

## Rater/Provider Code of Ethics

### Statement of Purpose

The accredited home energy rating providers (Providers) and Accredited Rater Training 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, their Raters 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 or Training Provider, or by any other authority under whose jurisdiction rating or training services are being provided.

### Principle 1: Professional Conduct

- Raters/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 of the Mortgage Industry National Home Energy Rating Standards.
- Raters/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/Providers shall commit to objectivity and neutrality in conducting a rating and in making any recommendations.
- Raters/Providers shall commit to participate in a Quality Assurance program as required by RESNET.
- Raters/Providers shall not engage in any conduct that is detrimental to the reputation or the best interests of RESNET.
- Raters and rating or training organizations shall refrain from speaking of other Raters or rating or training organizations in a manner that will diminish the profession or service in the eyes of the public.
- Raters or a rating organization shall not disclose information concerning the rating 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 Provider for the purposes of registration, certification or quality assurance.
- Raters/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.

## **Principle 2: Representations of Services and Fees**

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

## **Principle 3: Conflicts of Interest**

- Raters/Providers shall comply with the financial interest disclosure requirements contained in the Mortgage Industry National Home Energy Rating Standards.
- Raters/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/Providers shall inform their clients that they have the right to obtain competitive bids for any work recommended by the rating they provide.
- Raters/Providers shall not allow an interest in any business to affect the results of the rating.

## **Ethics Complaints**

Alleged violations of the Code of Ethics by a rater should be reported to the rater's rating 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* with RESNET's Executive Director.

Raters/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.