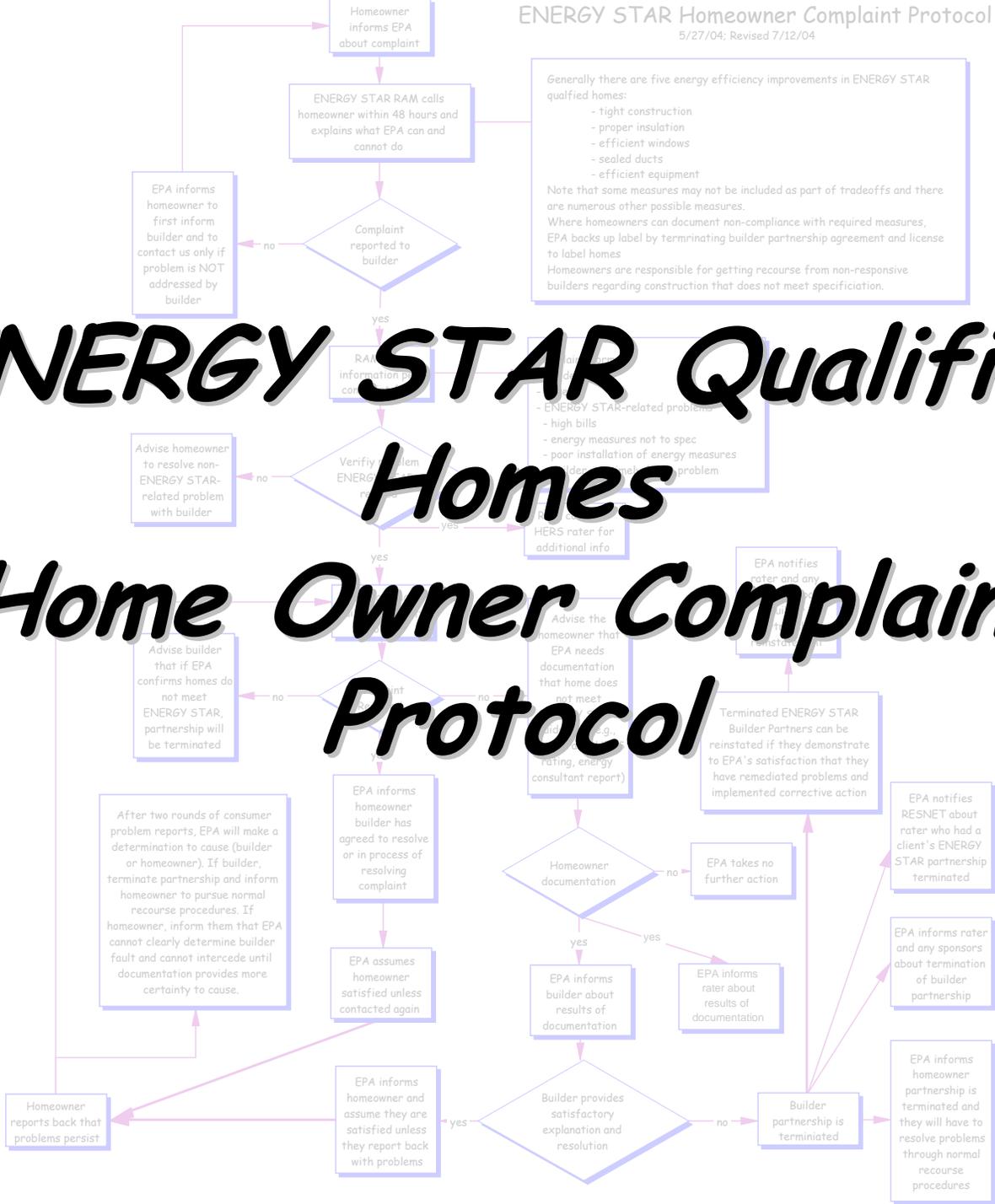


ENERGY STAR Qualified Home Owner Complaint Protocol



Generally there are five energy efficiency improvements in ENERGY STAR qualified homes:

- tight construction
- proper insulation
- efficient windows
- sealed ducts
- efficient equipment

Note that some measures may not be included as part of tradeoffs and there are numerous other possible measures. Where homeowners can document non-compliance with required measures, EPA backs up label by terminating builder partnership agreement and license to label homes. Homeowners are responsible for getting recourse from non-responsive builders regarding construction that does not meet specification.

ENERGY STAR-related problems:

- ENERGY STAR-related problems
- high bills
- energy measures not to spec
- poor installation of energy measures
- poor workmanship problem

HERS rater for additional info

After two rounds of consumer problem reports, EPA will make a determination to cause (builder or homeowner). If builder, terminate partnership and inform homeowner to pursue normal recourse procedures. If homeowner, inform them that EPA cannot clearly determine builder fault and cannot intercede until documentation provides more certainty to cause.

Terminated ENERGY STAR Builder Partners can be reinstated if they demonstrate to EPA's satisfaction that they have remediated problems and implemented corrective action

EPA notifies RESNET about rater who had a client's ENERGY STAR partnership terminated

EPA informs rater and any sponsors about termination of builder partnership

EPA informs homeowner partnership is terminated and they will have to resolve problems through normal recourse procedures

ENERGY STAR Homeowner Complaint Protocol

5/27/04, Revised 7/12/04

