

Review Date: July 14, 2017

Company Name:

Maryland Solar Solutions Inc.

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

July 13, 2017

Hire Again:

Yes

Approximate Cost:

\$50,000.00

Description of Work:

MSSI installed for us a complete 14.9kW PV system.

Member Comments:

We asked MSSI for a quote based largely on other Angie's List review. First contact was a 2 hour in-home meeting with the owner, Collette. She is extremely knowledgeable about the industry, the legal, tax, and policy issues, as well as the technologies and engineering of available PV products. She answered every question, on the spot, and only offers the very best in PV equipment. She gave us a good price, with a straight-forward contract, and a reasonable payment schedule. The estimated installation start time was just what we expected. Her office staff handled all the paperwork (and there is a LOT) in a manner that made it completely painless for us. They started installation almost a month ahead of schedule and finished in three days. A short inspection on the fourth day and we're done! Now we just wait for BG&E to hook up our net meter and we'll be on-line. And MSSI's standard service includes 5 years of their monitoring our systems for issues. There may be cheaper PV installer but I am absolutely certain there are no better!

Share on Band of Neighbors:

No

Review Date: June 20, 2017

Company Name:

Maryland Solar Solutions Inc.

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

March 15, 2017

Hire Again:

Yes

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Approximate Cost:

\$33,000.00

Description of Work:

I installed a rooftop solar panel array of 30 panels, and connected it to the power grid. In addition, my electrical service had to be relocated because of a preexisting code problem.

Member Comments:

The job was exactly as promised, easy and effortless. The crew was professional and pleasant. I also found the job interesting. The system works perfectly, and has begun paying for itself. MSSSI uses the best materials available, and I believe that will prove worthwhile in terms of durability. In my case the payback period will be a bit over 8 years. It is surprisingly enjoyable to see the electric meter run backward, and to receive an electric bill for \$8 (as I did last month). MSSSI handled all of the paperwork involved in state and county tax benefits. One benefit that seems to be negligible is the accumulation of Maryland Renewable Energy credits. MSSSI handles the paperwork, but the credits are currently nearly valueless. Hopefully their value will increase in the future, as the credits can be held for up to three years.

Share on Band of Neighbors:

No

Company Response:

It is our pleasure to provide outstanding service before during and after the installation process. We sincerely thank you for recognizing the difference with our company and for leaving this great feedback!

Review Date: June 11, 2017

Company Name:

Maryland Solar Solutions Inc.

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

December 22, 2015

Hire Again:

Yes

Approximate Cost:

\$21,586.00

Description of Work:

A year and a half ago (December 2015), MSSSI installed a 5.4 kW (18-panel) solar panel array with SolarEdge SE5000 inverter on our end-unit townhome in Odenton.

Member Comments:

Before deciding to go with MSSSI, we considered other solar companies with an alternate business model, resisting the “halo effect” of a big name drop (Elon Musk) accompanying one lease model. Several companies we approached at home shows would not even consider installing smaller arrays within AA County, because it

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

did not make good business sense *for them* given their leasing models. We must say: the purchase of high-quality solar panels (with a 25 year performance warranty) outright from MSSSI made the most business sense *for us*; in addition to enhancing our property's value as an asset, we retained the 30% federal tax credit; the Maryland Clean Energy Grant; Anne Arundel County property tax credit; Solar Renewable Energy Credits (SRECs), and substantial summertime electricity savings. An added bonus has been BGE's annual net meter "zero out", when BGE performs a true-up of net negative/excess balances, converting the amount of net excess energy balance into a dollar value; on 5 April 2016, we received a check credit totaling \$37.94. On 6 April 2017, we received a credit in the form of a check for \$84.49. Some business models bundle roof replacement with solar panel installation; while we replaced our roof prior to solar panel installation, we contracted this work through a separate company, which MSSSI had not recommended. Consumers who go with the "no money up front" options unwittingly forfeit these incentives, becoming essentially cash cows for the companies with which they sign leases, and will only realize their folly when 1) the low-quality panels cease to function optimally, but they still have to pay, or 2) the long-term lease is not conveyable upon sale of a property, creating a property liability. We had in-home consultations with two other companies before MSSSI. From the outset, the owner treated us with courtesy and respect. Given several experiences of being treated as "lesser than" based on the prejudice of appearance alone, it was refreshing to work with MSSSI; we appreciated the opportunity to develop a rapport, finding salient points of commonality despite our outward differences. MSSSI exceeded expectations not just on an interpersonal level, but on a professional one. The solar array installation proposals from the other two companies utilized outdated, obsolete and unreliable solar equipment, and seemed slipshod, amateurish, inelegant and visually unappealing compared to the MSSSI proposal. While on site, the owner of MSSSI (a solar panel subject-matter expert in her own right) was the only one to inspect the attic space, which resulted in expansion of the initial 15-panel array proposal into an 18-panel one. The MSSSI owner patiently and articulately made the MSSSI business case, as we reviewed the proposals received from other companies, and asked the questions for which we required answers before making our final decision. While Ohio-based YellowLite may have the same purchase outright business model, MSSSI being based within the D.C.-Maryland area was a factor in our decision, as the impressive MSSSI staff (not just the owner) was knowledgeable about the incentives available in various Maryland counties, and was able to achieve economies of scale, providing turn-key concierge service, taking the burden of applying for permits; local grants, and interconnection off of us as the homeowners. We also appreciated the MSSSI owner being on-site the first day of the installation for seamless, consistent hand-off from the initial experience to the presence of the installation crew in the home. The crew was as professional and respectful as when the owner of MSSSI first stepped into our home. As homeowners who work full-time, it was a relief to know we would not be acting as de facto general contractors. All we had to do was tape the construction permits to the window, as the MSSSI staff was actively involved, attending to all matters related to the solar panel array installation, before, during, and after. We made the best decision we could, based upon the information we had in 2015. Upon retrospect, the only pressure we experienced was from the 30% federal tax credit that was set to expire in 2015. It was our understanding the newest panel, the WINAICO WSP-305M6, was not available until February 2016. Had we waited until the availability of the more expensive 305M6 modules, we could have missed out on the federal tax credit, for which the U.S. Senate ultimately passed an extension on 18 December 2015. As a result, we went with the 300M6 modules which were available, as quoted within the MSSSI proposal we had. We suspect other homeowners may have rescheduled their installations for 2016, while we felt obligated to have our installation move from 29 December, up to 22 December. As things stood, we recouped the majority of the 30% federal tax credit for the year 2015, only receiving an \$88 carry-over tax credit for 2016 (so, we could have waited for installation until 2016). Another selling point which has not lived up to expectation has been the Maryland SRECs. The initial projections MSSSI provided assumed a thriving market for Maryland SRECs. The market for Maryland SRECs, however, went through a downturn in 2016, a state of affairs which MSSSI candidly addressed in a 15 October 2016 email. We have been unable to sell any SRECs yet, and are not close enough to D.C. to sell our SRECs for \$490 per on the D.C. SRECs market. With respect to SREC accrual, we notice disparities in the SRECs reflected on the inverter unit (now at 10.398 (1 unit = 1,000 kwh), as of 6/2017); the SolarEdge application (lifetime now at 10.4 (1 unit = 1,000 kwh)) while the PJM-GATS system estimate lags behind at 8 kWh (1 unit = 1,000 kwh), as of 4/2017. Once PJM-GATS creates certificates for May and June we (finally) hope to negotiate the PJM-GATS system, taking our first meager 10 SRECs to market, and selling them for an

appreciable sum. Notwithstanding the 20/20 hindsight of our 2015 decision, we concur MSSSI deserves the highest rating. The “purchase outright” business model remains a solid investment, compared to the “lease buy-back” or “bundled roof and solar array” business models. Assuming commitment to “purchase outright,” if federal, state, and local incentives extend out in concentric circles, the 30% federal tax credit; Maryland Clean Energy Grant, and Anne Arundel property tax credit are the most immediate, with long-term electricity savings being next, and finally the issue of Maryland SRECs (and the confusing PJM-GATS system) arguably located the furthest out, the rise or fall of Maryland SRECs (and low user friendliness of PJM-GATS) never being within MSSSI’s control. Between 2015 and 2016, or the 300M6 and 305M6 modules, we may very well be splitting hairs on what amounts to a “first world” problem. **If we had to do it over again, we would still contract with MSSSI for solar panel array installation.** We will keep MSSSI in mind, as we may have the need to install another solar panel array at some point in the future. **We wish everyone at MSSSI (the owner, office staff, and installation crew) the nothing but the best; their knowledgeable design; quality workmanship, and follow-on aftercare continue to reap dividends.**

Share on Band of Neighbors:

No

Company Response:

We want to always ensure that we meet our customer's expectations in every way. We are so pleased that you felt this way about us and it is wonderful to receive such positive feedback from our valued customers. Thank you!

Review Date: May 9, 2017

Company Name:

Maryland Solar Solutions Inc.

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

May 3, 2017

Hire Again:

Yes

Description of Work:

We installed a 9.3 kwh solar array.

Member Comments:

The installation was flawless.

Share on Band of Neighbors:

No

Company Response:

Thank you very much for your continued support of MSSSI! We are so pleased to hear that we were able to meet your expectations through every process with your solar installation.

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Review Date: January 5, 2017

Company Name:

Maryland Solar Solutions Inc.

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

December 29, 2016

Hire Again:

Yes

Approximate Cost:

\$66,566.00

Description of Work:

Colette Hayward, founder & CEO of Maryland Solar Solutions, presented the proposal after determining our preferences and needs. Her installation crew and electricians installed. The system which the county inspector termed outstanding work! In several hardworking days.

Member Comments:

The crew arrived at dawn each day, worked, without stopping, were very polite and pleasant in all our interactions. The office kept us up to date on every detail, answered our questions were extremely helpful. It was a great experience from start to finish. We highly recommend MSSSI!

Share on Band of Neighbors:

No

Review Date: December 29, 2016

Company Name:

Maryland Solar Solutions

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

February 10, 2015

Hire Again: Yes

Description of Work:

They installed solar panels.

Member Comments:

They are super, outstanding.

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Share on Band of Neighbors:

No

Review Date: November 18, 2016

Company Name:

Maryland Solar Solutions Inc.

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

November 18, 2016

Hire Again:

Yes

Approximate Cost:

\$34,000.00

Description of Work:

Solar system installed on home rooftop: 44 panels, inverter, tie-in to electric meter.

Member Comments:

This is an outstanding company, with flawless communications, first-rate workmanship, and state-of-the-art equipment installed. Yes it costs more than others, but I tried to work with one other company and despite good reviews, they were terribly unreliable in every way. So, I suppose I got what I paid for. Technicians took the time to make the system cosmetically clean--all wiring dressed, placed as inconspicuously as possible. This was a stress-free project, and I feel lucky to have found MSSSI. They have a 1-page contract--no small print. The warranty is rock solid, and there is terrific support from the office whenever I call. One of the most responsive companies I've ever done business with. There's a reason MSSSI has a perfect record of EXCELLENT reviews from customers. Yeah, I know, this review sounds suspiciously over-the-top. I'm genuinely quite happy with the way this worked out, and can't say enough to recommend them.

Share on Band of Neighbors:

No

Review Date: August 25, 2016

Company Name:

Maryland Solar Solutions Inc.

Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Category:
Solar Panels

Services Performed:
Yes

* More Weight is given to a review where work has been completed

Work Completed Date:
December 15, 2015

Hire Again:
Yes

Description of Work:
They gave us an estimate on the installation of solar panels.

Member Comments:
It was a **free estimate**.

Share on Band of Neighbors:
No

Review Date: August 25, 2016

Company Name:
Maryland Solar Solutions Inc.

Category:
Solar Panels

Services Performed:
Yes

* More Weight is given to a review where work has been completed

Work Completed Date:
April 15, 2016

Hire Again:
Yes

Approximate Cost:
\$20,000.00

Description of Work:
I had them put in solar panels.

Member Comments:
The initial estimate was in December and they made the final installation in April.

Share on Band of Neighbors:
No

Overall	A
Price	N/A
Quality	N/A
Responsiveness	N/A
Punctuality	N/A
Professionalism	N/A

Overall	A
Price	N/A
Quality	N/A
Responsiveness	N/A
Punctuality	N/A
Professionalism	N/A

Review Date: July 7, 2016

Company Name:

Maryland Solar Solutions Inc.

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed

Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Work Completed Date:

April 13, 2016

Hire Again:

Yes

Approximate Cost:

\$33,000.00

Description of Work:

Rooftop solar installation.

Member Comments:

Above all else, Collette Hayward, the president of MSSSI, is not only hugely knowledgeable about all aspects of solar but her energy and enthusiasm are contagious – she devotes herself to solar and truly cares about its future. Rather than send a salesman, as did the other companies from which we got proposals, she personally climbed all over our roof in the rain, met with us and packed an enormous amount of information into the morning she spent with us. Her office staff is well-informed and was able to either thoroughly answer or quickly research all my questions (and I did have several questions, both before and after).

Our 2-day installation went very smoothly without any disruption to our home or yard. MSSSI handled all the paperwork and moved the bureaucratic processes along – our county inspection was arranged for the very next day and their electrician had all the documentation needed. We did have some slippage with Pepco installing our net meter (they allegedly misplaced our application), but that seems beyond the ability of anyone (other than Pepco, of course) to control.

Although MSSSI's proposal was competitive the panels they use are more robust and with a superior warranty. (By way of contrast – the salesman of one of their competitors with a lower bid spent considerable time touting a specific brand of panel as their highest recommendation and including it in their proposal, only to tell us 2 weeks later that they had severed their relationship and so we should consider the brand he had just dissed. Needless to say, his firm's credibility tanked at that point.)

We are extremely pleased and highly recommend MSSSI. Now if only our Maryland Governor would stop vetoing clean energy bills ...

Share on Band of Neighbors:

No

Review Date: June 15, 2016

Company Name:

Maryland Solar Solutions Inc.

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Work Completed Date:

June 1, 2016

Hire Again:

Yes

Approximate Cost:

\$36,000.00

Description of Work:

Installed 9.6 kW DC solar photovoltaic roof top system.

Member Comments:

Passionate, honest, upfront company that delivers a high quality and high performing product. We have been pleased with everyone we have dealt with at MSSSI. Highly recommend them!

Share on Band of Neighbors:

No

Review Date: January 5, 2016

Company Name:

Maryland Solar Solutions Inc.

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed

Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Work Completed Date:

October 15, 2015

Hire Again:

Yes

Approximate Cost:

\$22,000.00

Description of Work:

Installed solar panels on my roof.

Member Comments:

Wonderfully! They made the purchase and installation process easy for me in every possible way. They were so thorough in their explanation of what I was getting and how it would work. They took care of absolutely all permitting and rebating paperwork and processes. In addition, they connected me with the applicable broker, and completed the application process with them for energy credit sales. When a minor installation problem was noticed it was fixed the following day even though it was Sunday. Colette Hayward, the owner, is knowledgeable, efficient, and wonderful to work with.

Share on Band of Neighbors:

No

Review Date: October 12, 2015

Company Name:

Maryland Solar Solutions Inc.

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Work Completed Date: July 20, 2015

Hire Again:

Yes

Approximate Cost:

\$30,000.00

Description of Work:

MSSI installed a 16 panel solar array at my house. In addition a small battery backup was installed with the solar panel.

Member Comments:

The project was very successful! I started my solar search with the Takoma Park Solar Co-op project. I wanted some additional estimates to compare to the Co-op pricing. During the source selection process, MSSI was vastly more knowledgeable than all the other companies that I received estimates from. In the end I selected MSSI because I had much more faith in their ability to complete the project completely, correctly and with the least hassle to me.

The install went very smoothly. Mike, my project manager was on site pretty much the entire time. Colette the owner stopped each day at least once. My house and yard were nicely cleaned up at the conclusion of the work each day. The work-crew was friendly and professional. There were weather delays and a delay with sick workers, but the MSSI team was great in communicating with me about the adjusted plan.

MSSI says that they offer a turnkey solar solution but it is a process that requires many administrative hoops. You have to deal with electric company, file grant paperwork, get county permits, and also need to be setup with an SREC option. This requires paperwork which is filled out just so, and persistence especially dealing with the electric company. MSSI quickly and successfully navigated me through all the paperwork. A few days after my system was fully operational, there was an article in the Washington Post about how Pepco (my utility

provider) is the worst in the country in terms of amount of time to get a solar system operational. The average for Pepco was 76 days. My system was online closer to 25 days and I credit MSSSI for that. They came through on their promise of a turnkey solution.

I am confident that I chose the right solar installer and would recommend them to anyone who wants a job competently and correctly completed the first time.

Share on Band of Neighbors:

No

Company Response:

[Member name removed],

We are pleased to hear that the installation had gone smooth and to your expectations. The utilities can sometimes be our biggest hold back. We always strive to work quickly but with care. We are constantly making sure the utilities are meeting their deadlines, as we are always meeting ours. Thank you again for this wonderful review!

Review Date: September 16, 2015

Company Name:

Maryland Solar Solutions Inc.

Category:

Solar Panels

Overall **A**

Services Performed:

Yes

* More Weight is given to a review where work has been completed

Hire Again:

Yes

Approximate Cost:

\$0.00

Description of Work:

Date of service 8-15-15

Company Response:

We are pleased to receive such positive feedback from our valued customers. Thank you for this wonderful review! We are happy you are satisfied with the services we've provided and that we've been successful in meeting your solar expectations.

Review Date: September 4, 2015

Company Name:

Maryland Solar Solutions Inc.

Category:

Solar Panels

Services Performed:

No

* More Weight is given to a review where work has been completed

Overall	B
Price	C
Quality	N/A
Responsiveness	B
Punctuality	N/A
Professionalism	B

Work Completed Date:

April 6, 2015

Hire Again:

No

Description of Work:

All consultations were done over the phone/email regarding system sizing and price estimates. The customer has to follow up to set up an appointment to meet with the owner of the business for the fine-tuned details for system viability, sizing and pricing. However, the consultant was forthcoming and indicating the approximate pricing for replacing the SolarEdge inverter approximately 12-15 years out when purchasing a system. Did not proceed with them due to pricing and the lack of turnkey installation/service.

Share on Band of Neighbors:

No

Company Response:

[Member name removed],

I sincerely apologize that you felt you received sub-standard service from our company. I can assure you we are as turn-key as solar installation companies come, and do not expect our customers to chase after us for a site visit. On an email dated April 6th 2015 our solar consultant Chris advised, "Maryland Solar Solutions is going to make your system as turn-key as possible. We will handle from the start, all the permitting and information needed to start the installation. Upon completion of the install we will handle all the steps for your interconnection and net meter installation with the utilities. We will get you set up with your PJM-Gatz account so that you can begin accruing your SRECs and selling them. We will get you to the point where you have a temporary password and login for PJM-Gatz so that we can turn over everything to you. We will not handle the selling of your SRECs because we feel that you are entitled to use whomever you wish for your broker and are not going to take a commission from your SRECs. We will also prepare everything we can for your state rebate as well. Something that we do that most other companies will not do is require your last 10% payment until after the utility completes the interconnection. What this means is we are working along with you until everything is fully complete" We do our initial consultations over the phone and offer a no pressure approach. Once a customer is ready to go further into the process we schedule a date and time for the owner to meet with you. It seems that after the quoted email above, we had difficulty getting in touch. I regret that we were unable to meet with you in person. I am also quite confused regarding your statement that the appointment we set is the only way to get the fine-tuned details of your system viability and pricing. The emails which were sent included all information on the panels and inverter, with sizing specifications. We also included pricing before and after incentives, as well as payback period. Attached to the estimate email was the spec sheets on our equipment with a multitude of details. I completely understand your decision of going with

another company based on price, we will almost never be the lowest price due to the quality of our products and amount of services we provide. I wish I had the opportunity to speak to you regarding your concerns prior to a decision being made. The feedback you have provided is greatly appreciated as it helps us to understand where we may need to improve. We do our best to offer a no pressure approach, and I can see how that may be construed as leaving it up to you to schedule an appointment. It is my sincerest wish that you found a company that has met all of your needs! Even if one gets their system elsewhere I am still pleased to see another solar system cleaning up our environment!

Review Date: August 12, 2015

Company Name:
Maryland Solar Solutions Inc.

Category:
Solar Panels

Services Performed:
Yes

* More Weight is given to a review where work has been completed

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Work Completed Date:
April 15, 2015

Hire Again:
Yes

Approximate Cost:
\$30,000.00

Description of Work:
Installed a 7.2 kw system (26 panels) on roof and managed the hookup with Pepco and continues to monitor.

Member Comments:
I highly recommend this company. They are small but extremely well-run and helpful about explaining what they are doing, why they are doing it, and what your choices are. Colette, the owner, did all the measuring herself and everything was done on time and on budget.

Share on Band of Neighbors:
No

Review Date: June 22, 2015

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

June 12, 2015

Hire Again:

Yes

Approximate Cost:

\$29,000.00

Description Of Work:

I cannot say enough good things about this company. They were the only one who checked the roof and the cellar when I was getting estimates.

The knowledge solar power was remarkable and so was the ability to put it in English for me. I was a tremendously happy experience.

Share on Band of Neighbors:

No

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Review Date: April 16, 2015

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

March 29, 2015

Hire Again:

Yes

Approximate Cost:

\$112,000.00

Description Of Work:

Installed a 96 panel solar array. They installed, tested and oversaw the connection by BG&E. BG&E had determined that a new transformer would be required and wanted to charge me for this transformer. Maryland Solar intervened and BG&E Installed the transformer at their expense. Colette, the owner/manager also held BG&E to a schedule to upgrade the electric meter to the proper type. There have been two minor failures that Maryland Solar have responded to in an efficient manor. I am very satisfied with their performance and have no qualms about highly recommending them.

Share on Band of Neighbors: No

Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Review Date: January 21, 2015

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

January 19, 2014

Hire Again:

Yes

Approximate Cost:

\$44.00

Description Of Work:

Installed 46 solar panels.

Share on Band of Neighbors:

No

Company Response:

[member name removed],

We can't thank you enough for the outstanding rating that you gave us. We strive to ensure that every customer walks away more than satisfied and we will continue to give you nothing but excellent customer service in the future.

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Review Date: October 28, 2014

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

July 15, 2014

Hire Again:

Yes

Share on Band of Neighbors:

No

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Review Date: October 25, 2014

Company Name:

Maryland Solar Solutions Inc

Categories:

Heating & A/C

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

July 17, 2014

Hire Again:

Yes

Approximate Cost:

\$29,000.00

Description Of Work:

MSSI installed a 7 kW photovoltaic (PV) system on the roof of my house and connected it to the electrical mains. They obtained all the necessary materials and permits, managed all the inspections, set up my online SREC account and submitted the forms for my Maryland energy grant application.

Member Comments:

Installing a residential photovoltaic (PV) system, i.e., solar panels, is not a straight forward home improvement project. The industry is still maturing as the technology is changing rapidly and the federal and state incentives have not stabilized. It still takes about 7 or 8 years to recoup ones investment if you purchase the system outright. However, there is much satisfaction in being able to generate most of your electricity and seeing a large decrease in your electricity bills.

Before getting into the details of the installation, there are several issues that one must be aware of when installing a PV system. The first is what type of PV technology am I getting. There are many solar panel manufacturers and the panels have different characteristics. Some are more efficient (>20%), while others perform better in low light environments. The second is the number and location of the panels. Am I trying to generate as much power as possible irrespective of the location of the panels without concerned for aesthetics, or do I want the panels to be as unobtrusive as possible, i.e., I don't want them to be seen from the street? Also, since the shapes of the panels are slightly different between manufacturers, the number and arrangement of panels may depend on the type of panel used. The third is who will be managing my Solar Renewable Energy Credits (SRECs). Will it be the installer, a broker or me? The fourth and final issue is where will the technology and hence industry be in two, five or ten years time. The perovskite thin film technology is improving very quickly. Researchers in the field have recently announced efficiencies of 20% in the lab and some have forecast that this technology has the potential to reach 40% efficiency, which would easily cover all of my electricity usage. In addition perovskite solar panels are likely to be cheaper than the current silicon technology (possibly half the cost). So should I wait a few years to see what develops?

Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

After weighing the above issues, I decided to have a PV system installed now. I used Angie's List to select three installers and contacted each one for a home visit and quote. Each company sent someone to my house to discuss the PV system and to get my requirements, and afterward, I was sent a quote. The three quotes were within 10% of each other. I then spent a few weeks comparing each quote and decided on MSSSI was based on issues one and three above. I decided to go with a panel that performed better under low light conditions over one that is more efficient. I also decided that I wanted to personally manage my SRECs, instead of having a broker manage them. Once I made my decision, I contacted MSSSI and had Collette, the owner, draw up a contract. This was in late June (2014). She then scheduled to have the installation done a month later in late July. However, MSSSI moved up the installation by one week starting on July 15. (I should note that the other two companies would not be able to do the installation until late September at the earliest. This means that I would not be able to take advantage of the peak generation period, i.e., the spring and summer months.) However, the new installation date meant that I would be out-of-town and my wife would have to handle any issues that arise. There were none. As a result, I arrive home to a well installed system. All that i needed to do was to wait to hear from BG&E that it was OK to connect my system to the mains, which occurred on July 31. After the installation, MSSSI submitted the forms for the Maryland Residential Clean Energy Grant program (\$1000) and set up my SREC account, which I have been managing myself.

There have been no major issues since the installation. I have been in contact with MSSSI several times since then and the MSSSI staff have been prompt and courteous. I would like to point out one minor issue associated with a PV system, the inverter. The component that converts DC to AC power for the mains. The AC signal generated by the inverter can cause some old digital clocks to run fast. In my case it is the digital clock on the 25 year old wall-mounted microwave oven. This clock uses the 60 Hz AC signal from the mains to keep time. However, the inverter makes it appear that the mains frequency is higher, so the clock runs faster sometimes by 30 minutes per day. Just something to be aware of if you have old appliances.

Share on Band of Neighbors:

Yes

Review Date: October 08, 2014

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

September 29, 2014

Hire Again:

Yes

Approximate Cost:

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

\$2,500.00

Description Of Work:

Installed a rooftop solar system.

Share on Band of Neighbors:

No

Review Date: September 22, 2014

Company Name:

Maryland Solar Solutions Inc

Categories:

Energy Efficiency Auditing

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

December 15, 2012

Hire Again:

Yes

Approximate Cost:

\$45,000.00

Description Of Work:

Installed Solar System on Residential Property. Home is about 5,000 square feet.

Member Comments:

Initial consultation was informative without being high pressure. Installation was professional and timely. Back end support to file all necessary state and local registrations/licenses/other submissions was outstanding. They made it sOOOO easy. It was Quality service thru the whole process. And now I am enjoying an excellent reduction in my electric bill!! Really!!!!!! I have waited an entire year to see how the solar system effected my electric bill and reduction of kilowatt usage. The results are outstanding. Last year I literally did not have an electric bill between May and September. This year it is the same. Did not have an electric bill for May thru August. I am waiting on the September bill which should be similar. Could not have asked for a better process.

Share on Band of Neighbors:

Yes



Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Review Date: September 01, 2014

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

February 19, 2014

Hire Again:

Yes

Approximate Cost:

\$64,000.00

Description Of Work:

Installed residential solar system including 66 panels total (44 Winaico 260 poly's on the back and 12 Winaico Triple Black 260's on the front) for a total system size of 17.160 and annual production of 19,106 KWH's (configured at 90% solar access).

Plus Critter Guard to protect your investment and moving of 1 vent stack.

Member Comments:

I highly recommend Colette and Maryland Solar Solutions. I had a 19,000Kw system installed on the roof of my home in December of 2013 and I couldn't be happier. I have already produced more than 16,000Kw and still have four months to go for the year. I think my production is higher than estimated because I get western sun reflection off the river.

Before going with Colette and Maryland Solar Solutions I had three sales people come to my home and give me estimates. One even gave me a "today only price" which I signed up for. Thank goodness for the 3 day cooling off period in Maryland and I was able to cancel out of that contract. In retrospect it seems clear now that each of the sales people that came to the house would likely get a commission and would tell me anything I wanted to hear to close the sale. One was even going to install panels on my flat rubber membrane porch roof – these would have destroyed the integrity of the rubber membrane or would have blown off in the first big storm.

I saw Maryland Solar Solutions (MSS) on Angie's list and was impressed by the reviews. I found all of the positive reviews to be true. I especially liked the idea that Colette owns the company and she was the one who not only sold me my system, but was on the job overseeing and participating in the installation.

The installation was smooth, professional and occurred as stated. My 66 panel system took about five days to install including all the electrical hookups. Colette, her daughter Shelby, and the rest of their team completed all work, inspections, and the paperwork to get the system



Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

certified and operational. I just had to report my generation monthly, collect my REC's and not worry about paying my electric bill. Granted we had a cooler than usual summer, but **I haven't had to pay for electricity since February!**

I also like MSS remote monitoring. Late in February I got a call from Shelby saying that they had indication that some of my panels weren't producing. A quick check of the roof discovered that three panels were in the shadow of a higher roof line and the snow had not melted off half the panels (low sun angle also contributed). Nice to know they were **monitoring.**

I am very happy with the personal touch of MSS. A simple contract lays out what we agreed compared to a five page contract I had with the first company I was going to go with that did nothing but protect the installation company (the fine print even indicted that the homeowner was responsible for injury to workmen or damage to panels during installation—it was crazy).

I am glad that I found MSS and would highly recommend them to anyone thinking about solar.

Share on Band of Neighbors:

Yes

ADDITIONAL QUESTIONS ANSWERED WHEN COMPLETING THIS REVIEW

How much did the final cost compare to the original estimate? **right on**
How does the value of the work compare to the price? **I got more than my money's worth**
How far in advance did you schedule the work? **within a week**
Did you find the company through Angie's List? **yes**
If yes, which source(s)? **website**
Why did you choose this contractor? **reputation**
Have you used this company before? **this is the first time I've used this company**
What did you like most about this contractor? **Personal touch and professionalism**
What did you like least about this contractor? **Price was higher than competitors**
What surprises came up during the course of the work? **Had to wait for a part, but it was special ordered and integrated into schedule**
What words of advice would you give other members considering this contractor? **Shop around and don't be taken in by high pressure salesmen**
What words of advice would you give this contractor? **Keep up the personal touch and dont grow too big**
This is your space. Feel free to give us your two cents ... or quote your favorite movie? **You get what you pay for**

Review Date: February 08, 2014

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

No

* More Weight is given to a review where work has been completed.

Work Completed Date:

November 07, 2012

Hire Again:

Yes

Home Build Year:

1940

Overall	A
Price	N/A
Quality	N/A
Responsiveness	A
Punctuality	A
Professionalism	A

Description Of Work:

Site evaluation for solar panel installation.

Member Comments:

Our neighborhood has too many tall trees to make solar installation a viable option. The estimator was completely honest in saying that he could not help us.

Share on Band of Neighbors:

Yes

Review Date: January 29, 2014

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

October 02, 2013

Hire Again:

Yes

Approximate Cost:

\$33,000.00

Description Of Work:

Designed and installed solar electric system

Member Comments:

For several years we've considered installing Solar, partly because it yields long-term benefits, and mostly because it's the right thing to do. We began by investigating panel leasing, but we decided quickly that, although the up-front cost is low, the long-term benefits are less than those of owning.

When we met Colette Hayward, the president of MSSSI, our decision path clarified. She was forceful, dynamic and passionate about her commitment to solar energy, and she made clearer connections among our needs, the limitations of our location, and the existing solar technologies than the competition did. What persuaded us to award the contract to MSSSI was that Colette literally got up on our roof with a solar meter and designed an array that made the best use of our specific exposure, and placed the panels where they'll do the most good. The competitors with whom we'd worked took a one-array-fits-all approach. We were convinced that Colette's diligence would reward us with an array that would deliver the most efficient solar power possible on our particular site.

It wasn't the lowest bid. In fact, it was the highest. But the professionalism of the MSSSI staff and the very high quality of the

Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

materials they use led us to conclude that this would be the best value. And we haven't been disappointed. Far from it. We upgraded to the Sunpower panels because they're the most efficient, and because they degrade at a much lower rate than the other panels we investigated, both through MSSSI and the competitors. These panels back up their commitment to slow degradation with a 25-year warranty, far more than others we checked. And the greater efficiency means we get as much production from 19 panels as from 24 of the competition. Guess where those extra 5 panels would go? In 5 locations that are inferior to the 19 we're now using, because Colette developed a hierarchy of efficient sites on our roof. Of course she used the best 19.

A related benefit of the MSSSI program is the SolarEdge inverter they install. From my computer or Android I can monitor the output of the system, and can check to see if any panel is malfunctioning (none is). In addition, MSSSI monitors our system for a period of time, to make sure everything's functioning as it's supposed to (it is). Dan Blake, the office manager, has been gracious and efficient in helping us to clear all the permits and registrations, and to file the paperwork for all the rebates and tax credits, as well as the SRECs (Solar Residential Energy Credits). Thanks to Dan and Colette, we're about to bank our first SREC and we're excited about that.

There were a couple of minor glitches, as one might expect in any undertaking of this magnitude, but they were just bumps on the road. We needed squirrel cages, and these had to be added after the contracts were executed. And a communication glitch between the installer and the inspector delayed our energy production for a few days. But these were minor nuisances in an otherwise wonderful installation.

Solar is the right way to go, but it's a big investment. On the other hand, in January of a rough winter we've produced 208 kwh of electricity, and we still have 2 ½ days to go. We're excited to think about what we can do in April, May and June, when the sun is high in the sky and the days are long. We look forward to watching that electric meter work in reverse.

Once you make the decision to go solar – do it for your grandkids, if not only for yourself – you need an installer who represents the best products, installs them professionally, and adapts leading edge technology to your specific situation for the best possible result. That's MSSSI. Sounds like a commercial, but it's the truth. They exceeded our expectations in service, materials and craftsmanship. Would we contract with them again? Of course. But we probably won't need to unless we add an electric passenger car some day. Because they did it right the first time.

Share on Band of Neighbors:

Yes

ADDITIONAL QUESTIONS ANSWERED WHEN COMPLETING THIS REVIEW

How much did the final cost compare to the original estimate? **right on**

How does the value of the work compare to the price? **I got exactly what I paid for**

How far in advance did you schedule the work? **more than 2 weeks**

Did you find the company through Angie's List? **no**

If no, what was the other source? **Web**

Why did you choose this contractor? **reputation**

Have you used this company before? **this is the first time I've used this company**

What did you like most about this contractor? **Professionalism & willingness to work with us**

What did you like least about this contractor? **N/A**

What surprises came up during the course of the work? **Just the need for squirrel cages. Should have been clear before the contract was signed.**

What words of advice would you give other members considering this contractor? **Good value. Consider them carefully.**

What words of advice would you give this contractor? **Keep on keeping on.**

This is your space. Feel free to give us your two cents ... or quote your favorite movie? **It was a dark and rainy night, but Buck needed to stretch his legs. So he went out.**

Review Date: October 17, 2013

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

April 04, 2012

Hire Again:

Yes

Approximate Cost:

\$25,000.00



Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Description Of Work:

An array of 23 solar panels (Mage Solar) with a total maximum power 5.4 Kwh and DC /AC inverter (Solar Edge) were installed.

Member Comments:

We are very thankful for Maryland Solar Solutions company for the great project they did in our house. Now we have 5.4 KW solar panels system installed. We don't need to pay BGE bills anymore, because the system completely covers all our electricity needs. The installation was done very quickly and the installation crew was quite professional.

The customer service was great, they answered all our questions regarding technical details of the equipment and financial aspects of the project . They installed high quality and very efficient equipment. The solar panels were made by USA - German company "Mage Solar". AC Inverter, power optimizers and online monitoring system were made by "Solar Edge" company. In addition, guys from Maryland Solar Solutions did all paper work for us, and helped us with filling out the rebate forms. We would highly recommend this company!

Share on Band of Neighbors:

Yes

Review Date: October 10, 2013

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

December 10, 2012

Hire Again:

Yes

Approximate Cost:

\$37,986.00

Description Of Work:

Designed and installed a 9 kW system, consisting of 36 MAGE Solar Model Panels, two inverters and a critter guard.

Member Comments:

Colette and Dan were absolutely amazing to work with. We had hurdles for them to deal with, literally from the start of our project. We wanted a new roof installed prior to installing the solar panels, and were planning to do a mortgage refi to pay for the solar. Well, the bank said we HAD to install the new roof before we could process the refi, and then the refi got held up with another issue (basement waterproofing), so MSSI had to work with us regarding starting dates, due to consideration of both the new roof installation and availability of funds from the refinance. It was a tangled web, but Dan & Colette took it all in stride.

They kept us incredibly well informed of each step in the process, including what was going to be delivered when and who would be there to perform what work. The customer service and pride of ownership within this company is honestly second to none of any company I have ever worked with. It seemed like Colette was always at our house, ready with a solution to something, before we even knew there was a problem. If there is one panel that is under-performing, and you reach out to discuss it with them, they already know about it. That just amazed me.

There are many less than stellar companies out there, and it's getting harder to tell them apart based on customer reviews, but MSSI is the real deal. I don't invest \$37,000 on a project lightly and would not consider using any other company for solar installation in the Maryland area. It has been almost a year since our project was completed and I am still completely satisfied by the work they completed for me. Not only did they handle the installation of the solar panels, but they also handled all the paperwork for the permits and applications for the state and local tax credits. (You do have to file for the Federal credit yourself, with your yearly taxes.)

It was honestly a pleasure to work with these folks, and I would be happy to discuss our experience with anyone who wants to talk to a real person, to verify they were an actual customer.



Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

J Brune

Share on Band of Neighbors:

Yes

Review Photos:



Solar Panels installed by MSSSI.

ADDITIONAL QUESTIONS ANSWERED WHEN COMPLETING THIS REVIEW

How much did the final cost compare to the original estimate? **right on**
How does the value of the work compare to the price? **I got more than my money's worth**
How far in advance did you schedule the work? **more than 2 weeks**
Did you find the company through Angie's List? **yes**
If yes, which source(s)? **website**
Why did you choose this contractor? **reputation**
Have you used this company before? **this is the first time I've used this company**
What did you like most about this contractor? **Honesty, integrity, customer service**
What did you like least about this contractor? **Nothing.**
What surprises came up during the course of the work? **Issues with our ability to start the project, due to roof and refinance issues.**
What words of advice would you give other members considering this contractor? **If you select MSSSI, you will not regret it. Colette will work with you until you are satisfied.**
What words of advice would you give this contractor? **Don't change a thing about your customer service. You are without equal.**
This is your space. Feel free to give us your two cents ... or quote your favorite movie? **Start delays for the project were entirely our fault. I only wished they handled more than solar, because it is so hard to find a company that you trust.**

Review Date: October 08, 2013

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

October 01, 2013

Hire Again:

Yes

Approximate Cost:

\$50,000.00

Description Of Work:

MSSI installed a Solar System onto our house.

Member Comments:

Sandi sat with us and gave us all of the details that we needed, and answered all of our questions. She gave us several options that suited our needs and wants. Then Colette came over and verified Sandi's calculations by going up onto the roof for hard measurements. We were informed of the process the entire time. Dan is a good office contact and coordinated the paperwork for us. The crew showed up on time and were very professional. They respected our property, and the property of our

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

neighbors. When the job was finished - they cleaned up so that it didn't even look like they were their except for the panels on the roof. Since the completion of the installation, and the activation of the system, the 'team' has been in contact with us several times.

Share on Band of Neighbors:

Yes

Review Date: September 17, 2013

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

July 06, 2013

Hire Again:

Yes

Approximate Cost:

\$26,000.00

Home Build Year:

2012

Description Of Work:

Installed solar panels on the roof of our town home.

Member Comments:

I cannot stress enough how awesome the folks at Maryland Solar Solutions Inc have been to us over the last few months. At first not entirely sure we wanted to install solar panels, we set up an appointment with them. Sandra was absolutely amazing- she explained everything down to the finest detail and answered all of our questions.

She, along with the rest of the team at MSSSI, were very professional, helpful, and personable throughout this entire process- we were made to feel like we were becoming a part of their family!

Now onto the panels themselves- the energy we have saved since having them installed in July is AMAZING! We have always had high electric bills due to running an in home day care, so cutting back on electricity use isn't really an option for us. Our past bill was cut in half! That alone is reason enough to get solar panels installed (plus it's good for the environment!). Coupled with the awesome service we received from Sandra, Colette, and Dan we regularly recommend MSSSI to our friends and family in the area. You will not be disappointed in choosing them to help you with your solar needs.

Share on Band of Neighbors:

No



Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Review Date: September 17, 2013

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

August 31, 2013

Hire Again:

Yes

Approximate Cost:

\$38,214.00

Home Build Year:

1958

Description Of Work:

Installed 30 solar panels and 2 inverters.

Member Comments:

This is the very best home improvement company that my wife and I have ever dealt with. From start to finish, cost estimate to final inspection, the owner of the company, Colette Hayward, was personally involved. By personally involved I mean, for example, that she was on the roof from morning to evening when the panels were installed, ensuring that everything was done to her standards. It was a hot day but she was there until after dark when the last "critter guard" was put in place. When we were having a problem with the Solar Edge internet connection she wired a new plug twice. It turns out that the problem was cat hair in the port. No surprise since we have 5 cats.

Share on Band of Neighbors:

No

ADDITIONAL QUESTIONS ANSWERED WHEN COMPLETING THIS REVIEW

How much did the final cost compare to the original estimate? **right on**

How does the value of the work compare to the price? **I got more than my money's worth**

How far in advance did you schedule the work? **more than 2 weeks**

Did you find the company through Angie's List? **yes**

If yes, which source(s)? **website**

Why did you choose this contractor? **reputation**

Have you used this company before? **this is the first time I've used this company**

What did you like most about this contractor? **Hands-on involvement of the owner of the company**

What did you like least about this contractor? **No complaints**

What surprises came up during the course of the work? **It took us longer than we expected to get the home equity loan to pay for the work.**

What words of advice would you give other members considering this contractor? **Follow the advice of Angie's List, not a fast talking sales pitch.**

What words of advice would you give this contractor? **Keep up your outstanding work.**



Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Review Date: May 25, 2013

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

May 03, 2013

Last Modified Date:

March 03, 2015

Hire Again:

Yes

Approximate Cost:

\$43,000.00

Description Of Work:

Designed and installed a solar panels system for my home in May 2013.



Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Member Comments:

I conducted a nearly three year review of solar companies, alternatives, etc. I met with 9 different solar companies (3 of which are no longer in business). I compared leasing to buying. Leasing was not for me because in addition to reducing my carbon footprint, I wanted the greater savings and tax benefits you get from purchasing a system.

I selected Maryland Solar Solutions, Inc (MSSI) to handle my solar installation. I KNOW I chose the best company! I signed the contract and the design, permitting, installation and inspections were completed in 37 days! My net meter from PEPCO was installed one week later. This was extraordinarily fast ... not something that was anticipated but sure am happy it was that fast!

What makes MSSI stand out from the rest is they are as interested in the success of your individual system as you are. It is a small, woman-owned Maryland company. The owner, Colette Hayward, was present from the initial meeting and throughout the installation where she was totally hands-on, working side-by-side with her employees installing the panels, wiring the boxes along with the electricians, checking the condition of the panels when they were delivered, and doing the walk-throughs during each county inspection. She was one of the first in this area to get her certification -- only now are many companies getting someone certified because now it is required. Colette did it because she felt it was important ... and did it long before it was required. She was one of only three contractors that went on my roof during our initial meeting, where she took several readings to see what system would work best and estimate the output to provide an educated guess regarding length of time until the system would pay for itself. She was the **ONLY** contractor who went into

my attic space (not an actual attic but the kind you crawl through) to see what the support construction is and if there were any "surprises". (While up there she discovered a serious electrical hazard that could have been disastrous. I immediately had an electrician correct it!) Colette was the ONLY contractor who discussed moving vents in my roof, allowing for more panels to be installed and the layout being more aesthetically pleasing. Colette was also the ONLY contractor who recommended a "critter guard" to protect the wiring of the panels on the roof from being chewed up by squirrels or other critters. She learned about this the hard way -- when critters chewed up the wires on the solar panels on her own home! I could go on and on about what a terrific company MSSSI is! They are heads and shoulders better than all of the other companies I met with. (No, I am NOT related to them. I found them through Angie's List when looking up reviews of other companies I had met with.)

I have been making my own electric for two weeks. For this time period I will be billed only 25% of my home's electric usage. That is a 75% savings -- and that was with many days of rain and heavy clouds! Of course this won't be the norm for the entire year, with less daytime hours in the winter, more use of air conditioning in July and August, etc.. But my outdoor pool has been open the entire time so the usage has included running the pool filters 12 hrs a day, the cleaning equipment several hours a day, etc.. It is a great start and a very good sign! My panels don't have a southern exposure, which would make the panels even more efficient. I have huge trees that would not allow for that configuration. Instead the panels are on sloping (not steep) roofs facing east and west.

If you want to work with a solar contractor that is professional, highly knowledgeable and incredibly trustworthy ... then hire MSSSI! It has been a total pleasure working with them ... and I am thrilled with the job they did for me! Thank you to the others on Angie's List that said such great (and accurate!) things about Colette Hayward that I just HAD TO have her come discuss my project ... when I thought I had already seen enough companies and was not looking to add another. I am SURE glad I did!

UPDATE -- MAR 3, 2015 -- CUSTOMER SERVICE SURPRISE!

One day last week I heard someone on my roof. I was not expecting anyone so was curious as to who was there and why. I was not able to get outside -- but happened to see a missed phone call so checked my voice mail. There was a message from Maryland Solar Solutions, Inc (MSSSI) that someone was coming by to clear my solar panels of ice and snow so they would be working at full capacity. Because the weather forecast was for days and days of below freezing temps, if the panels had not been cleaned off they would be working at much less efficiency for quite a bit of time.

So I was not just grateful that MSSSI did this so I would continue to get the highest value from my solar array, but they did this without my requesting it. They took it upon themselves to do this wonderful customer service -- and at no cost to me. This shows you just one of the many differences (benefits!) of using MSSSI -- at almost 2 years past my installation they continue to be a leader in customer service! What an excellent firm to



work with! Thank you, Maryland Solar Solutions, Inc.! You definitely ARE the best!

Share on Band of Neighbors:

Yes

Review Date: May 16, 2013

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

No

* More Weight is given to a review where work has been completed.

Work Completed Date:

March 11, 2013

Hire Again:

Yes

Description Of Work:

We received a detailed quote for a solar panel system for our home.

Member Comments:

We received three competitive quotes for solar panels for our home. What I really liked about MD Solar Solutions was the brand/quality of solar panels and central inverters they offer. If I recall, they offer Mage panels and Solar Edge inverters, both very high quality products. Their quote was about average and also competitive. The primary reason we opted for another company was because they did not have as many installed systems in the field and they did not offer in-house management of the RECs.

Share on Band of Neighbors:

No

Review Date: May 04, 2013

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

July 31, 2011

Hire Again:

Yes

Overall	B
Price	B
Quality	A
Responsiveness	B
Punctuality	B
Professionalism	A



Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Approximate Cost:

\$43,000.00

Description Of Work:

Installed 6.9 kW system (30 MAGE Powertec Plus 230 panels with Fronius inverter and Tigo maximizing/monitoring system) on metal barn roof, along with some extraneous electrical work. The process also included running the wires underground (microbore) about 200 feet from the barn to the house, and wireless connection of the system to the house. MSSSI took care of all paperwork, including federal, state, and local credits (our cost after credits was about \$23K).

Member Comments:

We received several quotes, and all were very close (we were not interested in leasing panels, so only got quotes for systems to own). Some companies use microinverters on the back of each panel, but we were concerned about the longevity of these systems due to the heat generated on the metal roof in the summer. In the end, we went with MSSSI because of the quality of the components, and the knowledgeable staff. We are glad we did. Any bumps in the installation were taken care of by Collette Hayward, the owner. She always had a solution whether the difficulty was working with a non-standard roof construction, or a wireless connection. The installation went well and on schedule, even though the crew had to work in horrendously hot conditions. The main holdup for us was due to BGE (their installation of a new meter reader, because there was a problem with the connecting wires on our old one). In the end, we have a great system on our barn roof that has worked well for nearly two years now. We recently had an underperforming panel, and though it didn't have a huge impact on the monthly production, Collette was on it right away. That's one of the things that distinguish this company from other companies we've worked with. Any issue or question was dealt with in a timely manner, and we never felt put off or inconvenienced. Going solar is a tough decision given the amount of money to be paid up front, even though it will pay off in the long run. We definitely made the right decision going with MSSSI.

Share on Band of Neighbors:

Yes

Review Date: September 22, 2012

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

February 01, 2012

Hire Again:

Yes

Approximate Cost:

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

\$35,000.00

Home Build Year:

2001

Description Of Work:

Designed and installed 8 kW system, consisting of 34 250 W panels with SolarEdge power optimizers and 2 inverters.

They also completed a little pre-work on the roof, consisting of relocating vents.

The service included filling out and filing all paperwork with the utility company, county permit office, and state office.

Also, MSSi completed the paperwork to receive the \$1000 Grant money the state of Maryland pays out. I received this approximately 2 months after the install was completed and online.

Monitoring is also included for the next several years.

Member Comments:

Start to finish was excellent. I received quotes and presentations from other installers. MSSi was the best. The others just sent out their sales guys, MSSi had their owner show up and run through the True Cost to own info and how the SRECs work. It was all new to me and now I get it. I have accumulated SRECs but wait to sell them until the price increases. So you get to play these like a stock that others need to buy.

The other "A" comments are right on. I will not repeat what they wrote. For me it was the professionalism, knowledge and efficiency of the system that made this an excellent experience.

MSSi monitors the system, they noticed some small issues and came out and replaced a board. Voila. Easy button.

MSSi even dealt with BG&E. They were tasked to install a digital NetMeter. They showed up a few weeks after the panels were installed and made the switch. Now I can see if I am feeding the grid or receiving power. It is cool to see you feeding the grid and lowering your BGE electrical consumption.

The only issue is that per code, the system cannot operate when the grid is down. When the sine wave of the the delivered power stops, the inverters will not convert power and power your house nor the grid.

This is by design and a safety issue so you do not feed the grid while the Line men are working on it. I use a 7000W gas Honda generator to power the house when the power goes out. Simple. You can always add Deep Cycle batteries if you want to store power for backup, but this is not cost effective.

Review Date: September 04, 2012

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

June 01, 2012

Hire Again:

Yes

Approximate Cost:

\$43,000.00

Home Build Year:

2003

Description Of Work:

Installed a 10KW solar system consisting of 40 250W panels, 2 5KW inverters and DC-DC optimizers. Several roof vents were moved to accomodate more ideal placement of panels.

Member Comments:

We obtained quotes from several other companies and they were all in the same ballpark. Although they were competitive on price, I was disappointed in the prices quoted by all companies knowing what the approximate material costs were from my own research (none of our quotes would have received an "A"). While the others offered lease options I concluded leasing did not present the best deal.

MSSI is a small, local company, and as is frequently the case when compared to larger, regional/national companies, seemed much more concerned about their customers and in providing an excellent product and support during and after installation. Others simply seemed to be pushing the largest system possible (and thus the largest sale, while hiding that SREC generation can't be based on estimates if over 10kW) or upselling with extras we didn't need such as solar attic fans (which studies show are unnecessary and may even reduce the effectiveness of ridge vents). Among the quotes obtained MSSI was the only one that wasn't micro-inverter based.

Ultimately, the choice of technology, the belief that MSSI would provide a better overall experience, and past reviews here led us to select them.

Upon selection, MSSI immediately began the process of getting permits and ordering equipment. From signing the contract to job completion took approximately 5 weeks including some rain delays. Actual installation took roughly a week. The system has been installed a couple months now and we've had no problems. In addition to installation, MSSI took care of setting up the account for SREC management as well as filing for the state grant. They maintained good communication throughout the process and listened to and addressed all of our concerns.

Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

We were very pleased with MSSSI and have personally recommended them to several friends and co-workers as well.

Review Date: August 16, 2012

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

No

* More Weight is given to a review where work has been completed.

Work Completed Date:

July 16, 2012

Last Modified Date:

August 28, 2012

Hire Again:

No

Home Build Year:

1951

Description Of Work:

I got an estimate for solar panels.

Member Comments:

The quote was the highest I saw by about 50%, and I also wanted to see if it was possible to use solar panels as backup power during an outage. The representative said this was not something they did, so our process ended there.

Company Response:

We were very surprised by this rating especially since price was the driving factor in his rating and we know we are very competitive in pricing for customer owned systems.

In regards to price, this member is comparing our quote for 100% ownership of the system, as well as incentives, which will produce electric between 30-40 years to solar leasing quotes. With solar leasing the homeowner does not own the system (creating a lien against the property and encumbering future sale of the home), and instead purchases, up front, the rented/leased electric production over the next 20 years- leaving all incentives and ownership of the system with the leasing company.

In regards to our service (or free quote) to this member, we spoke to him several times on the phone and emailed back and forth at least 6 times. After answering his questions in detail, we sent an additional 2 emails and left an additional 3 phone messages to no response.

We are very invested in, and excellent at, providing superior customer service with superior equipment at a competitive price. This is reflected by our other reviews from members who actually purchased a system.

Overall	C
Price	N/A
Quality	N/A
Responsiveness	A
Punctuality	B
Professionalism	B

Review Date: July 05, 2012

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

May 04, 2012

Hire Again:

Yes

Approximate Cost:

\$36,000.00

Description Of Work:

Designed and installed 8 kW system, consisting of 32 250 W panels with SolarEdge power optimizers and 2 inverters.

They also completed a little pre-work on the roof, consisting of moving a stack and removing old vents.

The service included filling out and filing all paperwork with the utility company, county permit office, and state office.

Monitoring is also included for the next several years.

Member Comments:

I could not have been more pleased with the work that Maryland Solar Solutions did. Not only did they do an excellent job, but the system was up and running in less than 3 weeks, nearly 2 months ahead of their schedule!

First, I have to say that I compared Maryland Solar to about 5 different companies, including getting very detailed quotes and discussions from 3 other suppliers. The other three wanted to sell me a system consisting of Microinverters, versus the MSSSI solution of power optimizers and traditional inverters. Each company told me why their solution was the best and all presented compelling arguments, however I ultimately choose MSSSI because I felt that they were the only company I talked with that actually cared about my investment instead of just selling me a system. In the end, I am not an expert in this field and MSSSI was the only company I felt like I could truly trust with \$35k.

There price was competitive, especially as the system got bigger. I initially priced a larger system and their price per watt was the same as some of the competitors. As the system size got smaller, their price per watt went up, while the competitors remained the same (this is a function of the technology differences). In the end, they were within a few hundred dollars.

The design was done in consultation with my wife and I. We talked about the size and layout and they were able to take this into account. This was important as we wanted to maximize our return. Other companies tell you that they customize the design, but they really only have canned systems that they sell from the manufacturers and if they deviate from this, your system could be unstable.

Implementation was flawless and well ahead of schedule. One of the best



Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

parts was the upfront communication. nearly every day, Dan was emailing me to give me a progress report and to tell me when people would be out working. Once the crew showed up, Colette was often their to supervise and make sure everything was done correctly. The job site was always left clean and the crew was always very pleasant and accommodating.

I can imagine that the paperwork for this would be a nightmare, but MSSSI completed everything for us. Not only did they apply for permits, but Colette waited around the house on the day of the inspection to make sure she was here to walk the inspector through the process. Once the system was online, MSSSI helped to open the PJM-GATS account (for creating solar recs) and apply for the Maryland rebate. I got a request from the Maryland rebate center asking for more details, and within the hour, Dan had sent them the information they needed.

After the installation, MSSSI monitors our system. I asked them a specific question as to how to identify panels that might be under performing and they went through all the data to ensure that everything was functioning correctly. They even stopped by to check on the system and explain why there are some variations.

The system has been operational for about 2 months now and is performing slightly better than the estimates. I am expecting that we will beat the estimates, but a lot depends on the amount of cloudy or rainy days. Either way, the estimates that they provided were well grounded and something that you can plan on.

After 2 months running, we are very pleased with the entire process from start to finish.

Review Date: March 13, 2012

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

February 29, 2012

Hire Again:

Yes

Approximate Cost:

\$37,000.00

Description Of Work:

On-grid PV system including 34 Mage solar panels were installed on the back roof of the house. They were split into two strings, each connected to a SolarEdge inverter. MSSSI took care of all the paper works, including setting up SolarEdge monitoring account and Generation Attribute Tracking System (GATS) account.

The cost is before tax credits and grants.

Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Member Comments:

The selection process:

MSSI was selected to install my PV system for the following reasons:

1. Colette and her team are very knowledgeable and passionate about their work
2. Colette spent a great deal of time explaining the ins and outs of solar technologies and its tax-related benefits
3. MSSI is very quick to response to my inquires and questions
4. MSSI is a local company
5. The panels are German-engineered and manufactured in the US
6. The system MSSI recommended is very efficient and reliable, allowing down to panel-level optimization.
7. MSSI is NABCEP certified PV installer.

The work:

The system was professionally installed. The panels looked great on the roof. The wiring and the inverter board were installed with care, and they were simply beautiful!

The journey didn't go without a few bumps on the road: delay in shipment, the lengthy and complicated permitting process, the confusing inspection requirements. But this was when MSSI really shined: they stayed on top of the issues, and kept me informed every step of the way. At the end, the project was completed very closed to the original estimate.

So far , the system has performed better than PVWATTS' estimate. I can't wait to see the first Pepco bill after PV.

Review Date: December 30, 2011

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

October 17, 2011

Hire Again:

Yes

Approximate Cost:

\$34,000.00

Home Build Year:

1949



April 2012

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Description Of Work:

Installed 26 solar panels on the roof of our Cape Cod and all the extensive associated electric hook-ups. A previous contractor had only suggested 14 panels, but Collette did a more thorough evaluation.

Member Comments:

What can I say? Everything has been said in the previous reports of 9/18/2011, 7/27/2011, 9/22/2010 & 9/22/2010. Collette does a FANTASTIC job, MD Solar Solutions handles all the permits & paperwork. The first month after installation, we had an 87% decrease in our electric usage. The next two months have been quite cloudy, but our usage has still been down 50% of previous. I am really looking forward to July and August!

Review Date: November 04, 2011

Company Name:

Maryland Solar Solutions Inc

Categories:

Energy Efficiency Auditing
Heating & A/C
Solar Panels

Services Performed:

No
* More Weight is given to a review where work has been completed.

Work Completed Date:

October 24, 2011

Hire Again:

Yes

Home Build Year:

1973

Description Of Work:

An excellent company.
Highly knowledgeable but made it easy for me to understand how it works and how my money will be saved.
Prompt estimate and diagram of work with efficiencies and savings over the years clearly spelled out.

Member Comments:

Did not proceed as of yet

Review Date: September 18, 2011

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes
* More Weight is given to a review where work has been completed.

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Work Completed Date:

August 29, 2011

Hire Again:

Yes

Approximate Cost:

\$26,000.00

Home Build Year:

1960

Description Of Work:

Design of system. Installation of 18 230 Watt (peak power) Mage solar panels on our upper story south-facing roof. Running conduit down to the basement, to carry the DC power. Electrical installation of the DC-to-AC inverter and wiring of it into the house's electrical panel to distribution power to our stuff, or out to the grid if we aren't using it.

Dealing with all the paperwork, which is huge for solar photovoltaics: building permits (structural and electrical), filing for state and county incentive programs, registering us with the state utility commission as a solar power producer, which enables us to get "SRECs" -- credits for producing non-polluting power that in turn power companies have to buy to offset taxes on their pollution (roughly speaking). Oh, and dealing with the power company (Pepco) to get their permission to tie into the grid.

Member Comments:

We contacted 2 companies about solar panels -- we have one upper story roof that is pretty much above most of the trees and faces south-ish. Colette Hayward, the owner of MSSSI, visited us and gave us a couple of options, and ran through the technology and the incentive programs (of which there are 4 to deal with). She gave us a realistic-sounding rundown of up-front expenses and paybacks. The other company's money projections were closer to financial fiction, and this really turned us off them. Also, their salesman didn't seem as knowledgeable as Colette.

Installation was delayed about a week because of slowness in getting the county permits. Physical installation of the panels took 2 days. Electrical work was supposed to take 2 days, but by bringing an extra person and working longer hours, they were able to finish up that part in one extra day.

Panels are mounted on racks which are screwed through the roof into the rafters (4 inch long bolts, really). The holes in the roof are sealed with tar and then flashed over as well. All the work was well cleaned-up afterwards (except for one cigarette butt on the lawn).

The work was all high quality and professional, and Colette is very responsive to questions and explains what's happening very clearly. We have had power for a week now, and are pleased thus far. Financially, it will take about 10 years to pay for itself, but that's what we figured going in.

Price installed is about \$6 per Watt of DC peak power -- this is in the middle of the national average of \$5-7. You can find cheaper installers, but I doubt you can find one more professional or honest.

Review Date: July 27, 2011

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

July 27, 2011

Hire Again:

Yes

Approximate Cost:

\$23,734.00

Description Of Work:

Installed 16 solar panels and provided all related electrical work.

Prepared all paperwork related to Baltimore County building and electrical permits related to the installation

Prepared all paperwork related to application for BGE Level1 Small Generator Interconnection

Prepared all documentatiom required for the MD Energy Administration Solar Energy Grant Program

Excellent people involved in all phases working at times in difficult (high heat) circumstances

Member Comments:

The only real problem was the weather. This threw off some scheduling but I can only hope that the system performs as well as the the team installing it.

Overall	A
Price	B
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Review Date: September 22, 2010

Company Name:

Maryland Solar Solutions Inc

Category:

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

July 02, 2010

Hire Again:

Yes

Approximate Cost:

\$44,000.00

Home Build Year:

1903

Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Description Of Work:

MSSI installed a 6.7 KW solar system for our house, including 36 panels and inverter.

Member Comments:

We were initially impressed with Colette's energy, enthusiasm, and knowledge of solar power options. While we were gathering estimates from several contractors, Colette was quick to respond to our questions, tailored the system to meet our needs, and even helped research several options that we wanted to explore and modified her proposal when the new options turned out to be feasible. Although the delivery of the panels was delayed somewhat due to manufacturer delays, Colette kept us informed on the latest developments. Colette and her staff carefully explained the steps and paperwork needed to activate the system and obtain our tax credits/other incentive payments, and filled out the paperwork for us to eliminate that burden. When we were concerned that shadows from the chimney might reduce the output from an array of panels, she found a solution--sun misers--that should help the array maintain maximum efficiency.

Review Date: September 22, 2010

Company Name:

Maryland Solar Solutions Inc

Categories:

Energy Efficiency Auditing
Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

September 08, 2010

Hire Again:

Yes

Approximate Cost:

\$19,000.00

Home Build Year:

1910

Description Of Work:

Maryland Solar Solutions(MSS) measured the roof area we proposed to use for solar panels and provided a proposal that included the following: description of equipment to be used; list of forms to complete (federal, state, energy company, city); a statement that they would complete the forms, acquire permits, and schedule inspections; a chart detailing the amount of the system and when what percentage of the payments was due; a chart detailing expected costs and savings over a multi-year period. Upon selection of MSS, they ordered and installed the equipment, installed the electrical connections, installed the monitoring software, and acquired necessary permits, scheduled inspections, and completed government forms. In addition to the initial installation, they will monitor our system for performance for a multi-year period.



Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

Member Comments:

Maryland Solar Solutions was one of the firms my wife and I reviewed when we decided to add solar panels to our rowhouse. This company provided us with the most detailed information regarding what we could expect in terms of energy output. They worked with us to find a relatively lightweight solution that did not damage our flat roof during or after the installation. The firm's president, Colette Hayward, reviewed the documentation necessary in order to be approved by the city and energy firm for a solar installation. She further reviewed the documents to be filed in order to receive tax deductions and grant money from the state and federal governments. Lastly, she provided recovery of investment estimates based upon the energy output, grant and tax deductions, lowered energy bills, and sale of energy credits. Based upon this proposal, we selected MSS. Ms Hayward met with us promptly to begin the completion of forms and scheduling materials for the installation. She processed all of the necessary paperwork and personally supervised the solar panel installation. The panel installation was promptly followed by the electrical work and software installation. During both of these installations, great care was taken to assure the work site was left in excellent condition. After the installation, MSS continued to work closely with the energy corporation and city of Baltimore to assure the proper meter was installed and inspections passed. Ms Hayward has continued to monitor our system remotely to assure it is functioning properly. In sum, of the many contractor firms we have used on our houses, this is one of the very few I would wholeheartedly recommend.

Review Date: August 27, 2010

Company Name:

Maryland Solar Solutions Inc

Categories:

Energy Efficiency Auditing

Solar Panels

Services Performed:

Yes

* More Weight is given to a review where work has been completed.

Work Completed Date:

August 19, 2010

Hire Again:

Yes

Approximate Cost:

\$80,000.00

Home Build Year:

1950

Description Of Work:

MSSI installed a ground mounted photovoltaic array connected to the electric grid to replace most of our home's electric usage. Site evaluation was done remotely, on building roofs, and in open areas on our property. An ideal location for energy production and future land use was selected. Work to be done, schedule, cost, and impact to my family was clearly described. Costs were documented as well as work completion and



Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

payment schedule. Steel posts were precisely placed. Array system was assembled and installed on site. Panel installation and wiring was completed. Each step was performed professionally and with little impact to neighbors or us. We now have an inspected compliant solar generation array on site.

Member Comments:

This job went great! Colette Hayward was extremely knowledgeable about solar photovoltaic in all relevant aspects. She did an excellent job explaining the financial costs and benefits of having MSSSI install a PV system. The cost benefit analysis was clear and very helpful in making our decision. There are many factors affecting the return on a PV system; she explained each one - sometimes several times. Each phase of the project was completed as she said it would. From the office Cara was very good with paperwork that needed to be signed and on file. She made certain we understood what it was for and kept track of it all. The electrician for the job did neat professional work. Colette insured everything is clearly labeled. The equipment used has been reliable and simple to monitor/use. Any delivery delays or snafus were handled by Colette and no impact to our completion schedule or cost. Ty was very patient with his part of the project and like Colette was good about explaining the work no matter how many questions were asked. This was one of the best home improvement projects we have been associated with.

Review Photos:



Boyer PV Array

ADDITIONAL QUESTIONS ANSWERED WHEN COMPLETING THIS REVIEW

How much did the final cost compare to the original estimate? **right on**

How does the value of the work compare to the price? **I got exactly what I paid for**

How far in advance did you schedule the work? **more than 2 weeks**

Did you find the company through Angie's List? **no**

If no, what was the other source? **Maryland Home Show**

Why did you choose this contractor? **other, Very knowledgeable, low key, made logical argument**

Have you used this company before? **this is the first time I've used this company**

What did you like most about this contractor? **Competence**

What did you like least about this contractor? **They don't work for free :-)**

What surprises came up during the course of the work? **No real surprises. Some deliveries were early, late or wrong item. County inspectors new to solar. Nothing insurmountable. Beyond MSSSI control.**

What words of advice would you give other members considering this contractor? **Hear them out. Get educated about solar. Visit our job.**

What words of advice would you give this contractor? **Keep at it. Solar is the way to go and your installations are fantastic.**

This is your space. Feel free to give us your two cents ... or quote your favorite movie? **The Lord is my shepherd; I shall not want.**

Photos