

10/20/12

I had a very positive experience with Jason Bartel's company, Northwest Geothermal (NWG) [www.greennorthwestgeothermal.com](http://www.greennorthwestgeothermal.com). I did research for nearly a month on local companies who supported geothermal systems and found three companies who touted that they had experience with geothermal system installation. All three companies were contacted and appointments made to survey the site and provide bids. Jason came out the same day and provided a couple of options for me to consider and promised a bid by the next day, which I received. Company 2 promised to come out in a few days, but then stood me up twice and never contacted me again. Company 3 came out and promised to provide a bid "within the week." After about 2 weeks with repeated e-mails to Company 3, the rep e-mailed and said "he'd been on vacation" and provided the bid later that week. Both bids I received were approximately the same, although Company 3's was less. I asked both bidders to have the subcontractors—driller and backhoe—to come out for a site survey and make sure they understood what they were getting into as I wanted a vertical system (5 bore holes) installed in somewhat steep terrain. NWG subcontractors were the only ones who came out and Jason handled all the coordination and the site visits. Company 3 rep came back out, but only emailed pictures to the subcontractors who said they didn't need to come out. I provided an "install by no later than date" to both NWG and Company 3. Jason said he could make it happen. Company 3 said "maybe" and would let me know later in the week, which turned out to be two weeks. Company 3 also said I would probably have to deal with the subcontractors to arrange our schedules and pay them separately since they wouldn't know about costs until they got into the project. At this point I was ready to give up on a geothermal system since I was getting a bad feeling about two of the three companies. I asked for references from NWG and talked to a couple of Jason's customers, one of which had had a bad experience with Company 3. Jason's references provided glowing recommendations so I decided to go with NWG and was glad I did. The final install cost was right on the money, although I added a couple of things and Jason was happy to work with me within my budget.

If you are thinking of using NWG, here's why I would recommend them for installing geothermal or any other HVAC system:

1. Jason handled all the coordination with the subcontractors. I was impressed that Jason and the subcontractors worked very well together. They all helped each other out to get the project completed on time.
2. Jason and the subcontractors were very punctual. Both my wife and I work, so it was important that we have a firm project schedule. Jason coordinated the schedules which minimized the impact on our work schedules.
3. Jason kept me informed about the project schedule; he anticipated and handled any potential problems.
4. NWG and the subcontractors were extremely conscious of cleaning up after themselves daily. They also scheduled and conducted their work as to minimize the impact of the construction on my neighbors.
5. Jason's knowledge of geothermal systems is very good. He took the time to explain how the system works and what the home owner needs to maintain the system, which is minimal.
6. The quality of workmanship on the installation was excellent. The county inspector commented on how well the system was installed and arranged.
7. Jason handled all the paperwork so the rebates for geothermal systems from the local utility company were received right away. He provided a detailed list of the state and federal tax incentives for installing geothermal as well.
8. Jason followed up after the install. He came back out when the weather changed and adjusted the system. He continues to follow up by e-mail to check on how the system is performing.

We are quite happy that we chose NWG for this major project and would highly recommend him and his company. I would also recommend his subcontractors.