



CODE OF CONDUCT

Energy Efficiency Service Providers (EESPs) in the ComEd Energy Efficiency Program provide quality projects to customers and submit accurate, timely project documentation to the program.

THE IMPORTANCE OF EESP CONDUCT

- EESPs are the face of the program and are responsible for ensuring customers have a premier experience.
- The conduct of one EESP impacts the reputation of the program and EESP network as a whole.
- With your help, we will ensure the program continues to help customers meet their energy efficiency needs.

The ComEd EESP Network provides high quality energy efficiency solutions, while ensuring that the Premier Customer Experience is consistently delivered.

EESP RESPONSIBILITIES

Golden Rule

Treat your customers how you want to be treated.

Be a Resource

Your team is a reflection of your company. Make sure your team knows the program and measures, so they are able to develop solutions that meet your customers' needs.

Communication is Key

Ensure you're keeping your customers engaged and informed. We want to hear from you—regularly communicate with your offering representative.

Do Your Homework

Make sure the products you use for projects meet offering specifications. Also, make the most of your customer meetings by gathering all necessary information at once.

Provide Identification

Ask your offering representative if you have access to Co-branded Identifier Cards—then use them to identify yourself as an EESP.

Accuracy Matters

Be responsible for the accuracy of your paperwork. Develop a verification process for each project so you know the correct materials are on site and installed.

Be Accountable

Mistakes happen. It is how you resolve those mistakes with your customers and the offering that is important. If an issue occurs, be accountable.

Team Effort

We are all responsible for ensuring a premier customer experience.

