

Customer Service Pledge

Focus on Energy Renewable Energy Program

The Renewable Energy Program and consultants providing Program services recognize that customer service and satisfaction is critical to the success of any program or business. Whether business owner, homeowner, utility, industry or other program representative, the customer is our top priority and we are committed to continuously improving the service and value we offer the renewable energy industry and program participants, now and in the future.

Individuals working through the Focus on Energy Renewable Energy Program agree to the following set of customer service standards and are committed to providing exceptional service, delivering unbiased information and developing thoughtful, appropriate and timely suggestions and solutions to our customers' needs.

Focus on Energy Renewable Energy Program Customer Service Standards

When you contact us:

- We will provide you with prompt, courteous and professional service.
- Whether you phone and leave a message or e-mail us, we will respond within two business days. If we are unable to fully respond within two business days, we will provide an estimate of the time needed to respond based on the complexity of the inquiry.
- If you write or fax us, we will respond to your correspondence within seven business days. If we are unable to fully respond within seven business days, we will provide an estimate of the time needed to respond based on the complexity of the inquiry.

When we work with you:

- We will be prompt, courteous and professional.
- Our emphasis will be on doing the job in a way that exceeds your expectations.
- We will keep our commitments.
- We will be clear about any potential conflicts of interest.
- We will aim for win-win situations.
- We will submit and/or process any paperwork on your behalf within seven business days.

If at any time you are not satisfied with the customer service you receive, please call Focus on Energy Program staff at 800.762.7077. Individuals working through the Renewable Energy Program pledge to listen and be responsive to your needs to the best of our ability.

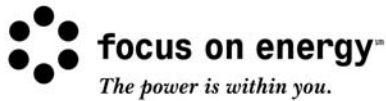
I agree to the Customer Service Pledge as outlined above as a condition of providing Program services and representing the Focus on Energy Renewable Energy Program.

Signed:

Market Provider (signature)

Market Provider (printed name)

Effective Date



Focus on Energy Renewable Energy Program Code of Ethics

As a Renewable Energy Program Market Provider, we expect you to set the standard for high-quality service by using the following Code of Ethics as a guide for your business:

1. Design, build, install, operate and maintain renewable energy systems and their components in a manner compatible with public health, safety and environmental values.
2. Comply at all times with applicable laws, ordinances, regulations, zoning and construction codes.
3. Offer renewable energy system performance claims and projections that are realistic and verifiable, and present such data in a format consistent with published performance standards testing and reporting criteria.
4. Present economic benefits of renewable energy system ownership in a realistic and verifiable manner which fairly represents available energy resources, value and government incentives.
5. Explain the Focus on Energy incentive programs, possible federal and state tax credits, and other possible tax benefits that might be available to the client. Stress that clients need to verify the applicability of their projects with regard to tax benefits or credits with their tax accountant or the Internal Revenue Service. Explain that the applicable incentive amounts must be verified by Focus on Energy.
6. Fulfill promptly and completely all contractual obligations; provide fair and reasonable warranties on products and services and provide applicable warranty service in a timely manner.

AFFIRMATION OF RENEWABLE ENERGY PROGRAM CODE OF ETHICS

I, _____ certify that I have received and read a copy of the Renewable Energy Program Code of Ethics as issued by Wisconsin Energy Conservation Corporation. I have read and understand the Code, and it has been shared and discussed with all employees and subcontractors.

I also hold Wisconsin Energy Conservation Corporation and its agents and employees harmless from and against any and all liability and damages, losses, claims, demands, actions, causes of action and costs, including attorney fees and expenses, for any actions that may arise out of an ethical violation.

Market Provider (signature)

Date

Market Provider (printed name)

Business Name

City

State

Federal ID#