

Date installed	Name of installer, and website address if possible	Can you rate the installer from 1star to 5 stars? (5 being Excellent)	Can you give a further explanation of your rating? Your response is anonymous.
Please note: DCAN takes no responsibility for the information in this document. Please complete your own due diligence when selecting an installer			
2025	Arrow Energy Solutions, Poole	2	Individuals working for Arrow are capable of good work. On the other hand, the company is unwilling to take responsibility for installation errors - such as wiring a CT clamp 180 deg out of phase! - which cost me at least a couple of hundred pounds in unnecessarily imported electricity. The company chose instead to blame the electrician working for my main contractor, which is frankly unbelievable. They did not check the G99 paperwork, which National Grid had incorrectly completed - I spotted the error. I am still waiting for an EPS to be installed, which was promised several months ago 'at cost' (a cost which is several hundreds of pounds higher than for a retro-fitted EPS I've recently had done elsewhere..) It is also clear that despite claiming on their website that the company does not use sub-contractors, it was clear from conversations on-site that de facto (if not necessarily de jure), some of their workers are subbies. I will not be using Arrow again (even though I want more batteries).
2025	Current Energy Solutions, Beaminster	5	Stuart is highly knowledgeable about solar installations and was fully committed to making our system fit our needs.
2024	DES Renewable Energy Ltd Wimborne	5	DES Renewables have been superb - from the initial call, the proposals, the survey, the installation itself, and the aftercare support. I can hand on heart recommend them to anyone thinking of having a solar/battery installation.
2025	DES Renewable Energy Ltd Wimborne	5	Very professional and knowledgeable
2011 & 2021	Dorset Energy Solutions Ltd, Gillingham	4	Back on 2011 the service was first class. In 2021 they installed the second PV array and the first battery - none of these works were registered on the CFR. In 2022 a second battery was installed which did not work. A 2 month battle ensued between us, Dorset Energy and Givenergy to find a solution. Bottom line was that the battery was not installed correctly.
2025	Dorset Energy Solutions Ltd, Gillingham	5	Friendly, efficient, clear, able to solve some challenges other providers could not (e.g. installing on slate)

2011, 2021, 2024	Dorset Energy Solutions Ltd, Gillingham	4	2011 4 KW install 5 star, 2021 PV and battery install 4 star. 2022 Major issues with 2nd battery install 3 star. 2025 discovered that the 2021 installs had not been registered on CFR One Star.
2022	Dorset Energy Solutions Ltd, Gillingham	4	Overall the company did a good job with installation and with troubleshooting. There were a number of connectivity issues to start with regarding the Battery. I felt that the company did not give us a clear picture up front of the internet capacity that would be needed for the Battery which is installed outside our back door. Issues were resolved once we enhanced our internet capacity through installing eero boosters.
2023	Dorset Solar Solutions	5	Trustworthy and excellent service provided by small family run business.
2024	Dynamic Heaters, Poole	2	Had to chase MCS Certificate and other things. Shoddy workmanship in several areas. Company went into liquidation in late 2024, but has set up as new company with same branding and some of the same personnel.
2020	Empower Energy (Good Energy) Ringwood	4	Generally reliable and helpful
2020 & 2022	Empower Energy (Good Energy) Ringwood	4	2x for Empower 4x for Indra. Empower post installation customer support is slow. I think they've now been bought by Good Energy. Tesla (who still control the powerwall software) are bad and getting worse
2022	Empower Energy (Good Energy) Ringwood	5	I'm pleased with product and the installation work
2025	Evergreen SW, Lyme Regis	5	Timely, efficient, friendly.
2021	Evergreen SW, Lyme Regis	5	System designed to maximise generation from complex roofline (multiple facings and shading). System has worked without fault since install. Questions promptly answered. Ian Crabbe very knowledgeable.
2025	Evergreen SW, Lyme Regis	4	Good planning and execution, operating guidance could have been clearer
2021	Evergreen SW, Lyme Regis	5	Knowledgeable and efficient
Solar Panels 2021 Bat	Evergreen SW, Lyme Regis	4	Knowledgeable, trustworthy & reliable installer. Not the cheapest & lately seem a bit overstretched with work

2008	Good Property Services, Poole	5	Nick was the UK's 1st registered installer. His work and support is of the very best quality. He is always available for advice
2014	Good Property Services, Poole	5	Organised array well on roof. Only fits panels with own invertors. There have been no problems in the last 11+ years. Has responded well when required to temporarily remove them for roof repairs.
2016	Good Property Services, Poole	5	The advice provided prior to installation of the solar panels and the battery was excellent and without 'sales pressure'. The solar panels were installed by a professional team without any problem. The Enphase solar system has worked faultlessly for the past ten years, the associated web links provide live and historic data in a clear format. We look forward to the system being supplemented by the battery installation in the near future.
2019	H2-ecO	5	They provided a complete service from start to finish, and we're still in contact with them now for annual heat pump services
2023	4 Seasons Solutions, Exeter	4	Good service generally, some of the installation details could have been arranged slightly better.
2021	Idea	3	The quote was initially for 8 panels, but after some discussion, it was agreed 12 panels would fit. When they arrived to install, they still had the original quote. The missing 4 panels were later fitted, but were not connected correctly. This took quite some time to sort out.
2025	Power Point Electric Services, Wmborne	5	Clear information and advice, reasonable cost, provided ongoing support after installation.
2023	Robin Goodfellow Electricals, Bridport	5	Responsive, efficient, friendly, reliable, good communication. A great service from quoting, preparation, installation and aftercare.
2025	Sam Ellward-Smith	5	Very technically competent and a tidy, efficient team.
2022	SolumGB	4	Everything went pretty well. There was some slight damage to guttering we discovered a few weeks after installation when more severe weather revealed it. I fixed it myself.
2023	Sustechs, Poole	3	Pleasant people but very poor time keeping

2023	Wessex Eco Energy (Now Good Energy)	5	Well explained Efficient installation Good prediction of solar energy obtained and battery use
2023	Wessex Eco Energy (Now Good Energy)	5	
2022 and 2024	Wessex Eco in 2022 and 2024. AVS SW Taunton 2024	5	2022 did a good job but were not easy to deal with, 2024 were excellent in all respects