

SECCO, INC.

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Customer Survey

Owner: Kelly Arnsberger
Owner Representative: Kelly Arnsberger
Job Name: Keely Arnsberger

Project: Geo-Thermal
Our Job #: 4004-09
Location: Carlisle, PA

Person, company or organization doing the rating: Jeff & Kelly Arnsberger (Homeowners)

Using the rating factors shown, circle the number that most closely describes how much you agree with the statement. Rating factor, 5 = completely satisfied, 1 = completely dissatisfied or fill out our online survey at SECCOINC.Com.

Work Activity / Category	Lowest			Highest
Knowledge of your needs	1	2	3	4
Knowledge of the project	1	2	3	4
Attention to priorities of the rater	1	2	3	4
Attention to project schedule	1	2	3	4
Competence of the project team	1	2	3	4
Sense of Urgency	1	2	3	4 +
Attitude and cooperation	1	2	3	4
Interaction with engineers/ architects	1	2	3	4
Planning	1	2	3	4
Selection of Subcontractors	1	2	3	4
Supervision of subcontractors	1	2	3	4
Home office attitude & cooperation	1	2	3	4
Timely completion of all project phases	1	2	3	4
Material ordering & handling	1	2	3	4
Coordination with regulatory agencies	1	2	3	4
Shop drawings and submittals	1	2	3	4
Processing of change orders	1	2	3	4
Quality of workmanship	1	2	3	4 +
Job site organization and appearance	1	2	3	4 +
Work force attitude, conduct, appearance	1	2	3	4 +
Project Closeout	1	2	3	4

1. Please make any comments you wish on or about any of the above area.

We were very pleased with the professionalism, communication and attention to our needs that we received from Brian Suchy and Dan Group.

2. Would you be willing to recommend us to others? *yes*

3. Are there any areas not addressed in this survey? *No*

4. Are there any additional comments or recommendations you care to make regarding this survey or our performance.

We are very pleased, to date, with the quality of service that SECCO provided. We are eager to see the costs savings associated with our Geo-thermal system.