



DIAMOND CERTIFIED COMPANY REPORT

Bass Electric Company

Independently Rated
Highest in Quality

THIRD
CONSECUTIVE YEAR
ORIGINALLY EARNED:
JUNE 2009

We declare that Bass Electric Company HAS QUALIFIED for and continues to meet the Ongoing Research and Rating Requirements for Diamond Certified® status.

CERTIFICATE #1543

COMPANY CAPABILITIES TABLE

AREAS SERVED, SERVICES & BRANDS

CONTACT INFO

COMPANY PROFILE

DIAMOND CERTIFIED® RATINGS DASHBOARD

SURVEY RESPONSES

Bass Electric Company provides general electrical construction services for commercial and industrial clients throughout the Greater Bay Area. The company maintains a crew of union electricians and laborers to handle large contracts, as well as dedicated service technicians for specialized work. It takes a full-service approach to

(415) 938-6921

[EMAIL THIS COMPANY](#)

projects, handling everything from designing and planning to budgeting and building.

Vice President of Operations Jennifer Trevino says Bass Electric

Company's fleet of trucks, boom trucks, forklifts and other state-of-the-art equipment ensures it's prepared for any project and eliminates the need to outsource materials and labor. "We deliver efficient, effective and economical solutions to the problems our clients face. Our goal is to provide uninterrupted, clean energy to maximize their returns on investment."

Bass Electric Company also performs energy audits, designs solar photovoltaic systems, and implements several programs to help clients balance the needs of their properties with financial and environmental responsibility. The company's CurrentSAFE® electrical hazard detection service identifies problems that can lead to shock hazards and fire, its comprehensive TEGG® service protects critical electrical infrastructure against downtime, and its FacilityONE® service enables both executive management and front line operations personnel to document, manage, control and assess their facilities and systems.

COMPANY PHILOSOPHY

"Our mission is to provide guaranteed asset management services, energy efficiency, renewable energy solutions and electrical expertise for every client. We strive to work efficiently and economically while upholding the highest standards of quality."

AREAS SERVED SERVICES

Serving all of San Francisco including Mission District, Sunset District, Bernal Heights, Russian Hill, Western Addition, the Castro and Tenderloin.

BASS ELECTRIC COMPANY (415) 938-6921 EMAIL SHARE

FINDINGS BASED ON STATISTICALLY RELIABLE RESEARCH FROM 77 SURVEYS
DIAMOND CERTIFIED RATINGS DASHBOARD

Customer Satisfaction

Customer Loyalty

Yes: 97%

n = 77

Company Credentials

- Workers Compensation
- Liability Insurance
- License Verification
- Business Practices
- Current Complaint File
- Legal & Finance

Diamond Certified Qualification

Based on 77 customer surveys, we declare **Bass Electric Company** has passed all rating steps and has earned The Diamond Certified Award

Continuously qualified since June 2009.



Verbatim Survey Responses From Only Verified Customers

David K. VERIFIED CUSTOMER NAME

"They are professional, efficient, and knowledgeable."

[See All Survey Responses](#)

Research conducted by American Ratings Corporation. [Ratings Methodology](#)

COMPANY CAPABILITIES TABLE

Company Name:	Bass Electric Company
Website:	http://www.basselectric.net
Phone Number:	(415) 938-6921 (415) 856-0381 fax
DCID Number:	DCID4152951600
Hours:	Mon - Fri: 8am - 5pm Sat: By Appointment Only
Areas Served:	Serving all of San Francisco including Mission District, Sunset District, Bernal Heights, Russian Hill, Western Addition, the Castro and Tenderloin.
License:	765671
Insurance:	Liability Insurance, Worker's Compensation
Contacts:	Jennifer Trevino, VP of Operations
CC Accepted:	
Category Pages:	San Francisco Electrical Contractors - Commercial

SURVEY RESPONSES FOR

Bass Electric Company

Bass Electric Company: Average 9.1 out of 10 based on 77 unique customer surveys of these open ended questions.

Customer Name VERIFIED CUSTOMER NAME

Q1

Customer Satisfaction Rating

Q2

Customer's Intent to Return

Q3 & Q4

Verbatim Customer Survey Response Based on Last Purchase Experience

David K. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "I love their work. I have used them for a lot of projects. Whenever I need anything electrical, I turn to them."
"They are professional, efficient, and knowledgeable."

David S. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "The electrician who has come to work for us is a saint. We are getting attached to him just the way people get attached to their hairdresser."
"Efficient, clean, professional, and they do great work."

Gary G. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "They were efficient and fair."
"They were efficient."

Jeffrey Y. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "Good customer service"
"Prompt"

John P. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "They did a great job, and you can hire them with confidence. I would use them again."
"They are experienced, and the quality of their work is pretty high."

Josephine M. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "They were great. They were reliable, knowledgeable, and on time."
"Their extensive knowledge of how to resolve my issues"

Kerry B. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "They go the extra mile."
"They go the extra mile, and they are good at problem solving."

Louise L. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "They are very reliable, knowledgeable, and on time. I have only used them a couple of times, but each time, they have been helpful, they have had ideas, and they've taken care of what I needed."
"They have great service. They help me at the last moment."

F.B.S.H. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "They took the time to teach my engineer preventative maintenance issues."

Billie S. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "They were on time, and they didn't piddle around. He checked the house over thoroughly. He told us there was nothing wrong, except that we had the hot tub, the microwave, the iron, and other appliances plugged into one circuit. It was too much for one circuit. He told us if we wanted to we could add additional breakers without trying to sell us anything. He was in and out in about forty minutes."

B.A.C.I. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "The service, they did good quality work."

C.T.T. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "They are courteous and nice, just like a business person should be."

E.E.C.I. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "Qualified man power"

G.H. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "I liked everything. They came on time and they finished on time."

I.C.I. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "Their customer service, they are attentive, and they solve problems."

J.R. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "The person who comes out has always been very thorough. He's very good at explaining things."

L.M.G.C. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "From the office staff to the follow-up, everything was spot on."

M.R.V. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "Very responsive and very fair, they are reasonable. They are also very professional, and they understand their business. They do their job very well."

N.C. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "They are professional and very easy to work with. They are thorough."

O.A.B.F. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "I have been doing business with Jeff for a long time. If I give them a phone call, they handle it. They are great."

O.D.B.C.H. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "I would give them a '15'. They know what they're doing, they're always timely, and I don't have to worry about the work that they do. I work with Mike Leopold. He gives me great advice. I trust my building in their hands."

R.E.R.I. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "Efficient, timely, and they are talented in their field. They know their profession really well."

S.F.M.S.M.G. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "They were very competent."

S.W.I. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "Fair price, good customer service, and they were qualified. They knew their stuff."

S.U. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "That they did what we asked them to do. They followed directions."

S.E.D.I. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "They are responsive and competitively priced. They are technically proficient."

T.T.W.G. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "Efficient and punctual"

T.O.P.M. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "I like Mike. Mike is a wonderful guy who cares about me and about what he does. He always takes care of me. I love him. He is a great guy. I am really satisfied with him."

Bridgett S. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "We knew one of the guys through our HOA. We used his son. He was very good. He knew the building. He was very trustworthy and very honest."

Charles P. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "They are very neat and organized in the way that they work. They are punctual and timely. They are very thorough as well."

David O. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "They were easy to work with, competent, and they described what needed to be done in a way that was cost effective. I thought they were good."

Ed S. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "They were able to do all of the work that I needed very quickly."

George K. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "They did everything they were supposed to do. They were on time. The estimate was correct."

Josephine M. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "Service, communication, reliability, and they did a good job. They got the job done on time."

Kerry B. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "He knew what he was doing."

Kim P. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "My landlord suggested them. I thought they were timely. They did what they were supposed to do."

Loretta L. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "I liked the representative that came out. He was very professional."

Louise L. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "He was very thorough and complete. He was also quick and knowledgeable. He was terrific."

Mary S. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "I liked that when they came, they told me how much it would cost. The cost was reasonable, and the guy was just right. He was nice and businesslike."

Michael P. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "The guy we worked with was very personable. We have called them back already."

Mike M. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "They were on time and thorough with their explanation of our specific problem."

Robert R. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 10 out of 10 Q2: Yes Q3 & Q4: "Good attitude and good pricing"

Maria D. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 9 out of 10 Q2: Yes Q3 & Q4: "They are good and quick. They know what they are doing."
"Professional, and they are very helpful. They provide good advice."

A.E.J. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 9 out of 10 Q2: Yes Q3 & Q4: "I liked the quality and their attention to detail."

C.C.O.S.F. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 9 out of 10 Q2: Yes Q3 & Q4: "The quality and the personal attention that we received"

D.L.E. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 9 out of 10 Q2: Yes Q3 & Q4: "They are professional and timely."

G.S.F. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 9 out of 10 Q2: Yes Q3 & Q4: "Their quick response, their turnaround time, and they solved the problem very quickly."

P.A.I. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 9 out of 10 Q2: Yes Q3 & Q4: "They are familiar with the work that we do. They have been working for us for a long time. They do a very good service for us."

S.C.C.I. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 9 out of 10 Q2: Yes Q3 & Q4: "They are well organized, cost effective, and high quality. "

T.C. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 9 out of 10 Q2: Yes Q3 & Q4: "They are very professional, and they complete the work on schedule. We haven't had any problems with them."

W.C.G. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 9 out of 10 Q2: Yes Q3 & Q4: "They're responsive, timely, and they know their trade, so you know what you're getting."

Dan A. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 9 out of 10 Q2: Yes Q3 & Q4: "They were on time, and the work was done as advertised. They were helpful and friendly."

Maria D. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 9 out of 10 Q2: Yes Q3 & Q4: "I like the technician who always comes to my building. I have used him for many years. He always does a wonderful job."

A.E. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: Q2: Q3 & Q4:

8 out of 10 Yes "That they are quality oriented, and their follow-through is very thorough."
"I like their ability to integrate with the trades, great resource integration and strong engineering."

I.C. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 8 out of 10 Q2: Yes Q3 & Q4: "Very professional"
"They keep their appointments really well."

Billie S. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 8 out of 10 Q2: Yes Q3 & Q4: "I was satisfied with their work performance and the quality of their work."
"They were prompt when they arrived on the scene, and they did the job."

Andrew P. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 8 out of 10 Q2: Yes Q3 & Q4: "They did a good job."
"They showed up, did the job, and left the site neat."

B.P. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 8 out of 10 Q2: Yes Q3 & Q4: "I do not call the office. I call Mike directly. He is the best. Mike is not flaky at all. He is on time, professional, and articulate. He explains things, and he is good to our tenants. I use BASS Electric because of him. I hope they pay him well and always keep him working."

G.B.I. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 8 out of 10 Q2: Yes Q3 & Q4: "They are dependable. When they make a promise and say they will do something, they do it. They follow through."

G.D.P.C. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 8 out of 10 Q2: Yes Q3 & Q4: "The relationship between both parties was non-confrontational."

H.T. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 8 out of 10 Q2: Yes Q3 & Q4: "They were on time."

K.C.P.M. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 8 out of 10 Q2: Yes Q3 & Q4: "They get the work done quickly."

N.D.L. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 8 out of 10 Q2: Yes Q3 & Q4: "They are efficient, they work relatively fast, and they have a good sized crew."

P.C.C. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 8 out of 10 Q2: Yes Q3 & Q4: "Customer service, they work very closely with us."

R.T.L. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 8 out of 10 Q2: Yes Q3 & Q4: "I like that they seem to be very current on new trends and new technologies."

W.R.S. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 8 out of 10 Q2: Yes Q3 & Q4: "Their professionalism"

Carole C. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 8 out of 10 Q2: Yes Q3 & Q4: "The fellow we were dealing with seemed quite experienced. He seemed to diagnose the problem quickly. I thought he was attentive."

Jay M. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 8 out of 10 Q2: Yes Q3 & Q4: "They seemed to be reliable, timely, and they came in on budget."

Rob R. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 8 out of 10 Q2: Yes Q3 & Q4: "I was very satisfied. They were very good. I would use them again."

Ursula B. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 8 out of 10 Q2: Yes Q3 & Q4: "I thought their quotes came quickly. They were on time. They did the service on time, and I had no problems with them."

A.C.C. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 7 out of 10 Q2: Yes Q3 & Q4: "They are easy to talk to, and they know the job. San Francisco International Airport likes working with them. They know how to communicate with project managers, and their communication is good."

I.G.P.I. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 7 out of 10 Q2: Yes Q3 & Q4: "It was an emergency on call contract. They responded when we needed them."

R.E.I. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 7 out of 10 Q2: Yes Q3 & Q4: "They have been very attentive to our needs, and they have stuck with us throughout a long process."

O.E.I. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 6 out of 10 Q2: No Q3 & Q4: "They show up on time."
"They are knowledgeable."

H.F.C. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 6 out of 10 Q2: Yes Q3 & Q4: "Customer service, the technician was good."

Carolyn G. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 5 out of 10 Q2: Yes Q3 & Q4: "Prompt, timely, and they cleaned up their mess."

Stella S. VERIFIED BASS ELECTRIC COMPANY CUSTOMER NAME

Q1: 5 out of 10 Q2: No Q3 & Q4: "The guy was really courteous and nice. He knew what he was doing. He offered to do extra work."