

Think we did a good job on your comfort system?

If you feel that BNGS handled your home retrofit/new HVAC system installation with skill and expertise perhaps you'll be inclined to tell your friends and family about us.

Our installed systems typically last a couple of decades and only need to be serviced annually. We can best grow only through our customers referrals. Please take a moment and evaluate the following to see if we deserve your recommendation.

- ✓ Our Comfort Specialist met you in your home and completed a load calculation.
- ✓ Where a full system installation takes place our project manager and Comfort Specialist did a pre-inspection.
- ✓ Our installer respected your home and environment being careful to clean up the area upon completion.
- ✓ The Comfort Specialist returned to your home for a



We'll be sending you an American Express "Thank You" gift for your referrals with whom we complete a system installation.

post-inspection to ensure that the system is everything that you expected.

- ✓ The installer or Comfort Specialist provided some brief training about using your new programmable thermostat for best efficiency.
- ✓ If we did all of these to your satisfaction then we'd be grateful if you shared that information.
- ✓ If we haven't completed everything we said that we would please contact a BNGS manager who will investigate and suggest a reasonable and timely solution.

When any of your friends or family members contracts with us for a full system we will send you a valuable referral thank you from American Express.

Just tell your friends and family members to mention your name when they schedule an appointment with us, and then we'll track it from there.

And Thank You, we appreciate your business and referrals.



BNGS Referral Program

Ballard Natural Gas Service, Inc.
4758 Ballard Avenue NW
Seattle, WA 98107
P: 206-784-8101
F: 206-297-0116
www.ballardnaturalgas.com

Growing:

Our company grew up in Ballard, a Seattle neighborhood. Ballard evokes the idea of the tough, reliable, value oriented Nordic and those are also qualities that BNGS tries to emulate in doing business with you. Today though we service the Greater Seattle/Bellevue Metro area.

BNGS lives for the referred customer. When we complete your new installation and exceed your expectations then it is our hope that you'll be talking us up with friends and family.

This is where you can participate in our company's future.

Satisfied Client

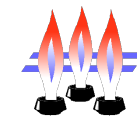
REFERRALS

Value
Service
Reliability
Quality



If you have questions about our program call us:

206-784-8101



BNGS Referral Program

16 ExperienceMatters

Customer Evaluation and Referrals

Ballard Natural Gas Service's minimum expectations of doing business with you.



How it all works and how to participate



Referral program

When your friends and family call us to schedule an appointment for a consultation with our Comfort Specialist we'll ask how they heard about us. If they mention your name we'll send you a very nice American Express thank you as often as it happens.

Initial Consult

You called our company and were afforded answers to your questions with respect and courtesy?

Our staff asked you appropriate questions in order to determine how we could best help you?

Our Comfort Specialist met you in your home at the agreed time or called and made other arrangements?

The load calculation takes into account the size, insulation quality, window quality and climate to determine the appropriate size system for your situation. The Comfort Specialist completed a load calculation while at your home?

Estimate/Value

The Comfort Specialist returned and provided an estimate of the investment to your home for an appropriately sized comfort system?

The Comfort Specialist explained in detail the contents of bid and options and fully answered your questions?

Explained BNGS process and how we are different than the other HVAC companies and where we add value to your home investment.

The Specialist described the various payment or financing options that might be available.

You heard about any rebates our partners were offering at the time.

Installation

The installation was scheduled within the time frame that you were hoping for.

The installer brought a "booty box" for his boots so as to not track dirt back and forth thru your home?

The installer explained what his process was going to be and his planned schedule?

Installer parked on the street so as to not block your driveway?

Installer was uniformed in the company shirt with logo and name badge?

Installer secured your home if he left during the installation process?

You felt comfortable having our staff in your home?

Post Inspection

The Comfort Specialist scheduled a "post-inspection" with you at the same time as the installation was scheduled?

Comfort Specialist walked thru the system with you and answered your questions and concerns?

Specialist provided basic help with programming your new thermostat and system controls.

Comfort Specialist outlined the final invoice and balance remaining while he was on the post inspection?

Specialist noted any concerns that require an installer or service tech to return and complete your job.

Any "go-backs" your Specialist agreed to were completed in a timely manner?

What it is



The highly rewarding BNGS referral program rewards you for bringing us up in conversation.

BNGS Referral Program

Only after the work is done:

Although we like knowing if we met or hopefully exceeded your expectations, we especially want to know if we did not meet them, both so that we can take corrective actions and learn from our experiences with you.

Our installations:

BNGS handles all the work from initial load calculations and system size recommendations, to removal of old equipment to the custom ductwork needed to complete the professional fit of your system into your home.