

Service Provider Code of Conduct

Introduction

The following Code of Conduct (“Code”) applies to all companies participating as Service Providers for the Baltimore Gas and Electric Company (“BGE”) Smart Energy Savers Program (“Program”). Approved Service Providers have agreed to abide by all Program terms and conditions per the Service Provider application. This Code serves to supplement the Program terms and conditions by providing a clear set of guidelines for Service Providers to follow while affiliated with the Program and BGE. Customer complaints or clear violations of this Code may result in intervention by Program staff, including remedial action, suspension or termination. This Code is meant to ensure that all Service Providers provide a high level of customer service, professionalism, honesty and accuracy while benefitting from the incentives that BGE offers.

Code of Conduct

1. Ensure customers understand the source of and their right to program incentives.

BGE expects all Service Providers to explain to customers that while the Program is mandated by law, individual customer participation is entirely up to the customer. Incentives are funded through surcharges paid by all BGE customers on their utility bills, labeled “EmPOWER MD Chg.” Customers have the right to assign incentives to Service Providers and in doing so acknowledge that they will not receive an incentive payment for work performed.

2. Ensure that interactions are through authorized customer representatives or agents.

BGE expects Service Providers to ascertain whether a customer representative is authorized to agree to work and/or commit to contractors on behalf of their company prior obtaining signatures or written approval from the customer representative to proceed with work. Service Providers will also maintain transparency with BGE and its representatives about the position and authority of any customer representative that signs an incentive form authorizing agreement to Program terms and conditions.

3. Maintain high standards of integrity.

Service Providers and their employees/agents are expected to positively represent the Program and BGE at all times.

4. Utilize professional and ethical sales practices.

BGE does not specify sales strategies or tactics; however, it expects all Service Providers to abide by minimum standards of professionalism in promoting their products and the programs to customers. They are prohibited from making negative comments concerning other customers or competitors. Service Providers are expected to respect customer requests who wish not to be contacted or if they do not want to provide information. Service Providers will not harass or threaten customers and will ensure that customers are fully aware that participation is voluntary, and that their selection of a Service Provider is one of many utility-approved participants. Service Providers will adhere to ethical and legal requirements in conducting sales activities. They will not misrepresent themselves or their company to gain access to a customer’s facility or to secure a meeting with a customer.

BGE Commitment to Service Providers

BGE values the work of the Service Provider network in delivering quality products to their customers. BGE commits to maintain a high degree of professionalism in dealing with Service Providers, prompt review of all received applications within the established Program timeframes, fair consideration of any complaints or concerns from Service Providers as it relates to Program decisions, and timely resolution of any conflicts that may arise.

Questions

If you have questions about the program, call 410.290.1202, email Business@BGESmartEnergy.com or visit BGESmartEnergy.com.

EmPOWER Maryland programs are funded by a charge on your energy bill. EmPOWER programs can help you reduce your energy consumption and save you money. To learn more about EmPOWER and how you can participate, go to BGESmartEnergy.com.