



Dear PV System Owner,

RE: NABCEP QUALITY ASSESSMENT SURVEY

A NABCEP Certified PV Installer installed your PV system. They worked hard to achieve this highly respected certification and must complete certain actions to maintain their certification. The NABCEP PV Installer Certification is accredited to the highest international standard for personnel certification (ANSI 17024) by ANSI (American National Standards Institute). One of the ANSI requirements for certification programs is a Quality Assurance (QA) program. Your installer is required to present some of their customers with the attached Quality Assurance survey for completion as part of the terms of their certification.

When you hired a NABCEP Certified Installer you choose someone who meets the industry's "gold standard". Completing this survey will help ensure that these standards are maintained. The point of the survey is to let customers express their level of satisfaction with the installed System, and to help ensure that NABCEP Certified Installers continue to work at the highest level of performance in the industry.

To ensure your privacy we offer you the option of returning the survey to NABCEP directly (address on letterhead). You may, if you wish, also give it to your installer to return. In either case please complete all parts the survey and use additional pages if any narrative is required that space on the survey doesn't allow for.

Thanks in advance for your cooperation and prompt response. If you have any questions or concerns about the Quality Assessment Survey or related NABCEP policies, please do not hesitate to contact me by email or phone.

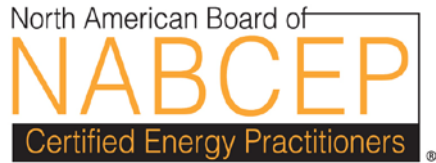
Sincerely yours,

A handwritten signature in dark ink, appearing to read "Ezra Auerbach". The signature is fluid and somewhat abstract, with a long horizontal stroke extending to the right.

Ezra Auerbach
Executive Director
NABCEP

eauebach@nabcep.org

518 670 4553



QUALITY ASSESSMENT SURVEY

Please return to NABCEP

TO BE COMPLETED BY CERTIFIED INSTALLER:

Name of NABCEP Certified PV Installer _____

Certification No.: _____

System Owner: _____

System Address: _____

Owner Telephone Number: _____

Owner Email Address: _____

TO BE COMPLETED BY SYSTEM OWNER:

1. Upon completion of the System installation, did the System work as expected?
Yes No
If no, please identify and explain all deficiencies or problems that you experienced.

2. Did the System installation cause any leaks or property damage?
Yes No
If yes, please identify and explain the nature of such leaks and/or damage.

3. Did the System installation cause any other problems or deficiencies that needed resolution during or after the installation of the System?
Yes No
If yes, please identify and explain such problems or deficiencies, and whether they were satisfactorily resolved in a timely, professional manner by the Installer?

System Owner Signature _____ Date _____