



6100 Highway 12 / P.O. Box 176,
Sebastopol, CA 95473
Contractor's License: 177681

To

Lake County Special Districts
230 N Main Street
Lakeport, CA 95453

Phone: 7079941492

Email:

Water Well Drilling Proposal

QUOTE #	WDPQ5388
DATE	Mar 3, 2025
Salesperson	Brandon Burgess



Independently Rated
Highest in Quality

Site: 16300 Pueblo Trail
Clearlake Oaks, CA 95423

APN: 062-251-04

Scope of Work:

Here is the quote you requested.

QTY	DESCRIPTION	UNIT PRICE	TOTAL PRICE
1	Mobilization Fee	\$20,000.00	\$20,000.00
300	ft / Test Hole Drilling @ \$60/ft	\$60.00	\$18,000.00
1	Geophysical Log	\$3,950.00	\$3,950.00
4	hrs / Air Lift Test @ \$475/hr	\$475.00	\$1,900.00
300	ft / Reaming @ \$50/ft	\$50.00	\$15,000.00
80	ft / 8" Stainless Steel Blank Casing @ \$225	\$225.00	\$18,000.00
220	ft / 8" Stainless Steel Screen Casing @ \$175	\$175.00	\$38,500.00
250	ft / Sand Pack, Installed @ \$25/ft	\$25.00	\$6,250.00
50	ft / Sanitary Seal, Installed @ \$80/ft	\$80.00	\$4,000.00
1	Well Head Completion	\$3,500.00	\$3,500.00
1	Pump Mobilization Fee	\$6,500.00	\$6,500.00
34	hrs / Pump Development @ \$250/hr	\$250.00	\$8,500.00
1	Tax & Misc	\$2,900.00	\$2,900.00
Other Items - Depending on Conditions Encountered			
Containment Pit @ \$4,500/ea (if needed) Air / Mud Conversion @ \$5,500/ea 8-inch SDR17 Casing @ \$60/ft Abandonment of Test Hole @ \$10/ft (if needed)			
TOTAL			\$147,000.00

Notes

Please contact me if I can be of further assistance.

To accept this quotation, sign here and return: _____

Print Name: _____

Email: _____



Water Well Drilling Contract

6100 Highway 12 / P.O. Box 176
Sebastopol, CA 95473
707-542-3272 Fax 707-823-4258
Contractor's License C57-177681

, Lake County Special Districts ("Owner" or "you", or "yours"), hereby retains Weeks Drilling & Pump Co., ("Contractor" or "we" or ours"), License #177681, to construct the following work of improvement (the "Project"), and agree to the following:

- 1) Description of Work.** We will furnish all materials and labor necessary to construct and complete in a good and workmanlike manner a WATER WELL, or WELLS, upon property located at **16300 Pueblo Trail , Clearlake Oaks, 95423, APN 062-251-04**, (the "premises") as described hereafter. A plot plan will be prepared for the purpose of permit application. A final well report will be provided upon completion of the water well.

The following are **included**:

- a) Boring, reaming, casing, sand, gravel, and cement necessary to complete a water well to an approximate depth of **300** feet. Unit prices are as noted on Weeks Proposal dated **3/3/2025**, a copy of which is attached. The Weeks representative who made the proposal is **Brandon Burgess**.
- b) County permit.

The following are **excluded**:

- a) Disposal of cuttings and fluids. The material we remove from the boring as well as drilling mud and water will be placed near the well.
- b) Pump installation. **In order for the completed well to function as a water supply it must have a pump installed which is not included.**
- c) Site access costs, excavation, tractor work.
- d) Water quality and/or water quantity testing of completed well.

- 2) Finished Depth Uncertain.** Owner and Contractor agree that the finished well depth and the quantity of material necessary cannot be exactly known until after construction has begun. We will not exceed the depth specified in paragraph 1. a, above, without prior authorization from you.

You shall be available and communicate with us in a timely manner during the execution of the Project and provide us with an opportunity to exercise such approval rights as appropriate as the Project progresses.

- 3) Estimated Costs.** Subject to Section 8, the estimated cost of the completed well to a depth of **300** feet is **\$147,000.00**. If the completed well depth is more or less, then you shall pay for the materials actually used, whether more or less than the estimate, at a per unit rate as shown.

Materials Escalation Clause

Owner understands and agrees that this Contract price has been figured at current local costs of labor, materials, sub or specialty contractor and other costs. If, during the performance of this contract, the price of materials significantly increases through no fault of Weeks Drilling and Pump Co., or if this job cannot be started within 30 days from the date thereon for whatever reasonable reason, Weeks Drilling and Pump Co. at its option shall be entitled to a change order increasing the contract price to include any such increases incurred.

- 4) Terms.** You agree to pay us a deposit of 10% of the price estimated in the previous paragraph or \$1000, whichever is less, upon notification that we are ready to move equipment to your property. You agree to pay us for our work immediately upon completion of the well, or in the event a completed well is not developed, at the time we remove our equipment from the property.

If the Project takes longer than 30 days, you agree to pay us each 30 days for the progress attained as an estimated percent complete of the total estimated price.

4) TERMS cont.

Interest on monies owed to us under this contract past 30 days due shall accrue interest at a rate of 0.833% per month on the principal balance.

Upon payment being made for any portion of the work performed, we shall, prior to any further payment being made, furnish to the Owner a full and unconditional release from any claim or Mechanic's lien for that portion of the work for which payment has been made.

- 5) Well Location.** You acknowledge you have approved the intended well site(s), that you have identified the location of property lines, septic tanks, and leach fields to us, and that we have no responsibility for the accuracy of your representations of these locations to us. Further, you agree that we are not responsible for the accuracy of maps, public record documents, or other information we might obtain on your behalf.
- 6) Property Damage.** You agree to provide us and our equipment free ingress and egress upon your property for the purpose of constructing the well(s). You also agree that any damage to your property (or the property of others if required for ingress or egress), whether upon the surface or underground, that occurs in the pursuance of this Project and is incidental or necessary to the completion of this Project shall not be our liability.
- 7) Date Work to Begin.** Substantial commencement of work shall occur when we make application for a permit from the jurisdictional agency. We shall file such application within approximately 30 days or less from the date of this contract. Our failure without lawful excuse to substantially commence work within 20 days from that approximate date is a violation of the Contractors License Law. Due to uncertainties in equipment availability and weather, we do not guarantee a date when we will move equipment to your property. We agree to keep you informed of our approximate lead time, if requested, and we will notify you of the date when we are able to begin the drilling process.
- 8) Time for Completion.** At the time we notify you that we can move equipment to your property and begin the drilling process we will estimate the date of completion. Once we begin the work we will continue, excluding weekends and holidays, on this Project until the well(s) are complete or you authorize us to stop. We may stop or postpone work due to conditions beyond our control such as, but not limited to: weather, equipment breakdown, employee illness, strike, government agency order, inability to obtain materials, or changed or unexpected conditions that make proceeding impractical.

You agree that we may also stop work if, in our sole judgment, continuing presents a hazard to people, equipment or the environment.

The definition of "completion" is understood to be either a water well in a condition to be operated by the owner or termination of the Project for any reason under the terms of this contract.

Owner shall be responsible for any and all additional costs incurred by Contractor resulting from a delay in completion of the Project, which delay is caused by Owner.

- 9) Extra Hard Rock.** If we encounter unexpected conditions such as extra hard rock or a porous formation that will not contain the drilling fluids, we reserve the right to cease drilling and you shall pay us for footage drilled, work performed, and materials used to date. Whether extra hard rock or other conditions have been encountered shall be in our sole judgment.

If in our sole judgment there are special techniques that may be employed to overcome the conditions that cause us to elect to cease drilling we may propose continuing on a time-and-materials basis employing those techniques. The acceptance of this alternative shall be entirely your option. Acceptance of said alternative or any other changes in the Project, shall be by written change order.

- 10) **Cancellation.** You acknowledge you have received two copies of "Notice of Right to Cancel" attached to this contract which allows you three business days to cancel this contract. In addition to this right which is required by law, we will allow you to cancel this contract at any time up until we have actually begun work. You agree that if you cancel the contract after the initial three-day period required by law, that you will pay for all costs incurred by us on your behalf including but not limited to: permit fees, consultant fees, non-stock/non-returnable materials ordered for your Project, restocking charges by distributors on returnable materials ordered for your Project, and freight charges.

STATE LAW REQUIRES ANYONE WHO CONTRACTS TO DO CONSTRUCTION WORK TO BE LICENSED BY THE CONTRACTORS STATE LICENSE BOARD IN THE LICENSE CATEGORY IN WHICH THE CONTRACTOR IS GOING TO BE WORKING-IF THE TOTAL PRICE OF THE JOB IS \$500 OR MORE (INCLUDING LABOR AND MATERIALS).

"LICENSED CONTRACTORS ARE REGULATED BY LAWS DESIGNED TO PROTECT THE PUBLIC. IF YOU CONTRACT WITH SOMEONE WHO DOES NOT HAVE A LICENSE, THE CONTRACTORS STATE LICENSE BOARD MAY BE UNABLE TO ASSIST YOU WITH A COMPLAINT. YOUR ONLY REMEDY AGAINST AN UNLICENSED CONTRACTOR MAY BE IN CIVIL COURT, AND YOU MAY BE LIABLE FOR DAMAGES ARISING OUT OF ANY INJURIES TO THE CONTRACTOR OR HIS OR HER EMPLOYEES.

YOU MAY CONTACT THE CONTRACTORS STATE LICENSE BOARD TO FIND OUT IF THIS CONTRACTOR HAS A VALID LICENSE. THE BOARD HAS COMPLETE INFORMATION ON THE HISTORY OF LICENSED CONTRACTORS, INCLUDING ANY POSSIBLE SUSPENSIONS, REVOCATIONS, JUDGMENTS, AND CITATIONS. THE BOARD HAS OFFICES THROUGHOUT CALIFORNIA. PLEASE CHECK THE GOVERNMENT PAGES OF THE WHITE PAGES FOR THE OFFICE NEAREST YOU OR CALL 1-800-321-CSLB FOR MORE INFORMATION."

- 11) **No Guarantee of Successful Outcome.** You agree that there is no assurance or guarantee of either an adequate quantity or quality of water from the Project well(s). Further, there is no guarantee that a usable water supply will be developed. You agree to pay for the work we expend in our effort to develop a usable water supply for you, regardless of whether our efforts are successful.

We do not make any assurances or guarantees that a water supply we develop is sustainable into the future.

We do not make any assurances or guarantees that water from the completed well will meet regulatory standards or requirements for safe drinking water.

- 12) **Warranties.** We represent and warrant that we hold an unencumbered Contractor's License to perform the services included in this contract, and that we will maintain and keep such license in good standing and in full force and effect at all times while performing the work under this contract.

We are not geologists or engineers and we do not render such services.

We do not warrant the materials or supplies we use against defects in workmanship or materials. We will use our best efforts to enforce any warranties against the manufacturer or supplier on your behalf.

- 13) **Filing of Complaints.** Contractors are required by law to be licensed and regulated by the Contractors State License Board, which has jurisdiction to investigate complaints against contractors if a complaint regarding a patent act or omission is filed within four years of the date of the alleged violation. A complaint regarding a latent act or omission pertaining to structural defects must be filed within 10 years of the date of the alleged violation. Any questions concerning the contractor may be referred to the Registrar, Contractors State License Board, Post Office Box 26000, Sacramento, California 95826.

- 14) **Acknowledgement by Owner of Receipt of Notice to Owner.** You acknowledge that you have received a copy of the "Notice to Owner" (attached) as specified by Section 7081.5 of the California Business and Professions Code.
- 15) **Arbitration of Disputes.** Contractor and the Owner agree that any and all disputes, claims or controversies arising out of or relating to this contract that are not resolved by their mutual agreement, or within the jurisdictional limits of the small claims court, or enforcement of any mechanics lien, shall be submitted to final and binding arbitration before JAMS/ENDISPUTE, or its successor, pursuant to the United States Arbitration Act, 9 U.S.C. Sec. 1 et seq. Either the Owner or Contractor may commence the arbitration process called for in this contract by filing a written demand for arbitration with JAMS/ENDISPUTE, with a copy to the other party. The arbitration will be conducted in accordance with the provisions of JAMS/ENDISPUTE's Arbitration Rules ("Arbitration Rules") in effect at the time of filing of the demand for arbitration, and California Code of Civil Procedure Section 1282 et seq. (the "Code"), as amended. Specifically, the rights of discovery shall be governed by Code of Civil Procedure Section 1283.05. To the extent there exists an inconsistency between the Arbitration Rules and the Code, the Code shall apply. Contractor and the Owner will cooperate with JAMS/ENDISPUTE and with one another in selecting an arbitrator from JAMS/ENDISPUTE's panel of neutrals, and in scheduling the arbitration proceedings. Contractor and the Owner covenant that they shall participate in the arbitration in good faith, and that they shall share equally in its costs. Notwithstanding anything to the contrary provided in the Arbitration Rules, the arbitrator shall issue written findings of fact and conclusions of law, in accordance with California law. The provisions of this Paragraph may be enforced by any Court of competent jurisdiction, and the party seeking enforcement shall be entitled to an award of all costs, fees, and expenses, including attorneys' fees, to be paid by the party against whom enforcement is ordered.

ARBITRATION OF DISPUTES

"NOTICE: BY INITIALING IN THE SPACE BELOW YOU ARE AGREEING TO HAVE ANY DISPUTE ARISING OUT OF THE MATTERS INCLUDED IN THE 'ARBITRATION OF DISPUTES' PROVISION DECIDED BY NEUTRAL ARBITRATION AS PROVIDED BY CALIFORNIA LAW AND YOU ARE GIVING UP ANY RIGHTS YOU MIGHT POSSESS TO HAVE THE DISPUTE LITIGATED IN A COURT OR JURY TRIAL. BY INITIALING IN THE SPACE BELOW YOU ARE GIVING UP YOUR JUDICIAL RIGHTS TO DISCOVERY AND APPEAL, UNLESS THOSE RIGHTS ARE SPECIFICALLY INCLUDED IN THE 'ARBITRATION OF DISPUTES' PROVISION. IF YOU REFUSE TO SUBMIT TO ARBITRATION AFTER AGREEING TO THIS PROVISION, YOU MAY BE COMPELLED TO ARBITRATE UNDER THE AUTHORITY OF THE BUSINESS AND PROFESSIONS CODE OR OTHER APPLICABLE LAWS. YOUR AGREEMENT TO THIS ARBITRATION PROVISION IS VOLUNTARY.

"WE HAVE READ AND UNDERSTAND THE FOREGOING AND AGREE TO SUBMIT DISPUTES ARISING OUT OF THE MATTERS INCLUDED IN THE 'ARBITRATION OF DISPUTES' PROVISION TO NEUTRAL ARBITRATION."

Contractor Initial: _____ Owner Initial: _____

"You, the buyer, may cancel this transaction at any time prior to midnight of the third business day after the date of this transaction. See the attached Notice of Cancellation form for an explanation of this right."

Weeks Drilling and Pump Co.:

Owner:

By: _____

By: _____

Date: _____

Date: _____

Mailing Address:

Phone:

Home: _____

Cell: _____

Work: _____

Fax: _____

NOTICE TO OWNER

"Under the California Mechanics' Lien Law, any contractor, subcontractor, laborer, supplier, or other person or entity who helps to improve your property, but is not paid for his or her work or supplies, has a right to place a lien on your home, land, or property where the work was performed and to sue you in court to obtain payment.

This means that after a court hearing, your home, land, and property could be sold by a court officer and the proceeds of the sale used to satisfy what you owe. This can happen even if you have paid your contractor in full if the contractor's subcontractors, laborers, or suppliers remain unpaid.

To preserve their rights to file a claim or lien against your property, certain claimants such as subcontractors or material suppliers are each required to provide you with a document called a "Preliminary Notice." Contractors and laborers who contract with owners directly do not have to provide such notice since you are aware of their existence as an owner. A preliminary notice is not a lien against your property. Its purpose is to notify you of persons or entities that may have a right to file a lien against your property if they are not paid. In order to perfect their lien rights, a contractor, subcontractor, supplier, or laborer must file a mechanics' lien with the county recorder which then becomes a recorded lien against your property. Generally, the maximum time allowed for filing a mechanics' lien against your property is 90 days after substantial completion of your project.

TO INSURE EXTRA PROTECTION FOR YOURSELF AND YOUR PROPERTY, YOU MAY WISH TO TAKE ONE OR MORE OF THE FOLLOWING STEPS:

(1) Require that your contractor supply you with a payment and performance bond (not a license bond), which provides that the bonding company will either complete the project or pay damages up to the amount of the bond. This payment and performance bond as well as a copy of the construction contract should be filed with the county recorder for your further protection. The payment and performance bond will usually cost from 1 to 5 percent of the contract amount depending on the contractor's bonding ability. If a contractor cannot obtain such bonding, it may indicate his or her financial incapacity.

(2) Require that payments be made directly to subcontractors and material suppliers through a joint control. Funding services may be available, for a fee, in your area which will establish voucher or other means of payment to your contractor. These services may also provide you with lien waivers and other forms of protection. Any joint control agreement should include the addendum approved by the registrar.

(3) Issue joint checks for payment, made out to both your contractor and subcontractors or material suppliers involved in the project. The joint checks should be made payable to the persons or entities which send preliminary notices to you. Those persons or entities have indicated that they may have lien rights on your property, therefore you need to protect yourself. This will help to insure that all persons due payment are actually paid.

(4) Upon making payment on any completed phase of the project, and before making any further payments, require your contractor to provide you with unconditional "Waiver and Release" forms signed by each material supplier, subcontractor, and laborer involved in that portion of the work for which payment was made. The statutory lien releases are set forth in exact language in Section 3262 of the Civil Code. Most stationery stores will sell the "Waiver and Release" forms if your contractor does not have them. The material suppliers, subcontractors, and laborers that you obtain releases from are those persons or entities who have filed preliminary notices with you. If you are not certain of the material suppliers, subcontractors, and laborers working on your project, you may obtain a list from your contractor. On projects involving improvements to a single-family residence or a duplex owned by the individuals, the persons signing these releases lose the right to file a mechanics' lien claim against your property. In other types of construction, this protection may still be important, but may not be as complete.

To protect yourself under this option, you must be certain that all material suppliers, subcontractors, and laborers have signed the "Waiver and Release" form. If a mechanics' lien has been filed against your property, it can only be voluntarily released by a recorded "Release of Mechanics' Lien" signed by the person or entity that filed the mechanics' lien against your property unless the lawsuit to enforce the lien was not timely filed. You should not make any final payments until any and all such liens are removed. You should consult an attorney if a lien is filed against your property." (Rev. 4/9)

Weeks Drilling and Pump Co.:

By: _____

Date: _____

Owner:

By: _____

Date: _____

NOTICE OF RIGHT TO CANCEL

Notice of Cancellation

(enter date you signed the contract)

You may cancel this transaction, without any penalty or obligation, within three business days from the above date.

If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled.

If you cancel, you must make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale, or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk.

If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the goods without any further obligation.

If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice, or any other written notice, or send a telegram or fax to:

Weeks Drilling & Pump Co.
P.O. Box 176 Sebastopol, CA 95472
Fax 707-823-4258

Not later than midnight of: _____
(three business days from the above date)

I hereby cancel this transaction: _____
(today's date)

(buyer's signature)

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I hereby cancel this transaction: _____
(today's date)

(buyer's signature)

Duplicate: send this copy to Weeks if you wish to cancel

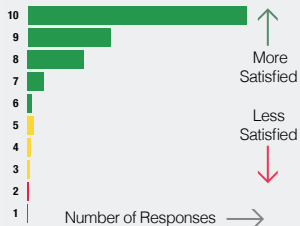


Weeks Drilling & Pump Company

DIAMOND CERTIFIED RATINGS DASHBOARD

653 SURVEYS of Verified Customers Completed

Customer Satisfaction



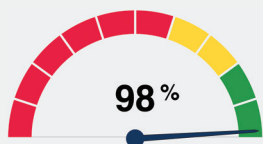
This bar graph shows the company's customer satisfaction level as determined by a survey of its past customers.

Customer Loyalty



This shows the percentage of customers who stated they would use the company again.

Helpful Expertise®



This shows the percentage of customers who stated they received Helpful Expertise® from the company when needed.

Company Credentials

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

The above credentials were verified during the rating process and must be maintained to uphold Diamond Certified status.

EXCERPTED SURVEY RESPONSES FROM 653 RANDOM SURVEYS

Glenn P. VERIFIED CUSTOMER FIRST NAME AND ABBREVIATED LAST

"They're very professional and straight with you. The staff is high-quality."

Brooke H. VERIFIED CUSTOMER FIRST NAME AND ABBREVIATED LAST

"I love them. They're really friendly and professional. When they come out here, I don't really have to speak to them—they just do what they need to do and that's that. We've been using them for years."

Jim W. VERIFIED CUSTOMER FIRST NAME AND ABBREVIATED LAST

"They were true to their word with good communication and time management."

Elaine M. VERIFIED CUSTOMER FIRST NAME AND ABBREVIATED LAST

"They were courteous and very professional. I liked that they were really honest about the work that needed to be done. I trusted them."

To read all **653 Random Surveys** for Weeks Drilling & Pump Company and the complete rating report, go to: www.dccert.org/407

Weeks Drilling & Pump Company has been

providing a complete range of water supply solutions for residential, commercial and municipal customers throughout the Bay Area since 1906. The company's four departments work closely with each other to offer a variety of services, including well drilling, pump system installation, filtration system design and installation, and local public water system management. Weeks' specialty is designing and constructing new wells to suit customers' individual needs, and it also repairs and rehabilitates existing wells.

CEO Brandon Burgess says Weeks Drilling & Pump Company's longevity has endeared the company to its clients.

"Our predecessor was called Finnell and Harden Hardware, and it was sold to the Weeks family shortly

before 1906," he explains. "Over that time, we've developed a very loyal client base. We handle jobs of every size, from installing residential filters to servicing complex industrial water systems."

Weeks Drilling & Pump Company applies unique, multigenerational knowledge and experience to ensure its community has safe, clean water. The company's drilling department has more than 150 collective years of experience and, according to Mr. Burgess, has completed more than 20,000 well projects throughout Northern California.

COMPANY PHILOSOPHY

"We are committed to providing comprehensive well water care. Our four departments—Water Well Drilling, Pump Service and Repair, Water Treatment, and Public Water Systems—work cohesively to provide the best possible customer experience."



Weeks Drilling & Pump Company

(707) 418-8956

(877) 813-7814

6100 Sebastopol Ave

Sebastopol, CA 95472

COMPANY CAPABILITIES TABLE

Diamond Certified Report:	www.dccert.org/407
Address:	6100 Sebastopol Ave Sebastopol, CA 95472
Phone Number:	(707) 418-8956 (877) 813-7814
Manager:	Brandon Burgess, CEO Tyler Judson, President Phillip Thomson, CFO
Email:	WaterInfo@WeeksDrilling.com
Website:	www.weeksdrilling.com
Social Media:	www.facebook.com/weeksdrilling www.instagram.com/weeksdrillingpump
Hours:	Mon – Fri: 7 am – 5 pm 24-Hour Emergency Service
CA License:	177681
Diamond Certification:	407
Insurance:	Liability Insurance, Workers' Compensation
Areas of Expertise:	Water Well Drilling Pump System Service and Installation Water Treatment Public Water Systems
Areas Served:	Serving Sonoma, Marin, Mendocino, Napa and Lake Counties
Founded:	1906
Years in Industry:	80+ (Combined)
# of Employees:	60
Memberships:	American Water Works Association (AWWA) California Groundwater Association (CGA) California Rural Water Association (CRWA) National Ground Water Association (NGWA) Sebastopol Chamber of Commerce Wine Country Water Works Association (WCWWA)
Customer Type:	Agricultural, Commercial, Industrial and Regulated Public Water Systems, Residential
Credit Cards Accepted:	 



Weeks Drilling & Pump Company stands by its motto: "When you think of water, think of Weeks."

Why Choose a Diamond Certified Company?

The Diamond Certified Ratings

Quality



Based on true customer satisfaction surveys, to qualify, the rated company must score Highest in Quality and Helpful Expertise® and pass all credential verifications, including license, liability insurance, workers' compensation, business practices and a financial check for contractors.

Accuracy



We pull a random sample (typically 400 customers) from the company's customer list. We ONLY perform confidential telephone surveys to verify that each customer has actually purchased from the company and feels comfortable, when justified, to criticize its performance.

Customer Satisfaction



Our research is statistically reliable because a large, random sample of customers is pulled from each company's customer base, so there's not a self-selection bias. Examples of survey questions: **"On a scale of 1 to 10, how satisfied are you with the quality you received?"**; **"Would you use the company again?"**

Helpful Expertise®



We conduct ongoing surveys to ensure the company is maintaining its status as a helpful local expert. Examples of survey questions: **"What did you like best about the company?"**; **"If you needed Helpful Expertise®, did the company provide it?"**

Guarantee



The Diamond Certified Performance Guarantee provides you with mediation and a money-back guarantee up to \$1,000. Details at www.dccert.org/guarantee.

Diamond Certified vs Review Sites

There are key differences between our research and review sites' reviews.

 Diamond Certified Resource	 Most Review Sites
Real Customers	Fake Reviews / Multiple Identities
Random Sample All Customers	Cherry-Picking
Statistically Reliable / Rigorous	Inaccurate Star Scores
Guaranteed / Local Help	No Guarantees / No Help

Go to www.dccert.org/compare to read how each of these factors impacts the accuracy of the ratings and reviews.

The Most Trusted Resource

Since 2001, our team at American Ratings Corporation has operated the Diamond Certified Resource. Our mission is to define excellence and identify for consumers the highest quality local companies.

1. You the consumer have the right to know which companies are truly performing at the highest levels of quality and Helpful Expertise®.
2. The best companies should be rewarded for their ongoing performance through public recognition.
3. Companies should be held accountable for their performance, one customer at a time.

AMERICAN RATINGS CORPORATION
DIAMOND CERTIFIED

PERFORMANCE Guarantee

If you have used a Diamond Certified company and tried unsuccessfully to resolve a disagreement, please contact us at info@diamondcertified.org or (800) 738-1138. Our mediator will work with you and the company to attempt to reach an agreement that both parties can live with. If the mediation fails to produce a mutually-agreeable solution due to failure of the company to honor contractual obligations, uphold industry standards or participate in good faith, we will refund your purchase price up to \$1,000. For a complete description of our performance guarantee, its limitations and the mediation process, please go to www.diamondcertified.org/guarantee or call us.



American Ratings Corporation
Diamond Certified Resource
1304 Southpoint Blvd., Ste 250, Petaluma, CA 94954

(800) 738-1138 info@diamondcertified.org www.diamondcertified.org



Weeks Drilling & Pump Company Has Earned The Prestigious

BASED ON

653 SURVEYS

*Rated Highest in Quality
and Helpful Expertise®*

**First Earned in April 2004
Diamond Certified #407**

DIAMOND CERTIFIED
PERFORMANCE GUARANTEED

Quality • Satisfaction • Trust