

363,000
CUSTOMERS SURVEYED

SOLANO 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

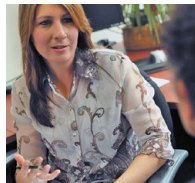
If the company's quality rating, business practices and credentials meet our high standards, it is awarded Diamond Certified.

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:

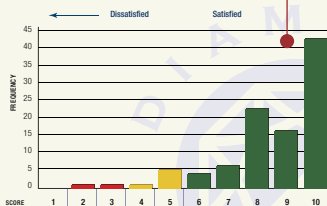
Question 1

“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%						
CUMULATIVE PERCENT	0.00%	1.00%	2.00%	3.00%						

Statistical results for 100 observation

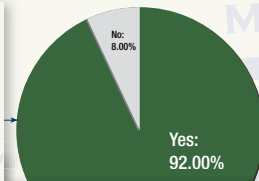
Mean: 8.58
Standard Deviation: 1.74
Percent of responses 6–10: 92.00%

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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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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

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.

The screenshot displays a webpage for 'San Mateo County - Auto Body'. At the top, there's a navigation bar with 'Home', 'About Us', 'Services', 'Locations', 'Contact Us', and 'FAQ'. The main content area features an article titled 'San Mateo County - Auto Body' by 'Lorelei - California Auto Body & Repair & Drivng'. Below the title, there are sections for 'Car Auto Body' and 'Diamond Certified Companies are Rated Highest in Quality and Helpful Expertise'. A photo gallery shows various vehicles and staff members. At the bottom, there's a 'RELATED ARTICLES AND RESOURCES AVAILABLE ON THE DIAMOND CERTIFIED WEBSITE' section with logos for 3M, A, 7, PPG, silikens, PRO SPAT, STANLEY, UNIVERSITY, 6X, and PENN.

Diamond Certified Experts

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

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

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

Bylined Articles

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

Videos

Watch useful video tips from each Diamond Certified Expert Contributor.

The screenshot shows the website interface for a Diamond Certified Expert Contributor. At the top, there is a navigation bar with the company name 'Save Energy Company', a navigation menu (RATINGS, ARTICLES, PHOTOS, VIDEO, CAPABILITIES, TIPS, WEBSITE), a phone number (877) 312-1327, and a CONTACT button. Below the navigation, the page title is 'DIAMOND CERTIFIED EXPERT CONTRIBUTOR ADVICE & TIPS FROM JOHN GORMAN'. The main content is divided into three columns: 1. 'EXPERT CONTRIBUTOR PROFILE' featuring a photo of John Gorman, a bio stating he is a 30-year veteran of the window industry and owner of Save Energy Company, and a section titled 'John Gorman: One Man's Journey' with a 'Read more' link. 2. 'EXPERT ARTICLES' featuring a photo of a window frame, an article titled 'How to Choose the Right Window Frames' by John Gorman, a brief introduction to PETALUMA window options, and a section titled 'Vinyl Window Frames' with a 'Read more' link. 3. 'EXPERT VIDEO TIP' featuring a video player with a play button, a title 'Diamond Certified Experts: H... Window Frames', and a section titled 'Video: Three Window Frame Options' with a 'Complete Video Transcription' section and a 'Read more' link.

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

Serving San Francisco, Marin and Sonoma Counties



Business Name and Contact Information



Fact Boxes
Summarizes essential information about the company

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

DIAMOND CERTIFIED COMPANY REPORT
www.dccert.org/51

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

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 an information pack called "How to Maximize Your Construction Investment" that provides information that know exactly what to look for in a window and door contractor. "It's crucial to understand this information before hiring any window replacement company," says Mr. Gorman.

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

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

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

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.



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

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

Find a Diamond Certified Company

13 Air Quality – Indoor

14 Auto Body

15 Cabinets

16 Carpet & Upholstery Cleaning

17 Concrete Contractor

18 Contractor – Remodeling & Additions

19 Dentist

20 Garage Doors

22 Handyman – Home Repair

23 Hearing Aids

24 Heating & Air Conditioning

26 Insulation

27 Kitchen & Bath Contractor

28 Mover

29 Painting

30 Paving Stones

32 Plumbing

34 Real Estate Sales – Agent

35 Roofing

38 Sewer Line Contractor

39 Solar

40 Termite Control

41 Towing – Commercial

42 Tree Services

43 Windows

Bay Area Home Services installs and repairs all types of HVAC systems for residential and commercial clients in Solano, Napa, 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."

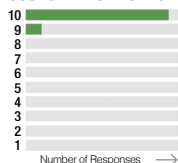
EXCERPTED SURVEY RESPONSES

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



DIAMOND CERTIFIED RATINGS DASHBOARD based on **10** random customer surveys since January 2019

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. 903443
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

AIR QUALITY – INDOOR

BAY AREA HOME SERVICES

(707) 200-1320

Serving Solano, Napa 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

AMERICAN CANYON COLLISION CENTER

(707) 764-6240

**115-A Klamath Court
American Canyon, CA 94503**

**Serving All of Solano
and Napa Counties**

WEBSITE

www.americancanyoncollision.com

EMAIL

info@americancanyoncollision.com

MANAGER

Joel Ramos Diaz, Owner
Josue Rodriguez, Estimator

SERVICES

Collision Repair
Insurance Claims

HOURS

Mon – Fri: 8am – 5pm
Sat: 9am – 2pm
(Estimates Only)

CREDIT CARDS

MasterCard Visa

GUARANTEES

Limited Lifetime Warranty

BRANDS

Standex, PPG

EMPLOYEES

8

CERTIFICATION/TRAINING

I-CAR Gold Class Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1541

American Canyon Collision Center provides a wide variety of collision services for all types of foreign and domestic vehicles, including frame straightening, wheel alignment, color matching and detailing. The family-owned and operated company uses state-of-the-art equipment (including a Chief Velocity laser frame measuring system), employs estimators who speak both English and Spanish, and backs its workmanship with a lifetime warranty for as long as customers own their vehicles.

Owner Joel Ramos Diaz, who has more than 20 years of collision repair experience, founded American Canyon Collision Center in 2005. Mr. Diaz says his estimators, repair technicians, painters, and detailers take pride in doing everything they can to make the repair process straightforward and fast for customers. The company’s staff members also help clients with their insurance claims, including loss management.

American Canyon Collision Center features an Ozone Waterborne Refinishing Paint Booth that’s energy-efficient and environmentally friendly, and it uses German-engineered Standox paint to provide precise color matching. The company is also a direct repair facility for AAA, State Farm, Farmers Insurance Group, Kemper Corporation, Wheels Insurance and LeasePlan Insurance.

COMPANY PHILOSOPHY

“We’re dedicated to providing the highest quality workmanship and customer service possible. We deliver our services with a sense of warmth, friendliness, pride and company spirit. We know the collision repair process can be stressful, so we work hard to make it uncomplicated for our customers.”

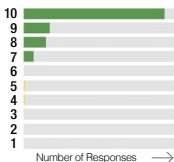
EXCERPTED SURVEY RESPONSES

“They were very friendly and they had everything done when they said it would be done. Also, the quality of the work was top-notch.”—Brenton B.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **163** random customer surveys since June 2009

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 246220
- ✓ Current Complaint File
- ✓ Business Practices

COOK'S KITCHEN & BATH, INC.

(707) 901-7940
(925) 405-5944

701 Southampton Rd, Ste 103
Benicia, CA 94510

Cook's

Kitchen and Bath, Inc.



David Cook, President

WEBSITE

www.cookskitchenandbath.com

EMAIL

dave@cookskitchenandbath.com

MANAGER

David Cook, President
Christopher Cook, Vice President

SERVICES

Kitchen & Bathroom Remodels
Design & Build
Design Services
General Contractor
Cabinetry
Home Offices

HOURS

Mon – Fri: 8am – 5pm
Showroom: By Appointment Only

GUARANTEES

2-Year Warranty on Workmanship
Manufacturers' Warranties on
Materials

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1166

Cook's Kitchen & Bath, Inc. is a design/build contractor that specializes in full-service kitchen and bathroom remodeling. Serving residential clients in Solano, Contra Costa, Northern Alameda and Southern Napa Counties, the family-owned and operated company manages every aspect of a project, including designing, bidding, planning, pulling permits, scheduling, ordering, installation, cleanup and follow-up.

President David Cook, with more than 20 years of experience in the construction industry, says he has developed a keen eye for detail and a reputation for excellence that attracts all types of quality-seeking clients. "Our aim is to take the guesswork out of kitchen and bathroom remodeling. Most people have never been through the process and have no idea what to expect or what things cost. Our job is to guide them through the process step by step so they know exactly what's happening."

Cook's Kitchen & Bath, Inc. is an authorized dealer of Huntwood Custom Cabinets and Bestbath, a leading manufacturer of curbless showers, slide-in bathtubs and walk-in bathtubs. The company also works closely with clients who have special needs, helping to retrofit their bathrooms for both safety and comfort. Mr. Cook invites potential customers to visit Cook's Kitchen & Bath's Benicia showroom (by appointment only) for more information.

COMPANY PHILOSOPHY

"Remodeling is a relationship business! With so many variables involved, it's up to us to educate clients about the process. To be successful, we take full responsibility, managing every aspect of every project from start to finish. Our ultimate goal is to provide results that exceed our customers' expectations and are completed on time and within budget."

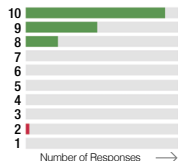
EXCERPTED SURVEY RESPONSES

"I liked that they were very punctual, and their timeline was very accurate."—Mike D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **69** random customer surveys since November 2007

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 835584
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

JC CARPET & UPHOLSTERY CLEANING

(707) 200-1335

Serving Solano and Contra Costa Counties



Jorge Clara, Owner

WEBSITE

www.jc-carpets.com

EMAIL

jorge@jc-carpets.com

MANAGER

Jorge Clara, Owner

SERVICES

Oriental, Persian & Other Area Rugs
 Carpet Stretching
 Carpet Repairs
 Emergency Water Extraction

HOURS

Mon – Fri: 8am – 6pm
 Sat: 8am – 4pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

30-Day Money-Back Guarantee on Every Job

EMPLOYEES

2

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2245

JC Carpet & Upholstery Cleaning provides carpet, upholstery, and tile and grout cleaning services for residential and commercial clients in Solano and Contra Costa Counties. The family-owned and operated company also has the training and equipment to clean and restore heavily soiled carpet and remove stains caused by pets. Its technicians are available 24/7 to handle cleaning emergencies.

Owner Jorge Clara says much of JC Carpet & Upholstery Cleaning’s success is due to its honest business practices, which include clearly communicating with customers about the extent of how soiled their carpet really is and making sure they get the best value. “We never mislead our customers—if we see something that can’t be cleaned or restored and is beyond cleaning, we’ll let them know right away. They really appreciate how honest we are.”

JC Carpet & Upholstery Cleaning uses the hot water extraction method (steam cleaning) to clean carpets, which Mr. Clara says is the best way to ensure high-quality results. “Steam cleaning allows us to keep carpets looking their best without using harsh chemicals and putting our customers’ health at risk. No matter what type of foot traffic a home or business gets, we’re able to clean or restore the carpet to its original beauty.”

COMPANY PHILOSOPHY

“Our number one goal is to provide quality work, and we stand behind that in everything we do. Honesty is crucial to build trusting and lasting relationships with our clients, and the best way to do that is make them feel safe, satisfied, and confident that they’ve received the best possible service.”

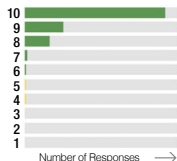
EXCERPTED SURVEY RESPONSES

“They are on time and they do a really good job. It seems like they have the customer in mind.”—Earl C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **169** random customer surveys since March 2015

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

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

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

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

COMPANY PHILOSOPHY

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

EXCERPTED SURVEY RESPONSES

"They're very helpful and knowledgeable."—Douglas W.

**CALIFORNIA
CONCRETE
- PUMP PROS**

(707) 200-1316

**Serving Solano County
and the East Bay**



EMAIL

csplee@aol.com

MANAGER

Charles Lee, Owner

SERVICES

Concrete Services
Foundations
Walkways
Driveways

HOURS

Mon – Sat: 8am – 7pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

1-Year Warranty on All Work

EMPLOYEES

10

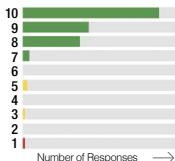
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2133



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

CUSTOMER SATISFACTION



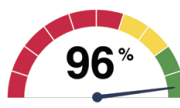
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

PENNY PINCHING CONSTRUCTION & REMODELING

(707) 968-7930



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 Solano and Napa Counties. 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

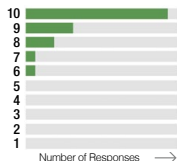
“He was capable of doing all the work we presented to him and he was a master at all of it. We were very satisfied.”—Peggy K.

“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



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

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

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

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

COMPANY PHILOSOPHY

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

EXCERPTED SURVEY RESPONSES

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

LARRY PORTEOUS FAMILY DENTISTRY

(707) 840-5591

972-F Admiral Callaghan Lane
Vallejo, CA 94591

(510) 600-3973

665 Parker Avenue
Rodeo, CA 94572

(925) 391-2746

3840 Blackhawk Road, Ste 110
Danville, CA 94506



WEBSITE

www.larryporteousfamilydentistry.com

MANAGER

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

SERVICES

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

HOURS

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

CREDIT CARDS

Amex, Discover, MasterCard, Visa,
CareCredit - Financing

CERTIFICATION/TRAINING

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

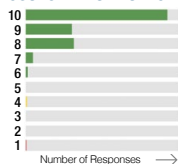
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/156



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

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

JC GARAGE DOOR CENTER

(707) 847-8019

405 Railroad Ave, Suite D
Suisun City, CA 94585

Serving Solano, Napa
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

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

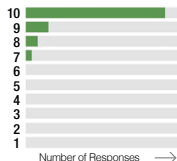
"They were very knowledgeable, helpful, and they worked around my schedule."

—Alfredo H.



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 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.

DOOR PROS

(707) 200-4190

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

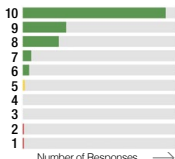
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1785



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

CUSTOMER SATISFACTION



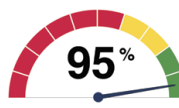
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

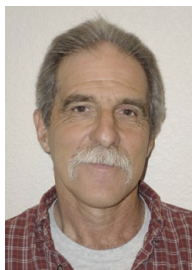
COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 958861
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

DAVID BIANCHI HOME REPAIR, INC.

(707) 574-8968

Serving Solano County



David Bianchi, President

EMAIL

davo_bianchi@sbcglobal.net

MANAGER

David Bianchi, President

SERVICES

- Bathrooms & Kitchens
- Flooring & Tile Work
- Interior & Exterior Painting
- Plumbing
- Investment/Rental Property Repairs
- Termite & Dry Rot Repair

HOURS

Mon – Fri: 8am – 5pm
 Weekend/After Hours: By Appointment
 Only at Client's Convenience
 Available by Phone 24/7

CREDIT CARDS

Amex, MasterCard, Visa

EMPLOYEES

10

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1420

David Bianchi Home Repair, Inc. provides a variety of home improvement and residential remodeling services for clients throughout Solano County. The company works on projects of all sizes (including multi-dwelling properties) and handles everything from flooring and tile installations to carpentry, interior and exterior painting, plumbing, and dry rot and termite damage repair.

President David Bianchi entered the construction trade more than three decades ago at the urging of his father-in-law. Mr. Bianchi says he's proud to have cultivated long-standing relationships with his clients over the years, many of whom remain his friends today. "I have a deep connection with this area, and I'm honored to deliver promptness, professionalism, quality workmanship and superior service on every home improvement project."

For the convenience of its clients, David Bianchi Home Repair is available by phone 24/7 and can schedule weekend and after-hours services to accommodate work and home schedules. "We do everything we can to make the process simple and stress-free for our customers," says Mr. Bianchi.

COMPANY PHILOSOPHY

"Our business approach is simple: If we take care of our customers, we know they'll take care of us. A small job this year may lead to a big job next year, and one happy customer can result in many referrals. As such, we treat every client and every job with equal importance."

EXCERPTED SURVEY RESPONSES

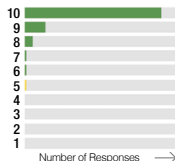
"They were sensitive to what I wanted and willing to make accommodations. They helped out in any way that I needed additional assistance. I thought it was a very personable business."—Steve B.

"They are reliable and they respond quickly."
 —Ann M.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **107** random customer surveys since October 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. 788269
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Advanced Instruments Hearing Aid Center offers a variety of hearing services at locations in Vacaville, Fairfield and Sonoma. The company performs comprehensive hearing evaluations and uses a verification system called Live Speech Mapping to ensure hearing aids are properly adjusted for each individual patient. The company fits and repairs hearing instruments from many top manufacturers, including Signia (Siemens), Starkey, Oticon, Unitron, Widex, Phonak, GN ReSound and more.

Owner and Audioprosthologist Eric Stratton has had more than 33,000 appointments to help people hear better, and he takes great pride in improving the quality of life for each person he sees. “We take a patient-centered approach,” he says. “Our staff thoroughly evaluates each person’s hearing needs and works diligently to find the best solutions.”

Advanced Instruments Hearing Aid Center provides a variety of products designed to help hearing-impaired patients in their everyday lives, including amplified telephones and wireless listening systems. The company also makes custom earmolds for musicians, shooters and others exposed to high levels of noise.

COMPANY PHILOSOPHY

“We help people hear better. We improve their ability to communicate with others and the world around them. Our product is a person who hears and understands better.”

EXCERPTED SURVEY RESPONSES

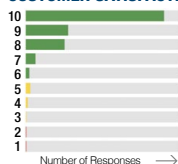
“They were friendly, prompt and knowledgeable.”
—Leo F.

“I like their attitude. They are very nice and thorough in what they do. They are very consistent in the quality of their services.”
—Betty P.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **472** random customer surveys since August 2006

CUSTOMER SATISFACTION



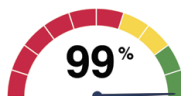
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. HA-3785
- ✓ State License No. HA-7523
- ✓ Current Complaint File
- ✓ Business Practices

ADVANCED INSTRUMENTS HEARING AID CENTER

(707) 902-3944

1313 Travis Blvd, Ste C, Fairfield

(707) 728-5985

301 Alamo Dr, Ste G, Vacaville

(707) 560-1920

1055 Broadway, Ste A, Sonoma

WEBSITE

www.aihearing.com

MANAGER

Eric Stratton, Owner

SERVICES

Hearing Aids, Hearing Testing, Fitting & Repair, Hearing Protection Devices, Tinnitus Treatment, Occupational Hearing Testing, Assistive Listening Devices, Wireless Listening System Installation

HOURS

Fairfield & Vacaville

Mon – Fri: 9am – 5pm

Other: Available By Appt.

Sonoma

Mon: 9am – 12pm

Tue & Thu: 9am – 5pm

Wed: 9am – 3pm

Fri: 9am – 1pm

Other: Available By Appt.

CERTIFICATION/TRAINING

Certified Audioprosthologist
National Board Certification
in Hearing Instrument Sciences
Certified Occupational Hearing
Conservationist

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/943

A-1 GUARANTEED HEATING & AIR, INC.

(707) 670-3950
(877) 312-3528



WEBSITE

www.a-1guaranteed.com

EMAIL

krisshy@a-1guaranteed.com

MANAGER

Krissy Hiteshew, Vice President

SERVICES

Air Conditioning & Heating, Indoor Air Quality, Commercial & Residential Sales, Installation & Service, Home Energy Audits, Green Building & Remodeling, Tankless Water Heaters, Insulation & Windows, Solar

HOURS

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

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

100% Money-Back Guarantee on HVAC Installations

CERTIFICATION/TRAINING

Bay Area Green Business, Certified Bryant Heating & Cooling Systems Dealer, Energy Upgrade California Participating Contractor, NATE Certified

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1249

A-1 Guaranteed Heating & Air, Inc. is a family-owned and operated HVAC business that serves residential and commercial clients in Solano, Napa, and Contra Costa Counties. The company installs, replaces, repairs and maintains a wide variety of HVAC systems, including furnaces, evaporator coils, compressors, vents and ducts. A-1 Guaranteed has also recently partnered with Energy Upgrade California to increase its customers' overall energy efficiency and achieve even greater savings by upgrading their homes. Currently, the company has been converting homes to Zero Net Energy homes, resulting in major utility savings and in some cases even eliminating the electrical portion of the bill.

Owners Richard and Krissy Hiteshew established A-1 Guaranteed Heating & Air 23 years ago, and they've since expanded to serve thousands of Bay Area customers. The company's efforts have also translated to community recognition—it has received 13 awards for “Best HVAC Company in Solano” from the Vallejo Times Herald, the “Spirit of Solano” award and KRON 4's coveted “Best of the Bay” award for four years.

A-1 Guaranteed Heating & Air is a factory-authorized dealer of Bryant HVAC systems. A new “Kasey's Klub” membership program was created in 2017, which offers discounts and optional levels for the maintenance of existing HVAC systems.

COMPANY PHILOSOPHY

“We're honest and upfront with our customers, and we make sure they get exactly what we promise. If there's ever a problem, we'll do everything we can to make it right, whether that means removing a system or completely refunding an investment. The happiness and comfort of our clients is the most important aspect of our business.”

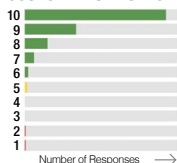
EXCERPTED SURVEY RESPONSES

“They are committed to customer satisfaction.”—Bill P.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 276 random customer surveys since January 2008

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 719381
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

All Weather Heating & Air Conditioning Inc. provides services that include the installation and repair of heaters, furnaces, and air conditioners; HVAC maintenance plans; duct cleaning; and the installation of humidifiers, ventilators, and electronic air cleaners made by industry leader Bryant. The company serves residential and commercial clients in Solano, Napa, Sonoma, Yolo, and Contra Costa Counties.

Owner Gil Medrano Jr. says All Weather Heating & Air Conditioning's ability to solve complicated HVAC problems has been an important aspect of its success. "We really enjoy the technical challenges that come with this type of work, and we draw upon our expertise to fix most problems relatively quickly. Our customers know we won't leave until their HVAC units are in excellent working condition."

All Weather Heating & Air Conditioning matches every client with an HVAC system that meets their particular needs—an honest approach that Mr. Medrano Jr. says isn't a given in the industry. "We never try to oversell our customers or recommend systems that don't make sense for their situations. For example, high-efficiency HVAC systems are great, but they don't always fit every individual, so if a customer has different needs, we'll recommend something else."

COMPANY PHILOSOPHY

"Everything we do is based on three principles: integrity, honesty and fairness. We do whatever it takes to find solutions to our customers' HVAC problems. At the end of the day, we want them to feel like they got exactly what they asked for."

EXCERPTED SURVEY RESPONSES

"I like how responsive they are. Any time we have any issues with our system, they come right out and take care of everything."—Cameron S.

ALL WEATHER HEATING & AIR CONDITIONING INC.

(707) 200-1319



Gil Medrano Jr., Owner

WEBSITE

allweatherheatingandairconditioning.com

EMAIL

info@allweatherhvac.net

MANAGER

Gil Medrano Jr., Owner

SERVICES

Indoor Air Quality; HVAC Repair, Installation & Maintenance; Duct Cleaning, Repair & Installation; Solar; Attic Insulation; Water Heaters

HOURS

24/7

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Written Money-Back Guarantee on All Services & Repairs

BRANDS

Bryant

EMPLOYEES

15

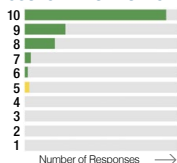
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2244



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

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 949796
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

ALCAL SPECIALTY CONTRACTING, INC.

(877) 312-3532

Serving Northern
and Southern California



Good people, making things right

WEBSITE

www.alcalhome.com

EMAIL

greg.sutliff@alcal.com

MANAGER

Gregory Sutliff
Director, Home Services Division

SERVICES

Insulation, Including Loose Fill
Insulation, Batt Insulation, Spray Foam
Insulation & Rockwall Insulation;
Radiant Barriers; Insulation Removal;
Attic Air Sealing; Garage Doors &
Garage Door Openers

HOURS

Office:
Mon – Sun: 5am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

10-Year Warranty on Insulation
1-Year Warranty on Garage Doors

BRANDS

Clopay, Owens Corning, Pabco,
LiftMaster, Johns Manville

CERTIFICATION/TRAINING

BPI Building Analyst

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2175

Alcal Specialty Contracting, Inc. installs and removes insulation, replaces garage doors, airseals attics, and provides other energy efficiency solutions for residential and commercial clients throughout Northern and Southern California. In addition to offering services and products that are designed to increase indoor comfort and reduce the year-round costs associated with heating and cooling, the family-owned and operated company is qualified to perform roofing and waterproofing work, install fireplaces and decorative mantels, and more.

Home Services Division Director Gregory Sutliff says much of Alcal Specialty Contracting's success can be attributed to its customer-oriented business approach. "Our clients are very important to us, so we take the time to communicate clearly with them and make sure they know what's going on with their projects at all times. If there's ever an issue with our work, we'll do whatever it takes to make it right."

Alcal Specialty Contracting's staff members are trained on industry-best installation procedures, and they utilize their extensive product knowledge to help clients make the right decisions for their particular situations. "Our technicians know what it takes to deliver excellent products on time and within budget," affirms Mr. Sutliff. "They take a lot of pride in their work, and that translates to high-quality results for our customers."

COMPANY PHILOSOPHY

"We're committed to quality and customer service in everything we do, so we always stand behind our products and make sure each job fulfills the client's specific needs. From the time we provide the bids to the time we leave their properties, our customers can expect to receive focused, professional service."—Darren Morris, Alcal President/CEO

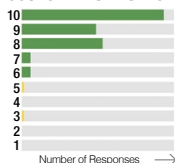
EXCERPTED SURVEY RESPONSES

"They were willing to go the extra mile."—Brian L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **146** random customer surveys since June 2014

CUSTOMER SATISFACTION



↑
More Satisfied
↓
Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 815286
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

COOK'S KITCHEN & BATH, INC.

(707) 901-7940
(925) 405-5944

701 Southampton Rd, Ste 103
Benicia, CA 94510

Cook's
Kitchen and Bath, Inc.



David Cook, President

WEBSITE

www.cookskitchenandbath.com

EMAIL

dave@cookskitchenandbath.com

MANAGER

David Cook, President
Christopher Cook, Vice President

SERVICES

Kitchen & Bathroom Remodels
Design & Build
Design Services
General Contractor
Cabinetry
Home Offices

HOURS

Mon – Fri: 8am – 5pm
Showroom: By Appointment Only

GUARANTEES

2-Year Warranty on Workmanship
Manufacturers' Warranties on
Materials

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1166

Cook's Kitchen & Bath, Inc. is a design/build contractor that specializes in full-service kitchen and bathroom remodeling. Serving residential clients in Solano, Contra Costa, Northern Alameda and Southern Napa Counties, the family-owned and operated company manages every aspect of a project, including designing, bidding, planning, pulling permits, scheduling, ordering, installation, cleanup and follow-up.

President David Cook, with more than 20 years of experience in the construction industry, says he has developed a keen eye for detail and a reputation for excellence that attracts all types of quality-seeking clients. "Our aim is to take the guesswork out of kitchen and bathroom remodeling. Most people have never been through the process and have no idea what to expect or what things cost. Our job is to guide them through the process step by step so they know exactly what's happening."

Cook's Kitchen & Bath, Inc. is an authorized dealer of Huntwood Custom Cabinets and Bestbath, a leading manufacturer of curbless showers, slide-in bathtubs and walk-in bathtubs. The company also works closely with clients who have special needs, helping to retrofit their bathrooms for both safety and comfort. Mr. Cook invites potential customers to visit Cook's Kitchen & Bath's Benicia showroom (by appointment only) for more information.

COMPANY PHILOSOPHY

"Remodeling is a relationship business! With so many variables involved, it's up to us to educate clients about the process. To be successful, we take full responsibility, managing every aspect of every project from start to finish. Our ultimate goal is to provide results that exceed our customers' expectations and are completed on time and within budget."

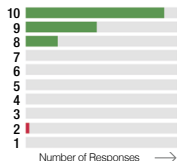
EXCERPTED SURVEY RESPONSES

"I liked that they were very punctual, and their timeline was very accurate."—Mike D.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **69** random customer surveys since November 2007

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 835584
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

MOVER**METROPOLITAN VAN & STORAGE, INC.****(877) 293-7159****5400 Industrial Way
Benicia, CA 94510****Local, National
and International Moving****WEBSITE**

www.metrovan.com

EMAIL

sales@metrovan.com

MANAGER

Dennis Paulley, President

SERVICES

Residential Relocations
 Packing & Crating Services
 Office Relocations
 Modular Furniture Disassembly/
 Reassembly
 Commercial Distribution & Storage
 Records Management
 NAID Shredding Services
 International Relocations

HOURS

Mon – Fri: 8am – 5pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Cost Will Not Exceed Estimate

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/9

Metropolitan Van & Storage, Inc. has been providing local, national, and international relocation services for residential and commercial clients throughout Northern California since the 1940s. The company takes a full-service approach to moving, offering everything from packing and crating to modular furniture installations. It also provides long-term and in transit storage at three convenient locations in Benicia, Sacramento, and Mountain View.

In addition to moving and storing its customers' belongings, Metropolitan Van & Storage offers record storage services, including box, file and document retrieval; certified document destruction and shredding; medical record purging; document/microfiche imaging conversion; and more. The company's facility is equipped with a state-of-the-art Early Suppression Fast Response (ESFR) system, and BayAlarm provides 24/7 monitoring for both security and fire prevention.

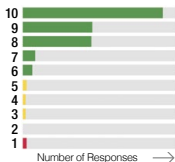
COMPANY PHILOSOPHY

"We take pride in offering old-fashioned customer service. We understand that moving a home or office is often a stressful experience for our customers, so our goal is to provide personal touches and extra attention to detail to make the process go as smoothly as possible. Everyone at our company shares the same mission, from the people who answer initial phone calls to the estimators to the moving crews."

EXCERPTED SURVEY RESPONSES

"I was so impressed with their top-notch crew. I couldn't have asked for a better experience. When they moved my antique furniture, they handled it like it was their own. Nothing was scratched or broken...my comfort level with them was very high."—Dee S.

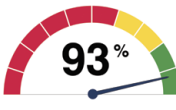
"They were quick, they knew exactly what to do and they needed only minimal direction."—John T.

**DIAMOND CERTIFIED RATINGS DASHBOARD** based on **329** random customer surveys since February 2002**CUSTOMER SATISFACTION**

↑ More Satisfied
 ↓ Less Satisfied

CUSTOMER LOYALTY

"Would you use this company again?"

HELPFUL EXPERTISE®

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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. MTR-0095137
- ✓ Current Complaint File
- ✓ Business Practices

KD Painting and Services, Inc. provides a wide range of interior and exterior painting services for residential and commercial clients throughout Solano County. 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

PAINTING

KD PAINTING AND SERVICES, INC.

(707) 797-7999

Serving Solano County



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

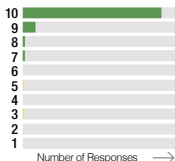
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1399



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

CASTLELITE OUTDOOR

(925) 317-6049

452 Hartz Ave
Danville, CA 94526



Jay Magstadt,
Operations Manager

WEBSITE

www.castleliteblock.com

EMAIL

info@castleliteblock.com

MANAGER

Jay Magstadt, Operations Manager

SERVICES

Paver Manufacturing & Installation
Masonry Units
Green/Design

HOURS

Danville Showroom:

Tue – Sat: 10am – 5pm

CREDIT CARDS

MasterCard Visa

GUARANTEES

5-Year Warranty on Installations
Lifetime Product Warranties

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1902

CastleLite Outdoor manufactures and installs paving stones, masonry units, and Green paving products for residential and commercial clients throughout Northern California. In addition to its onsite installation capabilities, the company maintains a factory showroom in Danville so customers can see firsthand applications of its products.

Operations Manager Jay Magstadt says one of CastleLite Outdoor's most important attributes is its ability to handle both the manufacturing and installation sides of paving stone work. "As a manufacturer-installer, I'm able to control my products from beginning to end, which allows me to maintain excellent customer satisfaction. Being a paving stone manufacturer who sells directly to clients makes a big difference in terms of the quality and appearance of my installations."

CastleLite Outdoor works with licensed, highly experienced subcontractors who are trained in a variety of cutting-edge installation techniques, including the use of filter fabrics and extra base materials to keep driveways from settling, the use of concrete borders to prevent edge pavers from shifting, and more. "These methods ensure my clients are completely satisfied with their new backyards, patios and driveways," says Mr. Magstadt. "I don't just sell paving products—I sell experiences."

COMPANY PHILOSOPHY

"I want my customers to be completely satisfied with every aspect of my work, and everything I do revolves around that. I take care of my clients throughout each step of their projects, and I always do what I say I'm going to do."

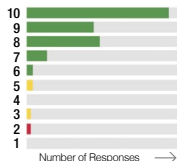
EXCERPTED SURVEY RESPONSES

"Jay was very impressive. He did everything he said he was going to do."—David L.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **159** random customer surveys since August 2012

CUSTOMER SATISFACTION



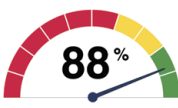
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 1013134
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

VIKING PAVERS

(877) 296-0817

Serving the Entire Bay Area



WEBSITE

www.vikingpavers.com

EMAIL

support@vikingpavers.com

MANAGER

Maurosan Milhomem, Owner
 Jorge Neukirchen, Project Manager

SERVICES

Pavers
 Retaining Walls
 Driveways, Walkways
 Pool Decks, Patios
 Outdoor Kitchens & BBQs
 Fire Pits

HOURS

Mon – Sat: 8am – 5pm

BRANDS

Basalite, Belgard, Calstone, McNear

CERTIFICATION/TRAINING

Certified Belgard NCMA Segmental
 Retaining Wall Installer
 ICPI Certified on Permeable Pavers
 Installation

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1774

Viking Pavers installs interlocking pavers for residential and commercial driveways, patios, walkways, and pool decks throughout the Bay Area. The company also installs segmented retaining walls, outdoor kitchens, barbecues and fire pits.

Viking Pavers prides itself on being a professional company at every level—its employees receive ongoing training on the latest materials and proper installation techniques, and it controls each project from beginning to end without using subcontractors, which allows it to ensure high levels of customer satisfaction.

Standing behind the quality and longevity of its work, Viking Pavers offers a lifetime warranty on pavers and a 25-year warranty on labor. More information about the company's services and a vast portfolio of past work can be found at www.vikingpavers.com.

COMPANY PHILOSOPHY

“Our primary goal is to treat our customers the way we'd want to be treated. We work closely with each client throughout every step of their project so we can educate them about our services and explain what to expect from the finished product. Our crew members have collectively worked on more than 1,000 projects, and they use their years of experience to ensure excellent results.”

EXCERPTED SURVEY RESPONSES

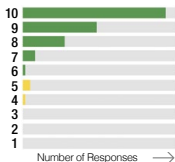
“[I liked] their combination of professionalism and creativity. I think they really overachieved on the job they did for me. The finished job exceeded my expectations.”—Andy L.

“They were very precise and the workmanship was really good. They came to my house and worked quickly from beginning to end. They did a very clean and professional job.”—Pedro G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 115 random customer surveys since August 2011

CUSTOMER SATISFACTION



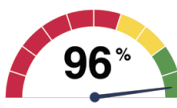
↑ More Satisfied
 ↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 970281
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

WATER HEATERS ONLY, INC.

(707) 219-8262
(877) 932-5525

Serving Solano County,
Sacramento County,
San Joaquin County
and the Greater Bay Area



WEBSITE

www.waterheatersonly.com

EMAIL

bay@waterheatersonly.com

MANAGER

John McGee, Owner

SERVICES

Water Heater Installation, Repair & Service
Commercial Water Heaters
Tankless Water Heaters
Electric & High-Efficiency Water Heaters

HOURS

Available 24/7/365

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

6- to 10-Year Warranties on Water Heaters
1-Year Warranty on Installation Labor
1-Year Warranty on Plumbing Parts & Labor

BRANDS

Bradford White, Rheem, A. O. Smith, American Standard

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2459

Water Heaters Only, Inc. installs and repairs all types of water heaters (including tankless, electric and high-efficiency models) for residential and commercial clients in Solano County, Sacramento County, San Joaquin County, and the Greater Bay Area. The company has been specializing in water heater repair and replacement for more than 50 years, and its employees answer the phones 24/7/365 to help handle emergencies.

Marketing Director Yana Carpenter says Water Heaters Only, Inc.'s ability to quickly respond to its customers' water heater issues has been an important aspect of its long-term success. "Our clients really appreciate that we provide same-day service in most areas. Our goal is to simplify the entire experience for them, and the best way to do that is to make sure our service is as quick and efficient as possible."

Water Heaters Only, Inc. believes in educating its customers about their water heaters so they can maximize performance and avoid potential problems in the future. "By making a variety of information available to our clients, we help them gain a better understanding of their situations," affirms Ms. Carpenter. "They know they can visit our website and use our online tools to troubleshoot certain issues, and they value that resource."

COMPANY PHILOSOPHY

"We strive to provide a great overall experience for every client and leave them in a better situation than when we started. By focusing on our customers' specific hot water needs and performing trustworthy, reliable work, we're able to ensure their long-term satisfaction."

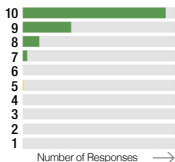
EXCERPTED SURVEY RESPONSES

"They were honest about what I needed and they helped me get my hot water back quickly."
—Lois G.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **194** random customer surveys since September 2017

CUSTOMER SATISFACTION



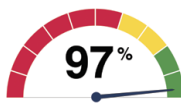
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 374573
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Oak Plumbing Inc. maintains and repairs plumbing systems for residential clients in Solano, Contra Costa, Marin, Napa, and Sonoma Counties. The company has the in-house capabilities to handle everything from routine drain cleanings to comprehensive water line repairs, and it's also qualified to install, maintain, and repair all types of water heaters, including tankless models.

President Matthew Harris says Oak Plumbing's honest approach to plumbing work has allowed it to build a loyal clientele base. "We tell our customers exactly what's going on and what they need to do to solve their problems, which isn't a given in this industry. We're focused on our clients, not our revenue, and that has been a key factor in our growth."

Oak Plumbing educates its customers about their plumbing systems so they can make informed decisions and prevent certain issues from reoccurring in the future. "We focus on finding causes, not just treating symptoms," affirms Mr. Harris. "Every plumbing situation is different, but since we take an educational approach to each job, we can present our customers with numerous options and make sure they're set up for success."

COMPANY PHILOSOPHY

"Our goal is to bring customer service back to the plumbing industry, so we always put our clients first and do whatever it takes to make them feel comfortable. By keeping them up-to-date and providing them with first-rate service, we're able to ensure their satisfaction."

EXCERPTED SURVEY RESPONSES

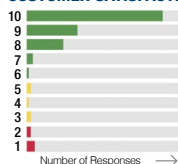
"They're great, excellent, prompt, on time and very helpful."—Jessica S.

"They were prompt, courteous, and they did what I needed them to do."—Ronnie W.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 125 random customer surveys since October 2017

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



HELPFUL EXPERTISE®



COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 1018855
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

OAK PLUMBING INC.

(707) 652-9121

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



OAK PLUMBING



Oak Plumbing installed this water heater in a customer's garage.

WEBSITE

www.oak.plumbing

EMAIL

support@oak.plumbing

MANAGER

Matthew Harris, President

SERVICES

Plumbing Maintenance & Repair
Water Heater Installation & Repair
Drain Cleaning

HOURS

Mon – Fri: 7am – 7pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

6-, 9- and 12-Year Warranties on Traditional Water Heaters

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2468

RON LEE

RE/MAX GOLD

(707) 333-8308

723 Amador Street
Vallejo, CA 94590

Serving Solano, Napa
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

Ron Lee works in partnership with RE/MAX Gold to help clients buy and sell residential and commercial properties in Solano, Napa, 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.”

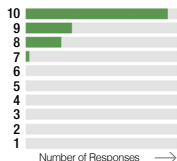
EXCERPTED SURVEY RESPONSES

“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.



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

Affordable Roofing provides a wide range of roofing services and products for residential and commercial clients in Solano County. The company has experience with all types of roofing materials, including tile, cedar shakes, tar and gravel, and dimension shingles. Affordable Roofing also inspects and repairs existing roofs; provides free estimates and consultations; and installs seamless gutters, downspouts, skylights, sun tunnels and ventilation.

Owner and longtime Bay Area resident Guy Tigner has more than three decades of experience in the roofing industry. Mr. Tigner says Affordable Roofing's main focus is offering personalized service and keeping its prices competitive by carefully planning the hours, materials, and labor required to effectively complete each job. "To ensure top-rate installations, we only use products from leading manufacturers such as CertainTeed and Owens Corning."

To request an estimate or browse a photo gallery of Affordable Roofing's past projects, Mr. Tigner invites potential clients to visit www.affordableroofing.biz.

COMPANY PHILOSOPHY

"We carefully plan each roofing project so it runs smoothly and stays on schedule. Our highly trained crew members are efficient, professional and safety-conscious; they work with respect for our customers' homes and leave jobsites clean when they're finished. Ultimately, we strive to offer the best products, service and workmanship in the roofing industry."

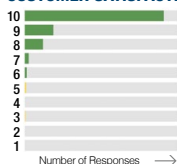
EXCERPTED SURVEY RESPONSES

"I liked how quick and professional he was. They stripped the roof in record time and put a new roof on. I worked with Guy on a previous house and he was very knowledgeable. I was very satisfied."—Bert C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **298** random customer surveys since December 2007

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 395597
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

AFFORDABLE ROOFING

(707) 429-9460

Serving Solano County



WEBSITE

www.affordableroofing.biz

EMAIL

gtaffroof@aol.com

MANAGER

Guy Tigner, Owner

SERVICES

New Roofs and Reroofing, Including
Shingles, Hot Tar Roofing
and All Types of Tile
Roof Repairs
Roof Inspections
Gutters and Downspouts

HOURS

Mon – Fri: 7am – 5pm

CREDIT CARDS

Amex, MasterCard, Visa

GUARANTEES

Lifetime Manufacturers' Warranties
on All Shingles
5-Year Workmanship Guarantee
on New Roofs and Gutter Services
Limited Lifetime Manufacturers'
Warranties on Aluminum Gutters

BRANDS

Malarkey, CertainTeed, Custom-Bilt
Metals, Eagle Tile, GAF, Monier
Lifetile, Owens Corning

CERTIFICATION/TRAINING

CertainTeed SELECT ShingleMaster™

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1198

QUALITY FIRST HOME IMPROVEMENT, INC.

(877) 297-8594

Serving Northern California



WEBSITE

www.qualityfirsthome.com

EMAIL

ganderson@qualityfirsthome.com

MANAGER

Gary Kluck, Chairman/CEO
Gerry Anderson, President

SERVICES

Windows, Roofing, Solar, Patio Covers, Exterior Coating, Room Enclosures, Kitchen & Bathroom Remodeling, Stamped & Colored Concrete, Siding, Doors, Skylights, Garage Doors

HOURS

Mon – Fri: 8am – 5pm
Sat: 8am – 10am

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

181

CERTIFICATION/TRAINING

GAF Master Elite Roofing Contractor

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1233

Quality First Home Improvement, Inc. is an award-winning contractor that sells and installs an extensive selection of name-brand home beautification products, including roofing, windows, patio covers, solar electric, kitchen and bathroom products, Cool Wall® exterior coating, concrete driveways/walkways/patios, seamless gutters, vinyl and fiber cement siding, exterior doors, insulation, garage doors, exterior paint, and more.

Quality First has been Diamond Certified for 12 consecutive years and counts more than 26,000 satisfied customers during that period. The company has also been recognized and selected by manufacturing roofing giant GAF as a Master Elite roofing contractor who has won the Triple Excellence Award for the last nine years (only 1 percent of roof installing contractors nationwide have been able to achieve this status), and it received GAF’s prestigious President’s Club Award in 2014, 2015, 2016, and 2017. Quality First has also earned eight consecutive (2011-2018) awards from Ply Gem for “Customer Excellence” and “Top Window and Door Dealer in California,” as well as the “Northern California Dealer of the Year” award from Amerimax, a premier window manufacturer.

Quality First maintains a staff of factory-trained installers and a dedicated solar division to provide Energy Star and environmentally-friendly products for its customers. A new customer service division further emphasizes the company’s commitment to quality service and customer satisfaction. Quality First serves customers throughout Northern California and Northern Nevada.

COMPANY PHILOSOPHY

“Our name says it all: We believe in quality first, and we strive to do every job right the first time at an affordable price.”

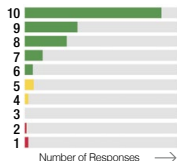
EXCERPTED SURVEY RESPONSES

“They do quality work. I am very pleased.”—Bruce M.



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

CUSTOMER SATISFACTION



CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 875772
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Roofmasters / Bird Control Services installs, repairs, and maintains all types of roofs for residential and commercial clients in Solano, Napa, Yolo, Sacramento, and Central Contra Costa Counties. In addition to its wide-ranging roofing capabilities, the family-owned and operated company offers bird control services, repairs dry rot damage, installs ventilation and insulation in attics, and more.

Owner Aaron Weiss says much of Roofmasters / Bird Control Services' success is due to its customer-oriented business practices, which include providing emergency repairs during inclement weather and staying in contact with clients after their projects are complete. "We're not just installing and repairing roofs; we're offering a complete service to our customers, and that means being there for them whenever they need us."

Roofmasters / Bird Control Services guides its clients through every phase of the roofing process, from the initial estimate to the finishing touches, which Mr. Weiss says is important for establishing trust. "We take care of our clients, and that sets us apart from a lot of roofers. These types of projects can be expensive and time-consuming, so if we can help relieve stress by taking control of the details, we're happy to do it."

COMPANY PHILOSOPHY

"We treat our customers the way we'd want to be treated, and we do everything in our power to make sure they have positive experiences. We provide the same high-quality services throughout the entire roofing process, and we're always available to answer questions and give advice."

EXCERPTED SURVEY RESPONSES

"They are honest and they have been very reliable. I have used them for a number of inspections for different properties and everything has been good. They met my expectations."—Debbie D.

ROOFMASTERS / BIRD CONTROL SERVICES

(707) 200-1301

Serving Solano, Napa, Yolo,
Sacramento and Central
Contra Costa Counties

WEBSITE

www.roofmasters.org

EMAIL

roofmasters@att.net

MANAGER

Aaron Weiss, Owner

SERVICES

Shingle Services; Roof Sealing; Skylight Installation & Replacement; Roof Repair; Grid-Tied Solar System Services; Metal Roof Services; Gutter Cleaning, Repair & Installation; Roof Installation; Flat Roof Services; Leak Repair; Battery Bank Services; Solar Electric/PV System Installation; Roof Inspection; Wood Shake Services; Ground-Mounted System Services; Solar EV Charging System Installation; Solar Panel Installation; Tile Roof Services; Solar Panel Cleaning; Roof Cleaning

HOURS

Mon – Fri: 9am – 5pm

CERTIFICATION/TRAINING

Registered Contractor of Polyglass U.S.A., Inc.; Certified Solar PV Professional, Boots on the Roof (Aaron Weiss); GAF Certified; Owens Corning Preferred Contractor

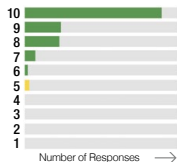
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2261



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

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 883362
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

OAK PLUMBING INC.

(707) 652-9121

Serving Solano, Contra Costa,
Marin, Napa and Sonoma
CountiesOAK
PLUMBINGOak Plumbing installed this water heater
in a customer's garage.

WEBSITE

www.oak.plumbing

EMAIL

support@oak.plumbing

MANAGER

Matthew Harris, President

SERVICES

Plumbing Maintenance & Repair
Water Heater Installation & Repair
Drain Cleaning

HOURS

Mon – Fri: 7am – 7pm

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

6-, 9- and 12-Year Warranties
on Traditional Water Heaters

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2468

Oak Plumbing Inc. maintains and repairs plumbing systems for residential clients in Solano, Contra Costa, Marin, Napa, and Sonoma Counties. The company has the in-house capabilities to handle everything from routine drain cleanings to comprehensive water line repairs, and it's also qualified to install, maintain, and repair all types of water heaters, including tankless models.

President Matthew Harris says Oak Plumbing's honest approach to plumbing work has allowed it to build a loyal clientele base. "We tell our customers exactly what's going on and what they need to do to solve their problems, which isn't a given in this industry. We're focused on our clients, not our revenue, and that has been a key factor in our growth."

Oak Plumbing educates its customers about their plumbing systems so they can make informed decisions and prevent certain issues from reoccurring in the future. "We focus on finding causes, not just treating symptoms," affirms Mr. Harris. "Every plumbing situation is different, but since we take an educational approach to each job, we can present our customers with numerous options and make sure they're set up for success."

COMPANY PHILOSOPHY

"Our goal is to bring customer service back to the plumbing industry, so we always put our clients first and do whatever it takes to make them feel comfortable. By keeping them up-to-date and providing them with first-rate service, we're able to ensure their satisfaction."

EXCERPTED SURVEY RESPONSES

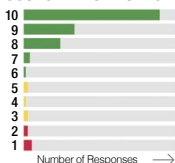
"They're great, excellent, prompt, on time and very helpful."—Jessica S.

"They were prompt, courteous, and they did what I needed them to do."—Ronnie W.



DIAMOND CERTIFIED RATINGS DASHBOARD based on 125 random customer surveys since October 2017

CUSTOMER SATISFACTION



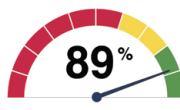
↑ More Satisfied
↓ Less Satisfied

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. 1018855
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

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

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

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

COMPANY PHILOSOPHY

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

EXCERPTED SURVEY RESPONSES

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

GOT WATTS ELECTRIC & SOLAR

(925) 268-0666

2250 Commerce Ave, Ste C
Concord, CA 94520

Got Watts?

Electric & Solar

WEBSITE

www.gotwattselectric.com

EMAIL

info@gotwattselectric.com

MANAGER

Jeremy Carlock, CEO

SERVICES

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

HOURS

Office

Mon – Fri: 9am – 5pm

24-Hour Emergency Service Available

CREDIT CARDS

Amex, Discover, MasterCard, Visa

GUARANTEES

Up to 25-Year Manufacturer's Warranty on Solar-Related Equipment

15-Year Manufacturer's Warranty on Whole House Fan Motors

5-Year Warranty on Most Other Parts

BRANDS

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

EMPLOYEES

18

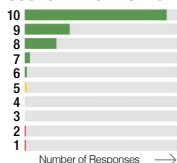
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2291



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

CUSTOMER SATISFACTION



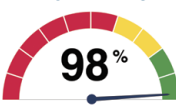
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

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

BONGIORNO TERMITE CONTROL, INC.

(707) 200-1318

Serving Solano, Contra Costa
and Alameda Counties



Andrew Bongiorno is
owner of Bongiorno
Termite Control, Inc.

WEBSITE

www.bongiornotermite.com

EMAIL

andy@bongiornotermite.com

MANAGER

Andrew Bongiorno, Owner

SERVICES

Inspections, Treatments & Repairs

HOURS

Mon – Fri: 8am – 5pm

GUARANTEES

4-Year Guarantee on Drywood
Termite Treatments

4-Year Guarantee on Subterranean
Termite Treatments

BRANDS

Termidor, Premise 75, Tim-bor,
Altriset

EMPLOYEES

8

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1942

Bongiorno Termite Control, Inc. is a full-service termite company that provides inspections, treatments and repairs for residential clients in Solano, Contra Costa, and Alameda Counties. The company’s subterranean termite treatment consists of a chemical barrier that protects structures for up to 10 years if left undisturbed. It can also provide local treatments that are designed to eradicate drywood termites, wood-boring beetles, carpenter bees, carpenter ants and fungus/dry rot.

Owner Andrew Bongiorno says his favorite part of the termite control business is interacting with clients and helping them understand the specifics of their infestations. “I always make sure I’m accessible to my clients, which is important for establishing trust. When a customer calls me with a question, they know I’m going to immediately answer it, and they appreciate that type of direct communication.”

Bongiorno Termite Control also works with realtors and their clients to ensure their homes are termite-free before going on the market. “We also provide a thorough, comprehensive inspection and report for prospective buyers of a home,” says Mr. Bongiorno. “We strive to provide high-quality termite inspections and treatments that make the home selling process as easy as possible for our clients.”

COMPANY PHILOSOPHY

“Our number one goal is to provide every customer with good, honest work at a fair price. We’ve always maintained a high level of honesty and integrity in everything we do, and that has allowed us to build lasting relationships with our clients and gain their referrals.”

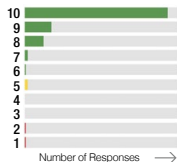
EXCERPTED SURVEY RESPONSES

“I like their consistently reliable and competent service. They really get the job done right the first time.”—Cheryl C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **200** random customer surveys since December 2012

CUSTOMER SATISFACTION



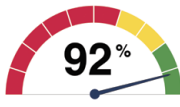
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



“Would you use this company again?”

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State Lic No. OPR-11367
- ✓ Current Complaint File
- ✓ Business Practices

Ramirez Tow provides towing services for medium and heavy duty vehicles throughout Solano and Napa 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.

RAMIREZ TOW

(707) 840-5590

1502 Humphrey Drive
Suisun City, CA 94585

Serving Solano
and Napa 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

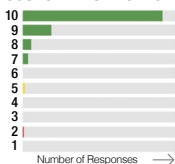
DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2197



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

SEXYTREES.COM

(707) 931-0935

Serving Solano, Contra Costa and Alameda Counties



SEXYTREES.COM
BRINGING SEXY BACK INTO YOUR YARDS!

WEBSITE

www.sexytrees.com

EMAIL

alex@sexytrees.com

MANAGER

Alex Llamas, Owner

SERVICES

Tree Care, Cabling & Bracing, Ornamental Pruning, Stump Grinding & Tree Removal, Tree Risk Assessment & Evaluations, Wood Chips & Mulch, 24-Hour Emergency Service

CERTIFICATION/TRAINING

First Aid/CPR Certified (Wilbur Orellana, Manuel Morales & Otoniel Martinez), Hispanic Arborist Association Comprehensive Safety Training & Aerial Rescue Training (Cesar Garcia, Mr. Orellana, Mr. Martinez & Mr. Morales), ISA Certified Arborist (Alex Llamas), ISA Tree Risk Assessment Qualification (Mr. Llamas)

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/2435

SexyTrees.com provides a wide range of tree care services for residential and commercial clients in Solano, Contra Costa, and Alameda Counties. The company has the training and equipment to handle everything from routine pruning and maintenance to stump grinding and tree removal, and it's also qualified to perform risk assessments and evaluations on potentially hazardous trees.

Owner Alex Llamas says SexyTrees.com's artistic approach to tree care has been a key factor in its success. "We consider ourselves landscape artists, so we really enjoy giving trees makeovers that bring out their natural beauty and improve their health and quality of life. Our goal on each job is to create a Zen atmosphere that relaxes the customer's body and mind."

SexyTrees.com's technicians have comprehensive knowledge of every aspect of tree care, which Mr. Llamas says is important for ensuring high-quality results. "Not only are our crew members expertly trained in tree work, they're also passionate about making properties as beautiful and healthy as possible. Once they determine what a customer is trying to accomplish with their environment, they do whatever it takes to achieve that goal."

COMPANY PHILOSOPHY

"We want to build long-term relationships with our clients, so we always treat them with respect and give them honest information that helps them make educated decisions about their trees. They know that if they ever have a question, they can call or email and we'll be right there to help."

EXCERPTED SURVEY RESPONSES

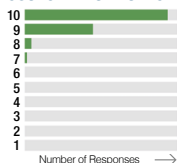
"I love the service. They are great. They make the property look wonderful."—S.P.

"Alex is wonderful, very customer-oriented, and available to answer questions and solve problems. He is happy to help whenever he can."—June C.



DIAMOND CERTIFIED RATINGS DASHBOARD based on **75** random customer surveys since March 2017

CUSTOMER SATISFACTION



↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 980094
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

Quality First Home Improvement, Inc. is an award-winning contractor that sells and installs an extensive selection of name-brand home beautification products, including roofing, windows, patio covers, solar electric, kitchen and bathroom products, Cool Wall® exterior coating, concrete driveways/walkways/patios, seamless gutters, vinyl and fiber cement siding, exterior doors, insulation, garage doors, exterior paint, and more.

Quality First has been Diamond Certified for 12 consecutive years and counts more than 26,000 satisfied customers during that period. The company has also been recognized and selected by manufacturing roofing giant GAF as a Master Elite roofing contractor who has won the Triple Excellence Award for the last nine years (only 1 percent of roof installing contractors nationwide have been able to achieve this status), and it received GAF's prestigious President's Club Award in 2014, 2015, 2016, 2017 and 2018. Quality First has also earned eight consecutive (2011-2018) awards from Ply Gem for "Customer Excellence" and "Top Window and Door Dealer in California," as well as the "Northern California Dealer of the Year" award from Amerimax, a premier window manufacturer.

Quality First maintains a staff of factory-trained installers and a dedicated solar division to provide Energy Star and environmentally-friendly products for its customers. A new customer service division further emphasizes the company's commitment to quality service and customer satisfaction. Quality First serves customers throughout Northern California and Northern Nevada.

COMPANY PHILOSOPHY

"Our name says it all: We believe in quality first, and we strive to do every job right the first time at an affordable price."

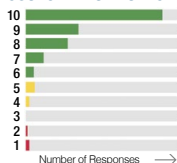
EXCERPTED SURVEY RESPONSES

"They do quality work. I am very pleased."—Bruce M.



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

CUSTOMER SATISFACTION



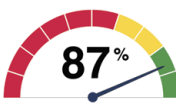
↑ More Satisfied
↓ Less Satisfied

CUSTOMER LOYALTY



"Would you use this company again?"

HELPFUL EXPERTISE®



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

COMPANY CREDENTIALS

- ✓ Workers' Compensation
- ✓ Liability Insurance
- ✓ State License No. 875772
- ✓ Current Complaint File
- ✓ Legal & Finance
- ✓ Business Practices

QUALITY FIRST HOME IMPROVEMENT, INC.

(877) 297-8594

Serving Northern California



WEBSITE

www.qualityfirsthome.com

EMAIL

ganderson@qualityfirsthome.com

MANAGER

Gary Kluck, Chairman/CEO
Gerry Anderson, President

SERVICES

Windows, Roofing, Solar, Patio Covers, Exterior Coating, Room Enclosures, Kitchen & Bathroom Remodeling, Stamped & Colored Concrete, Siding, Doors, Skylights, Garage Doors

HOURS

Mon – Fri: 8am – 5pm
Sat: 8am – 10am

CREDIT CARDS

Amex, Discover, MasterCard, Visa

EMPLOYEES

181

CERTIFICATION/TRAINING

GAF Master Elite Roofing Contractor

DIAMOND CERTIFIED COMPANY REPORT

www.dccert.org/1233

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

68 SHARES

Three Window Frame Options
with JOHN GORMAN of Save Energy Company

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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Diamond Certified Expert Contributors



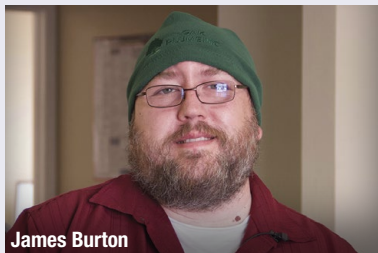
Andy Bongiorno

Owner, Bongiorno Termite Control, Inc.

Preventing Insect Infestations

Factors like firewood piled up against the house, trees and shrubs touching the home exterior, and wall planters with high soil levels can increase the chances of an insect infestation. Remedy these conditions by storing firewood away from the home, keeping vegetation well-trimmed and monitoring the soil levels of wall planters.

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



James Burton

General Manager, Oak Plumbing Inc.

Plumbing Service Agreement Benefits

To keep your plumbing system running at peak performance, consider enrolling in a maintenance membership plan with a trusted plumbing company. For an annual fee, you'll receive complimentary inspections and services, along with other perks. It's a small price to pay for peace of mind—not to mention a healthy plumbing system.

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



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



David Hodges

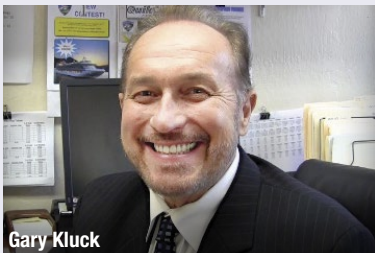
Vice President, Vantreo Insurance Brokerage

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



Gary Kluck

CEO, Quality First Home Improvement, Inc.

How to Prevent Concrete Cracks

When cracks form in newly installed concrete, it's often the result of accelerated drying from hot temperatures and sun exposure. Since the problem stems from a lack of moisture, the best way to prevent cracking is to apply a liberal amount of water both before and after setting the concrete.

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



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



Alex Llamas

Owner, SexyTrees.com

Tree Topping Warning

Some tree service companies still offer tree topping (removal of a tree's top or main branches), but according to experts, this doesn't benefit trees—in fact, it can permanently damage and even kill them. For this reason, don't let a tree service company talk you into purchasing this service.

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



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



Dr. Peter Panagotacos

Owner, Peter J. Panagotacos, MD

Hair Transplant Caution

Prior to getting a hair transplant, verify that the individual performing your procedure is a qualified, licensed physician. Believe it or not, there are unlicensed frauds offering hair replacement services these days, so you have to be careful. Ask your dermatologist or call your local medical society for a referral.

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



Barbara Ragsdale

President, Knights' Electric, Inc.

The Benefits of LED Lighting

While they may be more expensive upfront, LEDs offer greater value due to their long lifespan. Compared to an incandescent bulb's average lifespan of 2,000 hours, an LED bulb can last up to 60,000 hours—roughly 30 times longer. With typical usage, you may not have to change a light bulb for 25 years.

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



Nic Ratel

Sales and Operations Manager, Water Heaters Only, Inc.

Modern Water Heater Features

Thanks to ongoing technological innovation, many of today's water heaters offer performance-enhancing features. One example is a self-cleaning feature, whereby the water heater stirs up sediment and debris in the tank to prevent corrosion. There are also "smart" water heaters that maximize convenience and efficiency of use.

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

Diamond Certified Expert Contributors



Don Schrader
Owner, Schrader & Son

Computer Safety Tip

The easiest way to give your computer a virus is by clicking on a bad link, so if you're unsure about a link, don't click on it. This goes for emails, too—personal email accounts get hacked all the time, so if you receive an email from a friend encouraging you to click on a link, you should think twice.

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



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

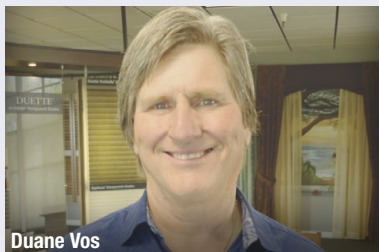


Karen Skinner
Senior Project Design Specialist, Viking Pavers

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



Duane Vos
Owner, Creative Window Fashions, Inc.

The Value of Shutters

There are several window covering options to choose from, but only one will substantially add to the value of your home: shutters. This is because shutters are considered a "fixed asset" after they're installed, which puts them in the same league as other permanent fixtures like floors and countertops.

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