



## Customer Bill of Rights

Weatherization services help homeowners and renters reduce energy consumption while increasing comfort in their homes by helping keep them cooler in summer and warmer in the winter. Addressing weatherization problems can make home environments healthier and safer. The services provided by the weatherization agency are guaranteed based on federal consumer protection laws.

### The right to safety:

- Consumers have a right to be protected from unsafe products.
- In 1972, the Consumers Products Safety Commission was created by Congress to "protect the public from unreasonable risks of injury from consumer products."
- You have the right to request Safety Data Sheets (SDS) from the agency or installer.
- Customers of the program have the right to ask if someone seeking entrance to their home is carrying a concealed firearm or other weapon, and the right to refuse entry to an individual carrying a weapon.

### The right to be informed:

- This has been interpreted to mean that consumers have the right to know exactly what they are buying, the terms of the sale and guarantees, and the risks that might accompany the use of a product.
- There is no cost to income-eligible customers for the weatherization services provided.
- Consumers will be provided a detailed work agreement prior to any weatherization measures being installed.
- When applicable, owners of rental property will be informed of the estimated cost of weatherization and the portion they are responsible for. The owner of the rental property must make full payment for the estimated cost prior to commencement of weatherization work. When all work is completed, the cost to the owner will be recalculated based on actual costs. Underpayment must be made by the owner to the weatherization agency; overpayment will be reimbursed to the rental property owner.

### Warranty Information

All non-appliance weatherization work will be guaranteed by the weatherization agency or their contractor for a period of one year from the date of final inspection. Appliances, including but not limited to water heaters, furnaces, refrigerators, and freezers will be guaranteed for one year from the date of installation. Manufacturer warranties that extend beyond one year will begin concurrent with the one year warranty. Manufacturer warranty service beyond the one-year limitation must be completed through contact with the manufacturer or the manufacturer authorized dealer or service center. The initial one-year warranty will be serviced through the weatherization agency or designated subcontractor. You should receive contact information from each subcontractor for warranty service. Your weatherization agency, *<insert agency name>*, can be contacted at: *<insert agency contact information>*. For the initial one-year warranty period, if you do not receive satisfactory warranty service from the agency subcontractor, you should contact the weatherization agency. In the event warranty service is not resolved through the weatherization agency, you may contact the Home Energy Plus hotline at: **1-866-HEATWIS**.

Your initial contact regarding inquiries or complaints should be with the weatherization agency at the agency contact information listed above. If your inquiry or complaint is not resolved by the agency, you may call: **1-866-HEATWIS**.