

HIES Consumer Case Study: Roger Meade

How HIES protected Roger

Roger Meade appointed a HIES member as his installer for a solar panel installation. Unfortunately, the HIES member went into liquidation after taking Roger's deposit for the installation. Luckily for Roger, he had used a HIES member and therefore HIES was able to step in.

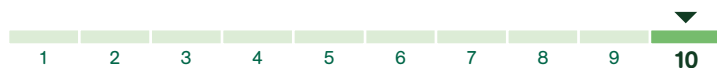
HIES Protection

Roger got in touch with HIES when he realised that the installer may be ceasing to trade and he may lose his deposit. HIES assisted Roger with his situation and once the installer had officially ceased trading on Companies House, we were able to complete his solar battery installation for the outstanding balance. This meant Roger did not lose his deposit and is now enjoying his solar battery system and reducing his energy bills.

Customer Satisfaction

We asked Roger to rate his experience with HIES:

How would you rate the customer service received from HIES? 10 is extremely good, 0 is extremely bad:



After your experience, would you recommend friends and family to use a HIES member for a renewable energy installation?

Yes. HIES took on the solar panel deficit and used its good offices to still get the job done for the original quotation.



Contact HIES today to find out how we can protect you:
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