

Submitted Date	1. Overall, how satisfied were you with the installation of your rain barrel?	2. Was the contractor courteous and respectful of you and your property?	3. Did the contractor arrive at your home promptly at the time your appointment was scheduled?	4. Was the contractor able to answer any questions you had?	5. Do you have a clear understanding of how to maintain your rain barrel?	6. Please provide any comments or feedback that you feel will help to improve the Rain Check program.
12/20/2015 11:58	Very satisfied	Yes	Yes	Yes	Yes	Question- can I substitute a plain barrel for a decorated one n if there is a price for it, how much?
12/20/2015 11:56	Very satisfied	Yes	Yes	Yes	Yes	Question- can I substitute a plain barrel for a decorated one n if there is a price for it, how much?
12/15/2015 11:28	Very satisfied	Yes	Yes	Yes	Somewhat	
12/1/2015 21:52	Very satisfied	Yes	Yes	Yes	Yes	Thanks! This is a great program and I am glad to do my part!
12/1/2015 19:34	Very satisfied	Yes	Yes	Yes	Yes	People don't realize that water from the rain barrel runs down by gravity. The higher the height of the rain barrel, the greater the pressure. The pressure will never be equal to watering plants with a hose. I am very happy with my new barrel because it is at the highest part of
12/1/2015 16:57	Very satisfied	Yes	Yes	Yes	Yes	Thank you.
12/1/2015 16:31	Moderately satisfied	Yes	Yes	Yes	Yes	I wish it were smaller. Also, the draining apparatus was installed at the backside of the barrel, which makes it a little awkward to access. I didn't realize that would be a problem but in retrospect, I wonder why the contractor installed it that way in the first place.
12/1/2015 16:22	Very satisfied	Yes	Yes	Yes	Somewhat	
12/1/2015 16:21	Very satisfied	Yes	Yes	Yes	Yes	
11/17/2015 15:29	Very satisfied	Yes	Yes	Yes	Yes	He was very informative and respectful of my wishes. He reviewed the options of installing the barrel.
11/17/2015 11:25	Very satisfied	Yes	Yes	Yes	Yes	Please contact me about getting paver in back of my home. Good job zack and company.
11/16/2015 17:06	Very satisfied	Yes	Yes	Yes	Yes	Excellent program! I've been a rain barrel user for 15 years...thank you!
11/16/2015 14:11	Very satisfied	Yes	Yes	Yes	Yes	I am so grateful for the Rain Check Program. The rain water will help reduce my water bill as I use the water for my many plants and other uses.
11/16/2015 10:27	Very satisfied	Yes	Other (please explain in c	Yes	Yes	The contractor came the day after he was scheduled. But he stated he called just didn't get us. It was ok we where home. Very nice man
11/16/2015 9:58	Slightly dissatisfied	Yes	No	I didn't have any question	No	I had my installation scheduled for between 3-5 PM on Friday, 11/13/15. The contractor didn't show, nor did he call. I had left my job early on Friday for the specific reason of being present for the installation. I received a phone call at 9:30 AM Saturday from the contractor to
11/15/2015 12:42	Very satisfied	Yes	Yes	Yes	Yes	apology for not calling or showing the day before - just that a job had run long. I get that things happen, because, well, life, but a quick phone call on Friday would have been much appreciated.
11/12/2015 6:32	Very satisfied	Yes	Yes	Yes	Yes	Thank you!
11/11/2015 17:28	Very satisfied	Yes	Yes	Yes	Yes	The wait time was too long. More installers are needed or a more efficient procedure is needed to reduce the time from when clients take the class to when the rain barrel is delivered and installed.
11/10/2015 14:11	Very satisfied	Yes	Yes	Yes	Yes	
11/10/2015 12:03	Very satisfied	Yes	Yes	Yes	Yes	A great experience. I am very happy I am participating.
11/10/2015 9:48	Very satisfied	Yes	Yes	Yes	Yes	I am very pleased with this program and have been highly recommending it to friends in the Philadelphia area. I would like to see it expand to allow two rain barrels per household since many houses have both front and back rain spouts.
11/10/2015 9:31	Very satisfied	Yes	Yes	Yes	Yes	Problem with the barrel - water leaks out until I drain water to spigot level. Amazed at amount of water collected.
11/9/2015 20:39	Very satisfied	Yes	Yes	Yes	Yes	thanks for offering this service!
11/9/2015 17:36	Very satisfied	Yes	Yes	Yes	Yes	
11/5/2015 21:55	Very satisfied	Yes	No	I didn't have any question	Yes	
11/5/2015 15:10	Very satisfied	Yes	Yes	Yes	Yes	Thank you for accommodating us by attaching our new rain barrel to the one we already had! :)
11/4/2015 8:12	Very satisfied	Yes	Yes	Yes	Yes	
11/3/2015 20:23	Very satisfied	Yes	Yes	Yes	No	
11/3/2015 13:20	Very satisfied	Yes	Other (please explain in c	Yes	Somewhat	The contractor arrived couple hours earlier than our scheduled time but was very helpful when I requested him to send me pictures of the barrel installation. He was very courteous and worked with my next door neighbor to get the work done seamlessly. It was a shame I was
11/3/2015 13:02	Very satisfied	Yes	Yes	Yes	Yes	Since I did not meet the contractor, I think I need to figure out from the other sources how I can maintain the barrel.
11/3/2015 10:41	Very satisfied	Yes	Yes	Yes	Yes	LOVE LOVE LOVE this program!
11/2/2015 23:06	Very satisfied	Yes	Yes	Yes	Yes	I want more for my rental properties.
11/2/2015 18:26	Very satisfied	Yes	Yes	Yes	Yes	I was quite please with the professionalism and respect provided by the young man. He was patient with me and showed me the various options for the location of the barrell.
11/2/2015 18:08	Very satisfied	Yes	Other (please explain in c	Yes	Yes	
11/2/2015 16:26	Moderately satisfied	No (please explain in con	Yes	I didn't have any question	Yes	In reference to #3. Out park has 5 entrances and the contractor had difficulty finding us at first but then looked me up on the internet and and was able to call me. Everything went very smoothly and we are very happy with the result.
11/2/2015 15:12	Very satisfied	Yes	Yes	I didn't have any question	Somewhat	I wasnt home, but left instructions and it was installed where I desired. The only shortcoming was that the rain barrel is leaking from the spout.
11/2/2015 15:00	Very satisfied	Yes	Yes	I didn't have any question	Yes	It would help if written instructions were provided when the rainbarrel was installed. I was away when the barrel was installed so all I have is a hazy recollection of what was said at a meeting 6 months ago. Written instructions would be good.
11/2/2015 14:22	Very satisfied	Yes	Other (please explain in c	Yes	Yes	Nice work. Highly recommended.
11/2/2015 14:13	Very satisfied	Yes	Yes	I didn't have any question	Somewhat	Had to reschedule due to double booked but was compensated with a wrapped barrel
11/2/2015 13:55	Very satisfied	Yes	Other (please explain in c	Yes	Yes	When I attempted to empty my rain barrel I realized that none of my hoses fit the attachment on the barrel. I wanted to empty it into my garden using the hose and not just onto the cement at the base of my house. Any size recommendations for attaching a hose?
11/2/2015 13:39	Very satisfied	Yes	Yes	Yes	Yes	In fact, the contractor came early when i indicated i was home and he hadn't heard back from the other installation spot. I was very pleased with his flexibility and he was courteous in other ways as well.
11/2/2015 13:36	Neutral	Yes	Yes	Yes	Somewhat	Great program whereby individual citizens can contribute to the well being of our City! Thanks.
11/2/2015 13:27	Very satisfied	Yes	Yes	Yes	Yes	I was told I did not have to be there for the installation.
11/2/2015 13:05	Moderately satisfied	Yes	Other (please explain in c	Yes	Yes	
11/2/2015 13:02	Very satisfied	Yes	Yes	Yes	Yes	The installer called me to let me he would be at my property at a different time that the time window I had signed up for. This was fine, although a little confusing.
11/2/2015 13:00	Very satisfied	Yes	Yes	I didn't have any question	Yes	
11/2/2015 12:58	Very satisfied	Yes	Yes	Yes	Yes	I think it is an excellent program.
11/2/2015 12:58	Very satisfied	Yes	Other (please explain in c	Yes	Yes	He arrived a few minutes after the the two-hour window, when I was thinking he wasn't going to show up.
9/23/2015 8:16	Very satisfied	No (please explain in con	Other (please explain in c	I didn't have any question	Yes	I was not home at the time of installation.
9/22/2015 10:53	Very satisfied	Yes	Yes	Yes	Yes	
9/21/2015 16:47	Very satisfied	Yes	Yes	Yes	Yes	Thank you. The entire experience was great!
9/21/2015 16:44	Very satisfied	Yes	Yes	I didn't have any question	Yes	
9/21/2015 15:12	Very satisfied	Yes	Yes	Yes	Yes	
9/21/2015 14:37	Very satisfied	Yes	Yes	Yes	Yes	Great program!
9/21/2015 12:48	Very satisfied	Yes	Other (please explain in c	Yes	Yes	the contractor contacted us the morning of the installation and asked if he could come earlier in the day which was fine with us.
9/21/2015 11:56	Very satisfied	Yes	Yes	Yes	Yes	`1232456
9/15/2015 10:03	Very satisfied	Yes	Other (please explain in c	I didn't have any question	Yes	3. We were not home when our rain barrel was installed, however it was completed by the time we did get home and was in the location we specified.
9/14/2015 17:19	Very satisfied	Yes	Yes	Yes	Somewhat	Maybe a written care guide for the barrel itself.
9/14/2015 14:16	Very satisfied	Yes	Yes	Yes	Yes	a wonderful program.....thank you !
9/14/2015 0:01	Very satisfied	Yes	Yes	Yes	Yes	I wish I'd have more of an opportunity to get the barrel in place, look at and then make a decision. The entire appointment took 15 minutes which was great but after he left I realized I would have liked it about 10 inches to the right. I felt a bit rushed.
9/13/2015 20:42	Very satisfied	Yes	Yes	Yes	Yes	After the first big rainfall I realize there is small problem. The hardware to drain the barrel is plastic and it runs out extremely slow. Also was a small note, the bottom drain should be at least 4 to 6 inches from the bottom. Anything less than this makes it hard to work with (clear with less van 2 inches)
9/13/2015 19:00	Very satisfied	Yes	Yes	Yes	Yes	
9/12/2015 22:02	Very satisfied	Yes	Yes	Yes	Somewhat	Not sure what happens after a sudden downpour if the barrel isn't completely empty beforehand-
9/12/2015 10:41	Very satisfied	Yes	Yes	Yes	Yes	
9/11/2015 16:55	Very satisfied	Yes	Other (please explain in c	Yes	Yes	The contractor (Manuel from Budget Landscape) was quite flexible with the schedule. Although I had a 3pm appointment, he called me that morning to offer an alternative earlier appointment - which in fact worked better for me. I was in general very pleased with our comm
9/11/2015 15:34	Very satisfied	Yes	Yes	Yes	Yes	appreciate that the installation visit helped connect me with a new landscaping contractor that I might call for future jobs!
9/11/2015 13:29	Moderately satisfied	Yes	Yes	Yes	Yes	Add a link to the Parts company. Other than that it rocks!
9/11/2015 13:05	Very satisfied	Yes	Yes	Yes	Yes	Setup a way to get people extra hardware. I was able to contact Zach but a simple link on a website would have worked too and that guy is way over taxed as it is. He was quick to respond and very helpful but little things like that shouldn't even be in his radar.

9/11/2015 12:45	Very satisfied	Yes	Yes	Yes	Yes	Was expecting to be able to empty using s regular garden hose but I cannot.
9/4/2015 21:30	Very satisfied	Yes	Yes	Yes	Yes	
9/3/2015 8:31	Very satisfied	Yes	Yes	Yes	Yes	Excellent contractor. Kudos to those who select and supervise the contractors.
9/2/2015 14:06	Very satisfied	Yes	Yes	I didn't have any question	Somewhat	
9/1/2015 21:51	Very satisfied	Yes	Other (please explain in comments)	Yes	Yes	My contractor was Paul was great. He installed my rain barrel at earlier time than scheduled. Great customer service!
9/1/2015 18:38	Very satisfied	Yes	Yes	Yes	Yes	I believe his name was Paul:
9/1/2015 16:23	Very satisfied	Yes	Yes	Yes	Yes	He did a great job nice and clean no mess very nice guy thanks!
9/1/2015 10:22	Very satisfied	Yes	Yes	Yes	Yes	
9/1/2015 10:20	Very satisfied	Yes	Yes	Yes	Yes	Thanks! So far so good
9/1/2015 9:55	Very satisfied	Yes	Yes	Yes	Yes	One of the best experiences i ever had with a contractor. Very professional
9/1/2015 9:53	Very satisfied	Yes	Yes	Yes	Yes	I had a wonderful experience using Rain Check. The information session was convenient and engaging, and the installation went smoothly. Thank you so much for offering this great program!
9/1/2015 9:50	Very satisfied	Yes	Yes	Yes	Yes	I somehow didn't find out about this program until a couple years after moving to Philly. It needs to be better advertised. 55 gal. food grade drums exist in white, which allows the water level to be viewed and also doesn't look as much like a porta-john, maybe you should offer those.
9/1/2015 9:35	Very satisfied	Yes	Yes	Yes	Yes	
8/31/2015 18:32	Very satisfied	Yes	Yes	I didn't have any question	Yes	The installer was the nicest guy. Very personable. I left while he was there so didn't see until I returned. He was actually early for appointment. Very satisfied.
8/31/2015 17:42	Very satisfied	Yes	Yes	Yes	Yes	
8/31/2015 16:02	Very satisfied	Yes	Yes	Yes	Yes	
8/18/2015 6:29	Very satisfied	Yes	Yes	Yes	Yes	
8/15/2015 13:25	Very satisfied	Yes	Yes	Yes	Yes	
8/14/2015 10:39	Very satisfied	Yes	Other (please explain in comments)	Yes	Yes	He called first to ask if he could arrive early. That offer was accepted and all went well. I was happy to get on with my day earlier than expected.
8/12/2015 12:20	Moderately satisfied	Yes	Other (please explain in comments)	Yes	Yes	.yes
8/12/2015 7:48	Very satisfied	Yes	Yes	I didn't have any question	Yes	I have an idea: you should provide an option to be added to an email list that will remind rain barrel users to empty their barrel after a rainfall. This would be an opt-in list, and it would be extremely helpful for new users who may forget to empty the barrels the day after a rain.
8/10/2015 9:08	Very satisfied	Yes	Yes	I didn't have any question	Yes	I was impressed by the prompt and efficient service. The information session was great, and the process was simple (from beginning to end).
8/10/2015 8:31	Very satisfied	Yes	No	I didn't have any question	Somewhat	The contractor did advise me that I needed to elevate the barrel. This fact needs to be emphasized in the initial presentation or information packet (unless I overlooked it). Service contractor was professional and quick (barely 20 minutes for install). You may want to coordinate with the contractor to make sure the barrel is elevated properly.
8/9/2015 9:00	Very satisfied	Yes	Yes	Yes	Yes	Great program to get a free rain barrel! Not sure why it took two months between the orientation meeting I attended and the installation date - can you get more contractors on board to meet demand? Otherwise no complaints!
8/8/2015 9:12	Very satisfied	Yes	Yes	Yes	Yes	It would be a help to have a spigot in the bottom of the barrel as well instead of just a screw cap, since everytime I connect the hose there it spills water everywhere, close to the foundation.
8/7/2015 21:30	Very satisfied	Yes	Yes	Yes	Yes	
8/7/2015 16:09	Very satisfied	Yes	Yes	Yes	Yes	
8/7/2015 11:00	Very satisfied	Yes	Yes	Yes	Yes	
8/7/2015 8:58	Moderately satisfied	Yes	Yes	No	Yes	No problems ocured with the installation and the contractor. It would be helpful for future installations that are in a tight space to have a longer connection unit that attaches from the rain barrel to the gutter.
8/5/2015 7:37	Moderately satisfied	Yes	Yes	I didn't have any question	Yes	It would be helpful to know for sure if you can qualify for both the rain barrel and one of the other options after attending a class.
8/4/2015 13:50	Moderately satisfied	Yes	Yes	Yes	Yes	Attendant explained that I have to get the barrel up higher in order for it to work properly. He installed another spout up higher and left the lower one in place..He hooked the barrel back up to the spout. I have to get the water out and install another level of cinder blocks. I was told that the contractor would be able to do that for me.
8/4/2015 10:42	Very satisfied	Yes	Yes	I didn't have any question	Yes	The faucet was fitted half way up the barrel, which I think is higher than is intended, so I had to swap it with the bottom drain fitting to make the most of the water. Not a big deal - and everything else went very smoothly. (2810 Cambridge St)
8/4/2015 9:52	Very satisfied	Yes	Yes	Yes	Yes	The contractor was very nice, accommodating, and helpful.
8/4/2015 9:26	Very satisfied	Yes	Yes	Yes	Yes	Add more contractors to speed up the process. Faster response to requests = more rain barrels = greater results. Still waiting on my rain planter...months now.
8/4/2015 9:04	Very satisfied	Yes	Yes	Yes	Yes	Thank you! Now if PWD would stop charging us storm water fees every month that would be even better!
7/15/2015 16:24	Very satisfied	Yes	Yes	Yes	Somewhat	
7/13/2015 16:20	Very satisfied	Yes	Yes	Yes	Yes	Thanks so much!
7/11/2015 11:59	Very satisfied	Yes	Yes	Yes	Yes	
7/11/2015 8:36	Very satisfied	Yes	Yes	Yes	Yes	I am so glad I did this! Thank you for helping me to help the Philly enviorment!
7/10/2015 20:22	Very satisfied	Yes	Yes	Yes	Yes	Thank You
7/10/2015 14:19	Very satisfied	Yes	No	I didn't have any question	Yes	
7/10/2015 12:26	Very satisfied	Yes	Yes	Yes	No	Think about ways perhaps to work in some difficult spaces by using inexpensive PVC pipe or longer pipes for downspouts that are in tight spaces. Overall had a great experience though keep up the good work!
6/30/2015 9:07	Very satisfied	Yes	Other (please explain in comments)	Yes	Yes	The installer had a cancellation, and was able to come early. Our schedule allowed for it, so he was finished installing before our appointment time!
6/24/2015 21:52	Very satisfied	Yes	Yes	Yes	Yes	
6/24/2015 20:48	Very satisfied	Yes	Yes	I didn't have any question	Yes	
6/24/2015 20:43	Very satisfied	Yes	Yes	I didn't have any question	Somewhat	
6/24/2015 16:06	Very satisfied	Yes	Other (please explain in comments)	Yes	Somewhat	the contractor called about two hours before my scheduled time and said he was in the area and available to install then. i wasn't at home, though i definitely was going to be during the scheduled time. he was very nice and informative over the phone, and after i approved installation he came and installed the barrel. i am thrilled with my rain barrel! Thank you for the opportunity to participate in the program.
6/16/2015 16:14	Very satisfied	Yes	Yes	Yes	Yes	I am thrilled with my rain barrel! Thank you for the opportunity to participate in the program.
6/14/2015 22:17	Very satisfied	Yes	Yes	Yes	Yes	I'd only say that after drilling the holes in the barrel, there were lots of little blue plastic shreds leftover. It wasn't a big deal, but I'd recommend your contractors come with a dustbin and just sweep up the shreds, as they look like a pretty prominent leftover. But otherwise, it was a great experience and I would recommend this program to anyone looking for a rain barrel.
6/13/2015 10:51	Very satisfied	Yes	Yes	Yes	Yes	
6/12/2015 14:43	Very satisfied	Yes	Yes	I didn't have any question	Yes	Still not sure why no water is getting into the barrel?
6/11/2015 19:32	Very satisfied	Yes	Yes	Yes	Yes	I have already used rainwater collected during last week's rains!
6/11/2015 7:45	Very satisfied	Yes	Yes	Yes	Yes	The young men installing my rainbarrel were very professional and informative. I love my rainbarrel! Thank you!
6/10/2015 20:09	Very satisfied	Yes	No	Yes	Yes	They showed up early and I almost didn't make it home in time. But, it worked out in the end.
6/10/2015 20:03	Very satisfied	Yes	Yes	Yes	Somewhat	My question is when barrel gets full does it bypass the barrel, and water goes down the spout
6/10/2015 17:28	Very satisfied	Yes	Yes	Yes	Yes	I am delighted with my rainbarrel. The service people and installation were perfect. Are we allowed to get another one, same landlord, adjacent property?? The day it was installed we had a brief shower and it collected 5 Gallons! Today, it's full to the top. Have used the faucet to fill a bucket.
6/10/2015 9:07	Very satisfied	Yes	Yes	Yes	Yes	This is a great program, glad to participate!
6/4/2015 19:34	Very satisfied	Yes	Yes	Yes	Yes	This program was new to me and so far it is working well.
6/4/2015 4:32	Very satisfied	Yes	Yes	Yes	Yes	
6/3/2015 9:52	Very satisfied	Yes	Other (please explain in comments)	No	Somewhat	The contractor came earlier than the time window I was given so I left work early to meet with him and discuss location of barrel but when I got home, he had already come and gone and installed it.
6/3/2015 9:38	Very satisfied	Yes	Yes	Yes	Yes	
6/2/2015 21:55	Very satisfied	Yes	Yes	I didn't have any question	Yes	
6/2/2015 21:45	Very satisfied	Yes	Yes	Yes	Yes	
6/2/2015 18:28	Very satisfied	Yes	Yes	I didn't have any question	Yes	
6/2/2015 18:19	Very satisfied	Yes	Yes	Yes	Yes	Thank you for a great program!
6/2/2015 17:45	Very satisfied	Yes	Yes	Yes	Yes	
6/2/2015 17:41	Very satisfied	Yes	Yes	Yes	Yes	
6/2/2015 16:48	Very satisfied	Yes	Yes	I didn't have any question	Yes	Thank you for your great program!
6/2/2015 15:52	Very satisfied	Yes	Yes	Yes	Yes	
6/2/2015 15:52	Dissatisfied	Yes	Yes	I didn't have any question	Yes	Installed on incorrect downspout, which gets very little rainwater Has only filled up 10% since i got it. I will have to fix later. Installer decided he wanted to put it there over the instructions I left. Very frustrating.
6/2/2015 15:28	Very satisfied	Yes	Yes	Yes	Yes	I love it, still in the process of making it pretty if the weather would cooperate....lol
6/2/2015 15:25	Very satisfied	Yes	Yes	Yes	Yes	This is an excellent program and I'm happy for its continued success.
6/2/2015 15:10	Very satisfied	Yes	Yes	Yes	Yes	
6/2/2015 15:08	Very satisfied	Yes	Yes	Yes	Yes	
6/2/2015 15:03	Very satisfied	Yes	Yes	Yes	Yes	great job my neighbor got one too once he heard we were getting one!
6/2/2015 15:00	Moderately satisfied	Yes	Yes	Yes	Yes	The contractor did leave a bigger gap than I liked between the downspout drain and the black plastic adapter that shunts the rainwater to the barrel. In addition, the contractor left behind a lot of plastic shavings from drilling into the rain barrel.
5/18/2015 16:02	Very satisfied	Yes	Yes	Yes	Yes	