Your ALWAYS FREE Membership Benefits

- Diamond Certified Directory Subscription (mailed quarterly)
- Members-Only Hotline
- Performance Guarantee (doubled for members)
- Members-Only Digital Publications and Downloads

Ratings updated daily at www.diamondcertified.org
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.

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]?”

**Question 2**
“If you needed this type of service in the future, would you use [Company Name] again?”

**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.
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.

<table>
<thead>
<tr>
<th>Diamond Certified Resource (DCR)</th>
<th>Most Review Sites</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Real Customers</strong></td>
<td><strong>Fake Reviews / Multiple Identities</strong></td>
</tr>
<tr>
<td>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.</td>
<td>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.</td>
</tr>
<tr>
<td><strong>Random Sample / All Customers</strong></td>
<td><strong>Cherry-Picking</strong></td>
</tr>
<tr>
<td>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.</td>
<td>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.</td>
</tr>
<tr>
<td><strong>Statistically Reliable / Rigorous</strong></td>
<td><strong>Inaccurate Star Scores</strong></td>
</tr>
<tr>
<td>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.</td>
<td>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.</td>
</tr>
<tr>
<td><strong>Performance Guarantee</strong></td>
<td><strong>No Guarantees</strong></td>
</tr>
<tr>
<td>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).</td>
<td>Most sites don’t offer a performance guarantee.</td>
</tr>
</tbody>
</table>
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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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.

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, Founder & CEO
American Ratings Corporation

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.

Get the basic facts about each Diamond Certified company in a particular industry, including contact information, key services and areas served.

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®.

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.

Become a savvier 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.

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.

Find more than 20,000 informative articles at www.diamondcertified.org

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

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.

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

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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,

Greg Louie
Founder and CEO
greglouie@diamondcertified.org

Chris Bjorklund
Consumer Advocate
chrisbjorklund@diamondcertified.org
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 pretent 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.
Business categories are displayed alphabetically. Each top rated Diamond Certified company is presented using the format below:

**Business Name and Contact Information**

**Save Energy Company**

(415) 367-3149

Serving San Francisco, Marin and Sonoma Counties

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 in the market to offer free one-year checkups after warranty period upon request,” says Mr. Gorman.

Save Energy Company’s web-based certification pack called “How to Make Construction Investment” that helps homeowners 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.

**COMPANY PHILOSOPHY**

“We strive to make the replacement window purchasing process easy and hassle-free. Our products come with lifetime warranty. Installation workmanship guarantees are valid for up to 50 years. We ensure our clients receive products and service that meet or exceed the highest standards. Ultimately, we want to help our customers select the right window doors to complement their homes.”

**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.
| 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 phones calls quickly. I really enjoyed the service.”—Hugo B.
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.
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.
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.
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.
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.
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.
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.
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.

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For recent rating status and additional survey responses visit [www.diamondcertified.org](http://www.diamondcertified.org)
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.

“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.”

“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.
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.
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.
Il 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.”

EXCEP TED 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.

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

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CUSTOMER LOYALTY

98%

HELPFUL EXPERTISE®

96%

“Would you use this company again?”

“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. 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.
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.

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

DIAMOND CERTIFIED RATINGS DASHBOARD based on 149 random customer surveys since August 2008

CUSTOMER SATISFACTION

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CUSTOMER LOYALTY

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HELPFUL EXPERTISE®

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COMPANY CREDENTIALS

- Workers’ Compensation
- Liability Insurance
- State License No. 821352
- Current Complaint File
- Legal & Finance
- Business Practices

WEB SITE
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

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

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

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

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
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

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

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
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

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/drpeterpanagotacos

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

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
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.

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.

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.