fences and gates that could withstand California’s unpredictable climate and last for many years. Mr. Wooden says he’s proud to work alongside two of his children, Genevieve Van Bebber and Wil Wooden, who’ve been around the company since they were children. “Our entire family considers it our personal responsibility to provide excellent customer care and quality workmanship.”

COMPANY PHILOSOPHY

“We work extremely hard to make our customers happy with everything we do, from meticulously setting up each job to working diligently throughout every step of the construction process. We do our best to remain flexible and accommodate clients’ changes, and we never leave a jobsite until they’re completely satisfied.”

EXCERPTED SURVEY RESPONSES

“I like their honesty and quality. They stick to their word.”—Elaine D.

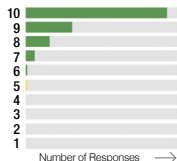
“I liked everything about them. The crew was knowledgeable. They worked very hard. They used good materials. The customer service was great.”—Karen M.

“They have a good product at a good price. It was a great experience and my neighbors love it, too.”—Jo Ann J.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **299** random customer surveys since July 2002

CUSTOMER SATISFACTION

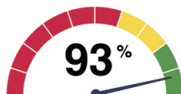


CUSTOMER LOYALTY



“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. 543558
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

JC Garage Door Center provides, installs and repairs garage doors for residential clients in Napa, Solano, and Contra Costa Counties.

The company's Suisun City showroom features a wide variety of door products made by industry leaders like LiftMaster and Carriage House Door Company, and its technicians are available 24/7 to handle emergency repairs.

Owner Juan Caballero says JC Garage Door Center's customer-oriented business practices have allowed it to maintain a loyal clientele base that's quick to refer the company to others. "We don't just try to sell doors to our customers—we take the time to educate them about the products they have in their homes and show them how to keep them in good shape. Our clients know we're not going to push them toward things they don't need, and they really appreciate that type of honesty."

JC Garage Door Center's meticulous approach to quality control includes providing every job with the hands-on expertise of Mr. Caballero himself. "My sons do all the installations and repairs, and they're well-trained and know how to do the job correctly, but I still recheck everything to make sure it's perfect," he says. "By going the extra mile, we're able to ensure the long-term satisfaction of our customers."

COMPANY PHILOSOPHY

"Our clients always come first, no matter what. They keep our business alive, so we do everything we can to meet their needs and accommodate their schedules. Ultimately, we want them to think of us as a great company that always does a great job."

EXCERPTED SURVEY RESPONSES

"They were very knowledgeable, helpful, and they worked around my schedule."

—Alfredo H.

JC GARAGE DOOR CENTER

(707) 847-8019

405 Railroad Ave, Suite D
Suisun City, CA 94585

Serving Napa, Solano
and Contra Costa Counties



Juan Caballero, Owner

WEBSITE

www.jcgaragedoorcenter.com

EMAIL

jcgaragedoorcenter@gmail.com

MANAGER

Juan Caballero, Owner

SERVICES

Garage Doors & Openers: Sales & Service, Installations & Repairs, Broken Springs

HOURS

Available 24/7

Showroom:

Mon – Fri: 2pm – 5pm

Sat: 10am – 2pm

CREDIT CARDS

Discover, MasterCard, Visa

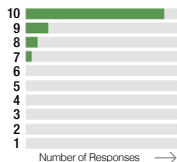
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2380



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. 937158
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

DOOR PROS

(707) 200-7617

Serving the Greater Bay Area
and the Greater Sacramento
Area

WEBSITE

www.MarinDoorPros.com

EMAIL

info@sfdoorpros.com

MANAGER

Jared Willis, Owner/Manager

SERVICES

New Garage Door Sales
Garage Door Repair and Service
New Garage Door Openers
Garage Door Opener Repair
Broken Hinges and Hardware
Door Panel Replacement Sections
Garage Door Installation

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

14

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1785

Door Pros provides a wide range of garage door services for residential and commercial customers throughout the Greater Bay Area and the Greater Sacramento Area, handling everything from spring, cable and hardware repairs to automatic door opener installations and door panel replacements.

Owner Josh Camilleri credits Door Pros' success to its highly experienced and dedicated technicians, all of whom are trained to use the latest industry technology and techniques. "We've been growing steadily over the past few years, but our employees still have the same attitudes and business ethics as when we started," he says. "Our goal has always been to keep our customers happy by providing excellent services that exceed their expectations, and that's what we continue to do."

Door Pros is known for its comprehensive same-day repair services, which are designed to maximize turnaround time without compromising quality of workmanship. "Our ability to quickly handle problems is an important asset," confirms Mr. Camilleri. "When customers see we're able to expertly fix their doors and install new hardware in one day, they feel confident about calling us again and referring us to others."

COMPANY PHILOSOPHY

"We take great pride in the craftsmanship and dedication we put into every project. Our attention to detail has always made us stand out in our industry and has allowed us to develop a positive reputation with our clientele. Ultimately, we want each customer to have a positive experience that extends throughout every phase of their garage door project."

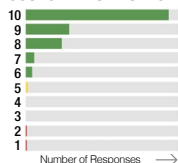
EXCERPTED SURVEY RESPONSES

"The price was right and the quality of their work was superior."—Jenn R.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 228 random customer surveys since November 2011

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

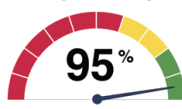
Number of Responses →

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. 958861
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Bell Products, Inc. provides a wide range of HVAC services for residential and commercial clients throughout the Greater Bay Area. In addition to installing, repairing, and maintaining all types of heating and air conditioning systems (including energy-efficient options like radiant heat), the company holds various specialty licenses that allow it to custom-fabricate sheet metal, install and repair piping for plumbing systems, and more.

Owners Paul Irwin, Jeff Alcaiyaga and Gary Awai credit Bell Products' customer-oriented business approach for its six-plus decades of success. "Our founder, Joe Bell, believed in the importance of creating lifelong relationships with customers, and we're proud to maintain that legacy," says Mr. Irwin. "We're truly a customer-driven company, so we treat every project like it was our own and strive to make our clients happy throughout every step of the process."

Bell Products strives to maximize convenience for its customers by providing 24/7 emergency repair services and offering various extended warranties that are customized to meet their specific heating and cooling needs. "Our comprehensive warranties ensure our customers will enjoy a lifetime of trouble-free service and operation," says Mr. Irwin. "If there's ever a problem with one of our heating or air conditioning systems, we'll make it right."

COMPANY PHILOSOPHY

"We've built our business based on honesty and integrity, and that's exactly how we treat our clients. We approach every project with a 'can do' attitude and utilize our expertise to improve each customer's indoor air quality as much as possible."

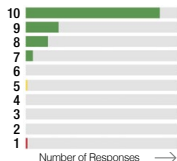
EXCERPTED SURVEY RESPONSES

"They're really the best there is. The quality is unsurpassed. They've been around a while and they will continue to be here."—Irene D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **225** random customer surveys since November 2012

CUSTOMER SATISFACTION



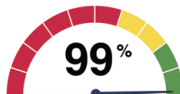
↑ More Satisfied
↓ Less Satisfied

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. 171534
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

HEATING & AIR CONDITIONING

BELL PRODUCTS, INC.

(707) 654-4190

Serving the Greater Bay Area



Bell Products' staff is dedicated to helping clients with their HVAC needs.

WEBSITE

www.bellproducts.com

EMAIL

service@bellproducts.com

MANAGER

Paul Irwin, Jeff Alcaiyaga and Gary Awai, Owners

SERVICES

Central Heat & Air
Duct Cleaning
Radiant Floor Heating
Indoor Air Quality
Preventive Maintenance
Residential & Commercial
Sheet Metal & Custom Metal Fabrication

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Manufacturers' Warranties on Products

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1938

BAY AREA HOME SERVICES

(707) 200-1320

Serving Napa, Solano
and Contra Costa Counties



WEBSITE

www.bahomeservices.com

EMAIL

chris@bahomeservices.com

MANAGER

Christopher Morimoto, Owner

SERVICES

HVAC Installation and Repair
Indoor Air Quality
Windows
Water Heaters
Electrical Systems
Solar Systems

HOURS

Mon – Fri: 8am – 5pm

GUARANTEES

10-Year Warranty on Parts
2-Year Warranty on Labor

BRANDS

Ruud

EMPLOYEES

2

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2514

Bay Area Home Services installs and repairs all types of HVAC systems for residential and commercial clients in Napa, Solano and Contra Costa Counties. In addition to working on equipment that's designed to improve indoor air quality, the company is qualified to install solar systems, water heaters, electrical systems, windows and more.

Owner Christopher Morimoto attributes much of Bay Area Home Services' success to its honest, customer-oriented approach to each project. "Our clients appreciate us because we're on time, clean and upfront about what they need," he says. "By taking the time to educate them about their systems and showing them the best options for their situations, we're able to ensure their long-term satisfaction."

Bay Area Home Services prioritizes communication throughout every phase of its work, which Mr. Morimoto says is important for establishing trust with everyone involved. "We always call our clients to keep them informed about their projects and follow up to make sure they're happy. That really makes us stand out in this industry—our customers know we truly care about ensuring they have the best possible experiences."

COMPANY PHILOSOPHY

"We're dedicated to providing personalized services and cost-effective solutions that enhance our clients' quality of life. We hold ourselves to the highest standards and strive to exceed our customers' expectations in everything we do. Through honesty, integrity and professionalism, we aim to become their comfort contractor for life."

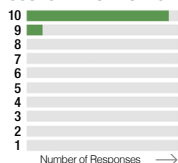
EXCERPTED SURVEY RESPONSES

"They were respectful, on time and courteous. They walked us through the steps of the process and returned our phones calls quickly. I really enjoyed the service."—Hugo B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 10 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. 903443
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

California Dreaming Construction provides a variety of remodeling services for residential clients in Napa, Sonoma and Marin Counties. The company has the training and equipment to handle everything from small household projects to full-scale kitchen and bathroom remodels, and it's available 24/7 for the convenience of its customers.

Owner Kevin Oliva says his hands-on approach to remodeling has been an important aspect of California Dreaming Construction's success. "I really enjoy the problem solving side of construction work, and I make sure to explain things as I go along so my clients know what to expect. The more informed they are about the details of their projects, the easier it is for them to make the right decisions."

California Dreaming Construction extends this customer-oriented attitude to its estimation process, which Mr. Oliva says is designed to make clients feel as comfortable as possible. "When I give someone a price for a remodeling service, that's exactly what they pay. I always keep my promises and make sure my clients' needs are met, and they really appreciate that."

COMPANY PHILOSOPHY

"I approach every project with a high level of integrity and do whatever it takes to ensure the work gets done correctly. For me, remodeling is about more than making money—it's about helping my clients improve their homes and providing them with services that exceed their expectations."

EXCERPTED SURVEY RESPONSES

"He's meticulous, reliable, very reasonable and an expert at what he does."—Deepak S.

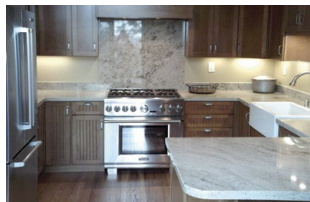
"He's consistent, thoughtful, clean, and he does good work. He doesn't leave a mess."—Roberta G.

KITCHEN & BATH CONTRACTOR

CALIFORNIA DREAMING CONSTRUCTION

(707) 200-7469

Serving Napa, Sonoma and Marin Counties



A recent kitchen remodeling project by California Dreaming Construction

EMAIL

caldreamingconst@gmail.com

MANAGER

Kevin Oliva, Owner

SERVICES

Kitchen & Bathroom Remodeling
Small Remodeling Projects

HOURS

Available 24/7

GUARANTEES

1-Year Warranty on Labor

BRANDS

Kohler, Moen, Peerless

EMPLOYEES

2

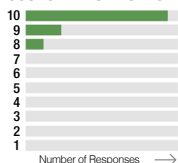
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2348



DIAMOND CERTIFIED RATINGS DASHBOARD based on **11** random customer surveys since April 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. 657925
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

KD PAINTING AND SERVICES, INC.

(707) 797-7999

Serving Napa and Solano Counties



WEBSITE

www.kdpaint.com

EMAIL

derrick@kdpaint.com

MANAGER

Derrick Barker, President

SERVICES

Property Management
Painting Specialists
Interior & Exterior Painting
Texture
Tub Refinishing
Acoustic Removal & Repair
Deck & Fence Staining
Power Washing
Line Striping
Gutter Cleaning

HOURS

Mon – Sun: 6am – 6pm

EMPLOYEES

6

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1399

KD Painting and Services, Inc. provides a wide range of interior and exterior painting services for residential and commercial clients throughout Napa and Solano Counties. In addition to painting everything from single rooms to entire homes and businesses, the family-owned and operated company performs texturing, acoustic removals and repairs, deck and fence staining, power washing, line striping, gutter cleaning, and more. It also assists in color selection and only uses high-quality paints from leading manufacturers such as Kelly-Moore and Sherwin-Williams.

Owners Derrick and Kully Barker are journeyman craftspeople with a mutual desire for creating beautiful work and providing exceptional customer service. The Barkers lead a team of like-minded employees who love their work and take personal pride in every job. “Our team members have years of experience, which allows them to work rapidly without ever rushing or taking shortcuts,” says Derrick Barker.

COMPANY PHILOSOPHY

“We take great pride in our work and really care about what each customer wants. We’re accessible and always return calls promptly. If something isn’t right, we’ll fix it immediately. Our goal is to make the entire home improvement process a positive experience for everyone involved.”

EXCERPTED SURVEY RESPONSES

“I have used them for quite a while and their quality control is excellent. They also have exceptional communication and responsiveness.”—Larry J.

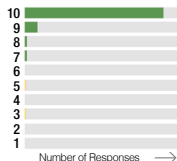
“They are very thorough, upfront, honest, and they make sure the job is done correctly. They check with me to make sure I don’t have any complaints or issues.”—Lisa S.

“They are timely, always available and very customer-oriented.”—Laurie



DIAMOND CERTIFIED RATINGS DASHBOARD based on **149** 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. 821352
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Hydrex Pest Control of the North Bay, Inc. provides a complete range of pest control services for residential and commercial clients in Napa, Sonoma, Solano, Marin, San Mateo, Alameda, Contra Costa, and San Francisco Counties. The company utilizes a variety of organic, environmentally-friendly methods to remove all types of rodents and insects (including termites) from its customers' properties, and it also has the equipment and training to offer traditional treatments such as baiting, chemical injection, tenting, and fumigation.

Operations Manager Felipe Montanez says Hydrex Pest Control of the North Bay's responsive customer service has been an important aspect of its success. "When people call us, they don't get transferred to someone in another state—rather, they're directly connected to someone in our home office. By developing positive relationships with our clients, we're able to gain a thorough understanding of their problems and come up with effective solutions."

Hydrex Pest Control of the North Bay works closely with local beekeepers to safely relocate hives and preserve colonies of honey bees. Additionally, the company is equipped to deal with bed bug infestations and utilizes effective methods that significantly reduce the possibility of further infestations.

COMPANY PHILOSOPHY

"Our goal is to provide effective, long-term solutions to our clients' pest problems. We pride ourselves on offering high-quality workmanship and conscientious customer service, and we treat every home and property with respect."

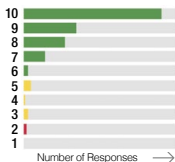
EXCERPTED SURVEY RESPONSES

"They can guarantee that you won't have anything you don't want in your house. They're the complete bug company and I would highly recommend them."—Charles M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **192** random customer surveys since February 2014

CUSTOMER SATISFACTION



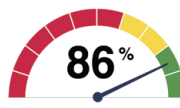
↑ More Satisfied
↓ Less Satisfied

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. 639, 30472
- ✓ Current Complaint File
- ✓ Business Practices

HYDREX PEST CONTROL OF THE NORTH BAY, INC.

(877) 312-1293
(415) 231-2098

1120 Industrial Ave, Ste 18
Petaluma, CA 94952

Serving Napa, Sonoma,
Solano, Marin, San Mateo,
Alameda, Contra Costa
and San Francisco Counties



WEBSITE

www.hydrex.info

EMAIL

paula@hydrex.info

MANAGER

Felipe Montanez, Operations Manager

SERVICES

Residential & Commercial Pest Control
Termite Inspection & Control
Large Animal Trapping & Removal
Bed Bug Services

HOURS

Office Hours

Mon – Fri: 8am – 5pm

24/7 Emergency Services Available

CREDIT CARDS

Discover, MasterCard, Visa

CERTIFICATION/TRAINING

Residential Trapping License for
Large Animals, State of California
Department of Fish and Wildlife

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2132

BENJAMIN FRANKLIN PLUMBING

(707) 690-4204

Serving the Greater Bay Area



WEBSITE

www.benfranklinplumbing.com

EMAIL

benfranklinplumbing@yahoo.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

GUARANTEES

100% Money Back Guarantee

EMPLOYEES

95

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1542

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.”

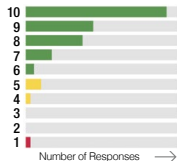
EXCERPTED SURVEY RESPONSES

“They were prompt, efficient and crystal clear about what they were doing.”—Bob V.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **274** random customer surveys since June 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. 857357
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Ron Lee works in partnership with RE/MAX Gold to help clients buy and sell residential and commercial properties in Napa, Solano, and Northern Contra Costa Counties. As a full-service broker associate, Mr. Lee is qualified to handle every step of the real estate process for his clients (including specialized aspects like income property analysis), and he uses the latest technology to market their properties as effectively as possible.

Mr. Lee says much of his firm's success can be attributed to his responsive, customer-oriented approach to real estate. "My clients know they can get in contact with me whenever they have questions, and that makes them feel more comfortable with the process. I utilize my expertise to overcome challenges and come up with solutions that lead to positive results."

As a real estate veteran with nearly four decades of industry experience, Mr. Lee draws upon his extensive knowledge of the local area to help clients find properties that meet their specific needs. "For example, I provide community reports that contain useful information about nearby schools and businesses," he says. "My clients really appreciate how much I focus on helping them thrive in their new communities."

COMPANY PHILOSOPHY

"I want my clients to have golden experiences that turn them into lifelong fans. Their needs always come first, and by keeping myself accessible, being a good listener and communicator, and responding quickly to their concerns, I'm able to ensure they get exactly what they're looking for."

EXCERPTED SURVEY RESPONSES

"He was very professional. He knows his business inside and out. He is articulate, a hard worker, and he goes above and beyond."—Ruth C.

REAL ESTATE SALES – AGENT

RON LEE
RE/MAX GOLD

(707) 333-8308

723 Amador Street
Vallejo, CA 94590

Serving Napa, Solano
and Northern Contra Costa
Counties



Ron Lee,
Broker Associate

WEBSITE

www.homesofsolano.com

EMAIL

rlee@remax.net

MANAGER

Ron Lee, Broker Associate

SERVICES

Residential & Commercial Real Estate
Sales & Purchases
Income Property Analysis
Short Sales & Foreclosures

HOURS

Mon – Fri: 9am – 6pm
Other Times by Appointment

EMPLOYEES

1

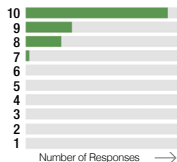
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2423



DIAMOND CERTIFIED RATINGS DASHBOARD based on **64** random customer surveys since January 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. 00689373
- ✓ State Lic. No. 01820911
- ✓ Current Complaint File
- ✓ Business Practices

NORTHERN CALIFORNIA ROOFING CO.

(707) 726-2970

Serving Northern California



Northern California Roofing recently installed this roof on a client's home.

WEBSITE

www.northerncaliforniaroofing.com

EMAIL

office@northerncaliforniaroofing.com

MANAGER

Gregory T. Lynn, President

SERVICES

- Residential & Commercial
- Asphalt Shingles
- Wood Shakes
- Flat Roofing
- HydroStop® Premium Coat Services
- PVC/TPO
- Maintenance & Gutter Services
- Reroofing

HOURS

Mon – Fri: 8am – 5pm (Office)
 Mon – Sun: 7am – 7pm (Estimates)

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

42

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1215

Northern California Roofing Co. provides a wide range of roof construction and repair services for residential and commercial clients throughout Northern California. The company handles everything from waterproofing and reroofing to inspections and cleaning, and it's a certified installer for several leading manufacturers, including GAF and CertainTeed.

Before establishing Northern California Roofing, owner Gregory T. Lynn ran a large residential and commercial roofing company in Chicago with his brother. After visiting California, he decided to relocate and apply his roofing skills amidst more favorable weather.

Northern California Roofing prefers to educate its customers throughout the roofing process, from explaining various choices during the estimating phase to providing samples before a final decision is made. "We pay special attention to the little details so our customers don't have to," says Mr. Lynn. "Our expert roofers remain in constant contact with their supervisors to ensure every job is done right."

COMPANY PHILOSOPHY

"We're dedicated to providing superior customer service and maintaining our high levels of client satisfaction. We take great pride in our status as a 'one-stop contractor' in the roofing industry, and we strive to always exceed our customers' expectations."

EXCERPTED SURVEY RESPONSES

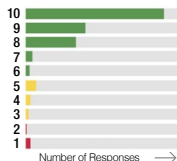
"They met all of my expectations, and they also helped out when I had some extraordinary needs."—Bob M.

"They were very thorough and provided good customer service. They have a lot of knowledge."—Jolselito S.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **298** random customer surveys since January 2008

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



HELPFUL EXPERTISE®



COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 593448
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Top Priority Roofing, Inc. installs, repairs, and restores roofs for residential and commercial clients throughout the Bay Area. The company has the training and equipment to work on all types of roofing systems, from standing seam and sheet metal to thermoplastic polyolefin (TPO) and composition shingle, and it's also qualified to install seamless gutters, repair storm damage, and more.

Co-owner Byron White says Top Priority Roofing's ability to handle a wide range of roofing issues has been a key factor in its success. "Since we're experienced in so many different types of roofs, we can resolve a lot of roofing concerns right on the spot. We want every customer to feel comfortable knowing we're the first and last company they need to call."

Top Priority Roofing emphasizes clear communication in every aspect of its work, from keeping clients informed about scheduling changes to educating them about maintenance steps that will extend the lifespans of their roofs. "Our goal at the beginning of each project is to ensure the client gets exactly what they want, and communication is an important part of that," says co-owner David Drowty. "They really appreciate how closely we work with them throughout the process."

COMPANY PHILOSOPHY

"We believe that if we follow the rules and put our customers first, our business will sell itself. Quality and integrity are very important to us—we focus on getting the job done correctly and doing whatever we can to make sure each client is happy."

EXCERPTED SURVEY RESPONSES

"They were great and able to solve an urgent issue that came up unexpectedly."—Bryce W.

"They are honest and clean, and they really helped us decide what we wanted. They did an excellent job."—Trish

TOP PRIORITY ROOFING, INC.

(707) 659-6987

Serving the Bay Area



WEBSITE

www.toppriorityroofinginc.com

EMAIL

info@toppriorityroofinginc.com

MANAGER

Byron White and David Drowty,
Owners

SERVICES

Roof Installation, Repair & Restoration
Seamless Gutters
Storm Damage Repair
Standing Seam, Sheet Metal,
Flat, TPO, PVC & Composition
Shingle Roofs

HOURS

Mon – Fri: 7am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

2-Year Warranty on Service Repairs
Manufacturers' Warranties on Products

CERTIFICATION/TRAINING

GAF Master Elite Certified
Authorized Applicator of GE
Momentive & ProGuard Building
Roofing Coatings

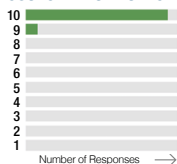
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2521



DIAMOND CERTIFIED RATINGS DASHBOARD based on **13** random customer surveys since February 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. 1048006
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

RAMIREZ TOW

(707) 840-5590

1502 Humphrey Drive
Suisun City, CA 94585Serving Napa
and Solano Counties

Owner Steve Ramirez secures a customer's vehicle to his flatbed tow truck.

WEBSITE

www.ramirez-transport.com

EMAIL

kathy@ramireztow.com

MANAGER

Steve & Kathy Ramirez, Owners

SERVICES

Medium & Heavy Duty Towing
Forklift Services
Winch Outs & Off-Road Recovery
Load Shifts

HOURS

Mon – Fri: 8am – 6pm
24/7 Emergency Service Available

CREDIT CARDS

MasterCard Visa

EMPLOYEES

9

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2197

Ramirez Tow provides towing services for medium and heavy duty vehicles throughout Napa and Solano Counties. The family-owned and operated company utilizes its sizeable fleet of flatbed/lowbed trailers and tow trucks to handle a wide variety of towing situations, and it's also qualified to perform overload adjustments on commercial trucks that need to be cleared at weigh stations before reaching their destinations.

Owner Steve Ramirez says Ramirez Tow's ability to effectively communicate with its customers has been a crucial aspect of its success. "We're big on communication—we let our customers know right away if we're able to help them, and we keep them informed of our progress so they can plan accordingly. They know they can always get in contact with us, which makes them feel more comfortable in stressful situations."

Ramirez Tow can also provide temporary storage services at its Suisun City facility, which Mr. Ramirez says is another way the company strives to make emergency vehicle situations as stress-free as possible for its customers. "We're here to help our customers and build positive relationships with them, so if we're able to help them by keeping their damaged vehicles at our shop for a little while, we're happy to do it."

COMPANY PHILOSOPHY

"Our goal is to provide the best customer service in every situation. We want our customers to rely on us any time they need towing services—their needs always come first and we make every effort to do right by them."

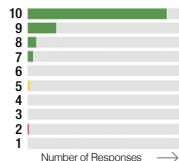
EXCERPTED SURVEY RESPONSES

"Any time I have ever worked with them, they were very quick to respond. They always got me out of a bind when I needed help in a tough situation."—K.E.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **175** 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. 21678
- ✓ Current Complaint File
- ✓ Business Practices

Pacific Tree Care provides comprehensive tree care services for residential and commercial clients in Napa and Sonoma Counties, handling everything from pruning, planting and root zone maintenance to removals, stump grinding, and cabling and bracing. The family-owned and operated company also offers a variety of specialized services that are designed to reduce fire hazards in rural and forested areas, including thinning, underbrush clearing and brush chipping.

Co-owner Jacob Schneider credits much of Pacific Tree Care’s success to its honest, forthright approach to dealing with clients. “Simply put, we do exactly what we say we’re going to do, when we say we’re going to do it,” he says. “We communicate clearly throughout every step of every job, and our clients appreciate that. They know we really care about trees, so they trust us to take care of their yards.”

Pacific Tree Care also offers custom milling services that allow clients to turn viable trees into lumber that can be reused to create furniture, fences, deck boards and other useful products. “If a homeowner has an old redwood tree that’s falling into their yard, for example, we can take that tree down and turn it into lumber for a beautiful deck,” says Mr. Schneider. “It’s just another way we strive to add value to our clients’ homes.”

COMPANY PHILOSOPHY

“Our goal is to educate our clients so they can make informed decisions about their trees. Through excellent planning, comprehensive education and proper tree care practices, we promote the health and longevity of our clients’ trees.”

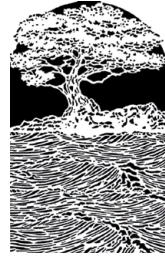
EXCERPTED SURVEY RESPONSES

“They do a good job every time they are here. They clean up very well afterward. They are very polite and nice. They are a joy to have working on my property.”—Ann M.

PACIFIC TREE CARE

(707) 506-6918

Serving Napa and Sonoma Counties



WEBSITE

www.pacifictreecare.com

EMAIL

info@pacifictreecare.com

MANAGER

Joseph Schneider, Owner
Jacob Schneider, Owner

SERVICES

- Pruning
- Custom Milling
- Brush Chipping
- Underbrush Clearing
- Removal & Stump Grinding
- Root Zone Maintenance
- Forest Thinning
- Consulting
- Cabling & Bracing

HOURS

Mon – Fri: 8am – 4:30pm

CREDIT CARDS

Amex, MasterCard, Visa

EMPLOYEES

20

CERTIFICATION/TRAINING

ISA Certified Arborists

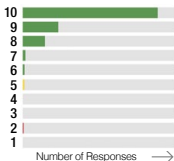
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1916



DIAMOND CERTIFIED RATINGS DASHBOARD based on **225** random customer surveys since October 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. 672522
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

MCLEAN & WILLIAMS, INC.

(707) 809-5945

Serving Napa County



(L to R) Shane Ragan, Katie Salinas, Sherry Salinas and Gonzalo Salinas

WEBSITE

www.mcleanandwilliams.com

EMAIL

sherry@mcleanandwilliams.com

MANAGER

Gonzalo and Sherry Salinas, Owners

SERVICES

Water Well Drilling
Pump System Design
Installation & Service
Water Treatment & Storage Systems

HOURS

Mon – Fri: 8am – 4:30pm
24-Hour Emergency Service

CREDIT CARDS

MasterCard Visa

BRANDS

Grundfos, Goulds Pumps, Berkeley Pumps, Franklin Electric, Hitachi, Turbi-Float, Amtrol, FLEXcon

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2453

McLean & Williams, Inc. provides a complete range of water well and pump services for residential, commercial, and agricultural clients throughout Napa County. The family-owned and operated company has the training and equipment to handle everything from water well drilling to pump installation and service.

Co-owner Sherry Salinas says McLean & Williams' long-standing reputation in its community has allowed it to develop and maintain a loyal clientele base. "This company was founded in 1949, so we've been able to grow alongside the industry and provide our clients with the highest quality service. We're currently in our fourth generation of family ownership, and we're excited to pass our legacy to the fifth generation and continue to operate as an honest company that has great relationships with customers."

McLean & Williams prioritizes jobsite cleanliness on every project, which co-owner Gonzalo Salinas says is important for ensuring customer satisfaction. "When we leave a jobsite, we strive to leave it in better condition than when we arrived. We take a lot of pride in the quality of our service, so we focus on making sure each aspect of our work is the best it can be."

COMPANY PHILOSOPHY

"Our goal is to have a great relationship with every client, so we're always honest with them and make sure they're completely satisfied. Ultimately, we want to do such a good job that the next time a customer needs their well or pump serviced, there's no question about who they're going to call."

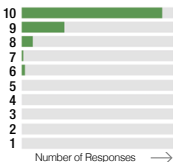
EXCERPTED SURVEY RESPONSES

"[I liked] their professional level of craftsmanship. They did a really good job."—Q.L.V.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **126** random customer surveys since August 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. 396352
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

American Window Systems, Inc. provides and installs energy-efficient replacement windows and doors for residential and commercial clients in Napa, Solano, Contra Costa, Sonoma, and Marin Counties. The family-owned and operated company is an authorized dealer for Simonton, Cascade, PlyGem, WeatherShield, Kolbe, Western Window Systems, Simpson Door Company and several other leading manufacturers. It can complete most installation jobs in one day, and it supplements its work with various warranties, including those that cover glass breakage and screen tear.

Owners Tom and Roberta Javorina say American Window Systems' team is dedicated to making each client's window installation experience a positive one. "Our sales staff is trained to help clients choose products that fit their needs and budgets, and our lead installers bring more than 50 years of combined industry experience to every job," says Mrs. Javorina. "We work efficiently, carefully and respectfully to complete projects on schedule."

American Window Systems emphasizes the importance of customer satisfaction—approximately 80 percent of the company's work comes from referrals, and Mrs. Javorina says it has enjoyed a complaint-free streak on its contractor's license of more than 35 years. "Our success is based on three factors: quality service, superior products and competitive prices."

COMPANY PHILOSOPHY

"We don't believe in using high-pressure sales tactics. Our initial estimates are competitive and fair; we won't start with an inflated price and try to coerce business by offering discounts. We respect our clients and take care of their needs throughout the entirety of their projects."

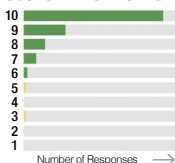
EXCERPTED SURVEY RESPONSES

"This is the second time we've used them, so I had confidence that I was working with real professionals—people I could trust."—Beverly E.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **250** random customer surveys since April 2010

CUSTOMER SATISFACTION



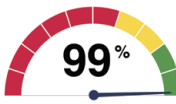
↑ More Satisfied
↓ Less Satisfied

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. 786698
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

AMERICAN WINDOW SYSTEMS, INC.

(707) 879-8946

1729 Action Avenue
Napa, CA 94559

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



AMERICAN
WINDOW SYSTEMS INC.
Quality Windows and Doors Since 1976

WEBSITE

www.amwinsys.com

EMAIL

info@amwinsys.com

MANAGER

Tom and Roberta Javorina, Owners
Kyle Unciano, General Manager

SERVICES

Energy-Efficient Replacement
Windows & Doors, New Construction
& Commercial Projects, Shower
Enclosures, Mirrors, Entry Doors

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, MasterCard, Visa

GUARANTEES

5-Year Minimum Warranty, Varies With
Brand Installed (Up to Lifetime)

BRANDS

All Weather, AA, Cascade, Simonton,
Tru-Frame, PlyGem, Kolbe, Western
Window Systems, Simpson Door
Company, WeatherShield, Velux

CERTIFICATION/TRAINING

EPA Lead-Safe Certified Renovator

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1635

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


EXPERT VIDEO TIP



How to choose window frames
with JOHN GORMAN of Save Energy Company

66 SHARES

Three Window Frame Options
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 Petaluma 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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Expert tips are the opinions of Diamond Certified managers who have industry experience. Opinions and readers' interpretation of them will differ, so we do not provide you with an assurance that any given tip is accurate.



Greg Baker

Owner, Valley Oak Landscaping, Inc.

Drip Irrigation Tip

To protect your drip irrigation system from sources of damage like sunlight and wildlife, it's best to install it beneath, rather than above, the soil. Besides providing protection, burying a drip system situates it closer to plants' root zones, which minimizes evaporation and makes for even more efficient watering.

To read full article and more, visit:
www.dccert.org/gregbaker



Voldi Chandler

President, Chandler Construction

Buying an Antique Home

Before buying an antique home, check the condition of its foundation. While some signs of foundation issues are obvious (such as large cracks), others are more subtle. For example, fine salt crystal buildup indicates saltwater was used in the foundation mix, a faulty practice that has long been discontinued.

To read full article and more, visit:
www.dccert.org/voldichandler



Daniel Gagne

Owner, Benjamin Franklin Plumbing

Water Heater Maintenance

A crucial plumbing maintenance step is to drain your water heater's tank once a year. This is important because of all the sediment in the water, which tends to collect and sit at the bottom of the tank. If this isn't routinely flushed, your water heater will gradually become less efficient and may even develop a leak at its base.

To read full article and more, visit:
www.dccert.org/danielgagne



David Hodges

Vice President, Vantreo Insurance Brokerage

Digital Insurance Platforms

One benefit of digital insurance platforms is they give employees 24/7 access to health plan information, including coverage, copays and preferred providers. That way, if they forget their insurance card or want to find a new doctor, they can log in online (or better yet, tap on their smartphone app) to get the needed information.

To read full article and more, visit:
www.dccert.org/davidhodges

Diamond Certified Expert Contributors



Dave Keith

Owner, NorthBay Environmental, Inc.

Cleaning With Bleach

While bleach is an effective cleaner and sanitizer, it's also a toxic chemical, so be sure to follow the proper procedure when using it to clean your home. Most importantly, dilute it to a 10 percent bleach/90 percent water solution, which will provide ample cleaning power without any hazardous side effects.

To read full article and more, visit:
www.dccert.org/davekeith



Weston Leavens

Owner, Deckmaster Fine Decks, Inc.

A Cutting-Edge Deck Product

If you're looking for a composite deck material that offers the best of both aesthetics and performance, consider Zuri® Premium Decking by Royal®. In addition to imitating natural wood more closely than other composite products, Zuri decking offers superior durability and is engineered to resist heat gain from direct sunlight.

To read full article and more, visit:
www.dccert.org/westonleavens



Ron Lee

Broker Associate, Ron Lee RE/MAX Gold

Buying Extra Time for a 1031 Exchange

A 1031 exchange can be a stressful transaction, especially given the limited time frame you have to complete it. One strategy for buying additional time is to find and reserve your replacement property first, via an option agreement. That way, you can sell your original property without having to rush to find a replacement.

To read full article and more, visit:
www.dccert.org/ronlee



Gabriel Manzo

Owner, Gabe's Auto Care Center

Timing System Components

Besides the timing belt, there are several components that make up an engine's timing system, including an idler pulley that spins, a water pump that rides with the timing belt and cam seals behind the gears. All of these components should be changed out along with your timing belt at the time of replacement.

To read full article and more, visit:
www.dccert.org/gabrielmanzo



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



Tito Pabon

Owner, High Definition Designs

Home Theater Tip

When installing a new home theater, think about who will be using it. If the system is going to be used by various members of your household, make sure everyone knows how to operate the remote control—otherwise, the wrong buttons will get pressed, which could undo your programmed settings.

To read full article and more, visit:
www.dccert.org/titopabon



Shane Ragan

Project Manager, McLean & Williams, Inc.

Annual Groundwater System Service

While it's important to contact your groundwater system manager when unusual conditions arise, it's also a good idea to schedule an annual service and inspection. This will give your manager a chance to service the filter and other system components, as well as inspect the condition of the water tanks and check the pressure.

To read full article and more, visit:
www.dccert.org/shaneragan



Barbara Ragsdale

President, Knights' Electric, Inc.

LED Lighting Benefit

While LED bulbs are available in retrofitted form (which enables them to fit into incandescent lighting fixtures), they work best in specialized fixtures. LED technology is rapidly superseding incandescent lighting, so converting your home's light fixtures is a smart long-term investment.

To read full article and more, visit:
www.dccert.org/barbararagsdale

Diamond Certified Expert Contributors



Joel Ramos Diaz

Owner, American Canyon Collision Center

Post-Collision Tip

Following a minor auto collision, be sure to call your insurance company and tell them what happened, regardless of whether or not you were at fault. That way, if the other driver changes their story after the fact, your insurance company will have a recorded account of yours.

To read full article and more, visit:
www.dccert.org/joelramosdiaz



Dan Skiles Jr.

Owner, Master's Touch Upholstery

Choosing Upholstery Fabric

When having a piece of furniture reupholstered, you'll need to decide whether to use plain or patterned fabric. Be aware that patterned fabric can require additional labor and yardage, as patterns have to be matched and repeated. You should also consider wearability when making your fabric choice.

To read full article and more, visit:
www.dccert.org/danskilesjr



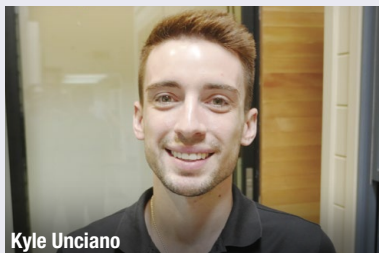
Karen Skinner

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



Kyle Unciano

General Manager, American Window Systems, Inc.

Replacing Windows in a Stucco Home

When it comes to replacing windows in a stucco home, retrofitting is the best option. Whereas installing new construction windows would require large sections of stucco to be removed and repatched following installation, retrofitting windows won't disturb the home exterior, which makes it a far more practical approach.

To read full article and more, visit:
www.dccert.org/kyleunciano