*Updated Sept 20, 2022

THE SWITCH PROGRAM'S
SATISFACTION SURVEY RESULTS

SHORT AND SWEET

The Switch Program satisfaction survey consists of only three questions.

Q1 On a scale from 1 to 5, please rate your overall experience with the program.

Q2 Optional: Feedback, suggestions, and/or testimonial of your personal experience with the program are welcomed.

Q3 Optional: Please enter your four digit project ID.

Thank you for participating in the Switch Charlottetown Program and congratulations on completing your home energy retrofit project! We encourage you to answer the brief survey below to help us understand your experience with the program - your feedback is greatly appreciated.

On a scale from 1 to 5 please rate your overall experience with the Switch Charlottetown Program.

1	2	3	4	5

Optional: Feedback, suggestions, and/or testimonials of your personal experience with the program are welcomed.

Optional: Please enter your four digit project ID

THE GOOD NEWS - QUOTES FROM HOMEOWNERS

"It's made a big difference, as 1) we now know what our electrical bill will be for the future and 2) we feel that we are helping future generations by reducing carbon"

"You people are so awesome and we are so happy to join the Switch Charlottetown Program"

"This is a project for young and old. All the details were handled! Thank you to Switch Wolfville and Pace Atlantic... This is a program that makes a difference."

"The staff are friendly, knowledgeable and responsive. They answered our questions clearly. We are very pleased with the support for installing solar panels"

WHAT WE'VE LEARNED

COMMUNICATION

- We need to prioritize response times and make sure we are equally accessible to homeowners and contractors.
- Homeowners would prefer having one point of contact per project.

TRANSPARENCY

- Homeowners want a clear outline of project deliverables and timeline.
- Homeowners want a detailed outline of loan terms and admin fees.

FORECASTING

- Homeowners would appreciate better projections of program duration and/or funding.
- Homeowners want to know of any possible delays to their projects.

THE SWITCH PROGRAM'S
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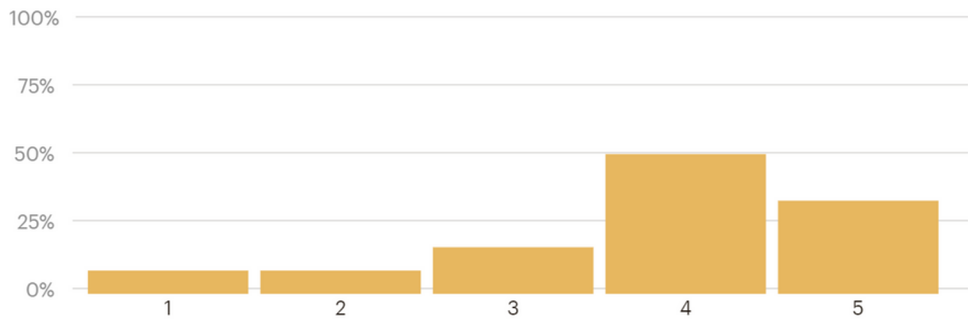
CHARLOTTETOWN PROGRAM RESPONSES

Q1 On a scale from 1 to 5, please rate your overall experience with the program.



"...I was frequently frustrated with some very long delays between one step and the next, but I very much appreciate the program assisting me."

"There was no question that was too small or inconsequential. The Energy Concierges were always at the ready with the information I needed"

"Started with lots of frustration - but I have to say now, it got a lot better and staff are more knowledgeable, efficient, and quicker to respond. Great program!!!!"

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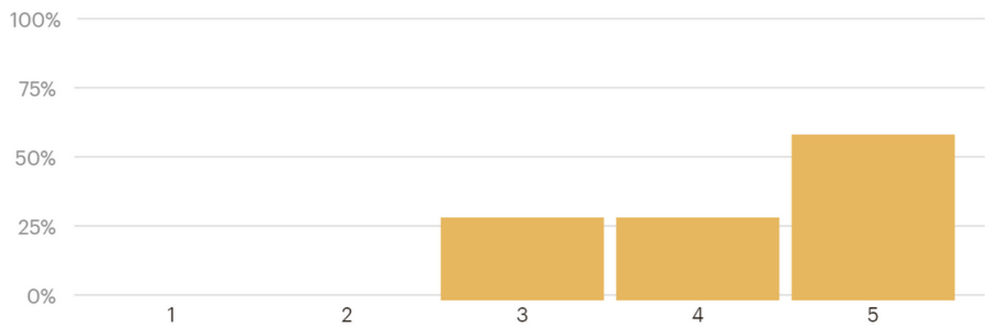
STRATFORD PROGRAM RESPONSES

Q1 On a scale from 1 to 5, please rate your overall experience with the program.



"I felt there should have been a step-by-step information sheet at the start of the process. I had to keep phoning and emailing to ask questions on the various steps"

"I worked with a number of different people at Switch. I would have preferred if one person was assigned to the project through to it's completion"

"Mohammed was great to work with"

THE SWITCH PROGRAM'S
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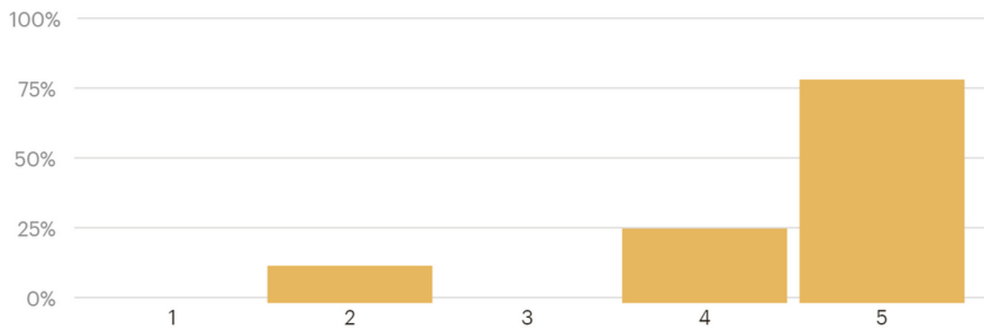
WOLFVILLE PROGRAM RESPONSES

Q1 On a scale from 1 to 5, please rate your overall experience with the program.



"I would eliminate the preferential treatment given to Homesol as an HEA evaluator. By going with a different company I was able to reduce my wait time for an appointment and move my application ahead more quickly."

"The program turned out to be different than I expected. Had we known about the administration fee and shorter repayment period, we might have pursued a different financing option."

"I like the whole concept of the Switch program. I hope to use it again for another renovation."

HOMEOWNER FOLLOW-UP

We phoned unsatisfied participants and asked to conduct quick follow-up interviews to determine more about the case and how we could proceed.

For example, one participant had issues with...

Clarity Surrounding 5% Admin Fee

We now make sure to explain this fee in our initial conversation and our onboarding emails.

His contractor not giving correct information

We've clarified our communications with contractors by providing weekly updates for larger operators and holding information sessions.

Rebates reduce loan term, not monthly payment

We can't change this aspect of our financing, but now ensure that homeowners are made very aware of this process by adding this to the onboarding email and the participation agreement.

Clarity surrounding homeowner expectations

We have created a simple step by step guide of what is expected of program participants and now distribute it upon request.

WANT TO LEARN MORE?
CONTACT US HERE:

Switch Charlottetown	+1 (902) 334-6031 www.switchcharlottetown.ca
Switch Stratford	+1 (902) 706-4042 www.switchstratford.ca
Switch Wolfville	+1 (902) 454-0899 www.switchwolfville.ca