Contractor Code of Conduct

Roseville Electric

As a contractor participant in rebate programs offered by Roseville Electric, I agree to adhere to the following Contractor Code of Conduct. I understand that if I do not abide by the requirements below, I may be excluded from participation in one or more of Roseville Electric's rebate programs.

Participating contractors agree to:

1. Comply with all laws and regulations of their jurisdiction and of their industry.
2. Maintain in good standing all appropriate and necessary licenses and insurance.
3. Perform all work according to the standards as identified by the equipment manufacturer and accepted industry standards.
4. Design, install, service and repair heating, ventilation, air conditioning and refrigeration systems in accordance with accepted industry standards.
5. Minimize any negative impact of the project on the environment and/or the surrounding property owners.
6. Cooperate with City of Roseville building officials to ensure that all applicable building permits are approved.
7. Maintain a safe and clean work place for their customers and their employees.
8. Fully disclose all applicable charges, as well as the general scope and deliverables of services, prior to conducting work.
9. State in simple language and in clear terms all essential details of contracts and transactions.
10. Inform their customer of any potential conflict of interest the contractor may have with regards to any aspect of a transaction with the customer.
11. Communicate fairly and accurately with Roseville Electric customers with respect to the rebate program requirements and the scope and quality of their work agreements.
12. Deal fairly and honestly with Roseville Electric customers: Fully answer all customer concerns before, during and after the work of their contract and act promptly on all customer complaints.
13. Not engage in any conduct that is detrimental to the reputation of Roseville Electric and/or the City of Roseville.
14. Not use disruptive or deceptive marketing/advertising tactics. Specifically, contractors will:

    a) Not make automated phone calls to Roseville Electric customers, commonly known as "Robo-Calls."
    b) Not use the Roseville Electric logo or the City of Roseville logo without permission from the Roseville Electric or the City of Roseville.
    c) Not represent themselves as an approved partner of Roseville Electric and/or the City of Roseville unless such a partnership has been documented in contract form and approved by Roseville's City Council.
    d) Not represent themselves in any media form as speaking on behalf of Roseville Electric and/or the City of Roseville.

Company (Contractor) Name

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Authorized Representative for Company (please print name)

_____

Authorized Signature

_____

Date

_____

CITY OF ROSEVILLE CALIFORNIA

Roseville Electric