



## Customer Service Pledge Wisconsin ENERGY STAR Homes Program

The Wisconsin ENERGY STAR Homes program and consultants providing program services recognize that customer service and satisfaction is critical to the success of any program and/or business. Further, while we recognize we have a variety of customers, from builders, to homeowners, to utility, industry, and other program representatives, the customer is our top priority. We are committed to continuously improving the service and value we offer the building industry and program participants, now and in the future.

Individuals working through the Wisconsin ENERGY STAR Homes program agree to the following set of customer service standards. They are committed to providing exceptional service, delivering unbiased information, and developing thoughtful, appropriate and timely solutions and suggestions to meet our customers' needs.

### Customer Service Standards

*When you contact us:*

- We will provide you with prompt, courteous and professional service.
- If you phone and leave a message or e-mail us, we will respond within 2 business days. If we are unable to fully respond within 2 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 7 business days. If we are unable to fully respond within 7 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 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 7 business days.

If at anytime you are not satisfied with the customer service you receive, please contact a regional coordinator or program staff at 1-800-762-7077. Individuals working through the Wisconsin ENERGY STAR Homes program pledge to listen and be responsive to your needs and issues 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 Wisconsin ENERGY STAR Homes program.

Signed:

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Consultant (signature)

Date: \_\_\_\_\_

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Consultant (printed name)