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.

