

Rater/Home Energy Survey Professional/Provider Code of Ethics

Statement of Purpose

The accredited home energy rating providers (Providers) the Accredited Rater Training Providers (Providers) and the Accredited Home Energy Survey Providers (Providers) of the Residential Energy Services Network (RESNET) are committed to providing quality and professional service to their customers and the public. This Code of Ethics sets forth principles and rules of conduct enforced by RESNET through specific procedures contained in its Accreditation Standards. This Code of Ethics is a national minimum standard applicable to all accredited RESNET Rater Training Providers, RESNET Rating Providers, RESNET Home Energy Survey Providers, their Raters/Home Energy Survey Professionals and their representatives. The RESNET Code of Ethics represents minimum ethics requirements. As such, it may be augmented by additional ethics code requirements as required by an individual Rating Provider, Home Energy Survey Provider, Training Provider, or by any other authority under whose jurisdiction rating or training services are being provided.

Principle 1: Professional Conduct

- Raters/Home Energy Survey Professionals/Providers shall at all times remain in good standing with the accreditation and certification requirements applicable to their business and professional activities in accordance with Chapter One (ratings) and Chapter Seven (home energy surveys) of the Mortgage Industry National Home Energy Rating Standards.
- Raters/Home Energy Survey Professionals/Providers shall at all times comply with the technical standards and procedural requirements applicable to their business and professional activities in accordance with the Mortgage Industry National Home Energy Rating Standards.
- Raters/Home Energy Survey Professionals/Providers shall commit to objectivity and neutrality in conducting a rating and in making any recommendations.
- Raters/Home Energy Survey Professionals/Providers shall commit to participate in a Quality Assurance program as required by RESNET.
- Raters/Home Energy Survey Professionals/Providers shall not engage in any conduct that is detrimental to the reputation or the best interests of RESNET.
- Raters, Home Energy Survey Professionals and rating or training organizations shall refrain from speaking of other Raters, Home Energy Survey Professionals or rating, training or home energy survey organizations in a manner that will diminish the profession or service in the eyes of the public.
- Raters, Home Energy Survey Professionals or a rating organization shall not disclose information concerning the rating or home energy survey for a specific home to parties other than the client or the client's agent without the written permission of the client or the client's agent except to report to the Rating or Home Energy Survey Provider for the purposes of registration, certification or quality assurance.

- Raters/Home Energy Survey Professionals/Providers shall commit to ongoing professional development and education as established by the Mortgage Industry National Home Energy Rating Standards to advance their knowledge, education, training, and experience, so that customers and the public can be assured of receiving competent and reliable services from home energy raters and home energy survey professionals.

Principle 2: Representations of Services and Fees

- Raters/Home Energy Survey Professionals/Providers shall make no representations regarding their services or qualifications that are false or misleading in any material respect.
- Raters/Home Energy Survey Professionals/Providers shall fully disclose all applicable charges, as well as the general scope and deliverables of services, prior to conducting a home energy rating, home energy survey or providing other services.

Principle 3: Conflicts of Interest

- Raters/Home Energy Survey Professionals/Providers shall comply with the financial interest disclosure requirements contained in the Mortgage Industry National Home Energy Rating Standards.
- Raters/Home Energy Survey Professionals/Providers shall not accept compensation, financial or otherwise, from more than one interested party for the same service without the consent of all interested parties.
- Raters/Home Energy Survey Professionals/Providers shall inform their clients that they have the right to obtain competitive bids for any work recommended by the rating/home energy survey they provide.
- Raters/Home Energy Survey Professionals/Providers shall not allow an interest in any business to affect the results of the rating/home energy survey.

Ethics Complaints

Alleged violations of the Code of Ethics by a Rater/Home Energy Survey Professional should be reported to the individual's provider according to the provider's complaint process. If the complaint is not satisfied with the result of that process, complaints may be filed against the accredited provider for failing to enforce the ethics code with their certified raters/home energy survey professionals with RESNET's Executive Director.

Raters/Home Energy Survey Professionals/Providers or other parties may report violations of this Code or other concerns regarding the professional conduct of a rating organization or training organization with respect to the Mortgage Industry National Home Energy Rating Standards, to the RESNET Executive Director for review and possible remedial action.