

Who was the contractor for your project?	Please rate the work performed by your contractor, where 0 is very dissatisfied and 10 is very satisfied.					Please provide any additional feedback regarding your experience with your contractor.
	Quality of installation	Quality of products	Flexibility and timeliness of work schedule	Professionalism and respect for your property	Overall satisfaction with the contractor	
McKenzie Valley Pump	10	10	10	10	10	Installation cost was higher than anticipated due to being in country with well and filtration systems which had to be adjusted for new hot water heater.
Mike Ediger Plumbing	10	10	10	10	10	He was excellent in every way.
Mike Ediger Plumbing	10	10	10	10	10	
Mike Ediger Plumbing	10	10	10	10	10	Friendly, efficient, prompt
Mike Ediger Plumbing			10	10	10	
Mike Ediger Plumbing	10	9	9	9	10	
Lowe's contractor	3	9	9	7	4	We had to make them do it twice. Lowe's was great and got us through the process, but I suggested they find another contractor.
Lowe's contractor	10	10	9	9	10	Happy with new water tank. Already see energy saving and cost.
An independant plumber that was recommended by Oldfield's	8	8	9	6	8	
Solar Assist (Newt Loken)	10	9	10	10	10	
Zarzycki Contracting plus Kevin Cohen Plumbing	10	7	10	10	7	We wish they had told us how much more expensive the installation would be for the water heater we picked out vs the one they normally install and also a regular one.
At which retailer did you purchase products?	Please rate your retailer, where 0 is very dissatisfied and 10 is very satisfied.					Please provide any additional feedback regarding your experience with your retailer.
	Quality of products	Retailer's knowledge of products	Retailer's knowledge of EWEB programs and incentives	Overall satisfaction with retailer		
Ferguson	10	9	2	7		
Home Depot	9	9	9	9		
Home Depot	10	7	9	9		
Home Depot	6	6	6	6		
Home Depot and Oldfield's	8	8	8	8		
Jerry's		7	9	7		
Jerry's	10	10	10	10		
Jerry's	8	8	5	9		We got the water heater and pan from Lowe's, other installation parts from Jerry's. We originally shopped at Jerry's for the water heater but they down-played the heat pump water heater, denied any knowledge of rebates/incentives, and pushed for us to just buy replacement parts to improve our existing water heater. High ratings for Lowe's.
Lowe's	9	9	9	9		
Lowe's	10	7	6	9		Floor sales person was unfamiliar with program.
Lowe's	9	8	10	9		
Lowe's	10	8	10	10		
Lowe's	7	3	3	5		I really would've preferred to buy from Jerry's, but the price at Lowe's was too low to pass up. Jerry's has superior service, and I would rather spend money with a locally owned retailer.
Lowe's	10	8	9	9		
Lowe's and Home Depot	8	1	1	5		
Lowe's and Home Depot	8	8	8	8		
Lowe's and Jerry's	10	9	8	10		

Lowe's, Jerry's, and the earthquake bracket via Amazon.com	9	9	9	9		
Oldfield's	10	10	10	10		
Oldfield's	6	6	5	5		There was a lot of confusion over whether this water heater would pass Eugene's building code. This resulted in buying it, returning it, and buying it back. After the fact, we found out it would have been better not to buy it at Oldfield's but to go with Kevin Cohen directly.
Oldfield's	10	10	10	10		
Oldfield's	8	8	8	8		
Oldfield's	10	10	10	10		
Oldfield's	10	9	10	10		
Oldfield's	7	9	10	9		Apparently there was a valve on the appliance that is plastic and breaks easily. It had to be replaced. This seems to be a manufacturing issue not the retailer's or contractor's problem.
Oldfield's	9	9	9	9		
Oldfield's	10	10	10	10		
Oldfield's	9	7	5	9		More knowledge about eligibility for incentives.
Oldfield's	10	10	10	10		
Oldfield's	9	9	9	9		
Oldfield's	10	10	9	9		
Oldfield's	10	10	10	10		Professional and knowledgable.
Oldfield's	9	10	10	10		
Oldfield's (and I hired plumber elsewhere)	7	7	7	7		
Oldfield's, Jerry's, and Home Depot	10	10	10	10		