



CalCERTS' Rater Code of Ethics

CalCERTS is committed to certifying raters that have committed to upholding the highest standards of quality and professional service to the public. This Code of Ethics sets forth principles and rules of conduct enforced by CalCERTS through specific procedures contained in its QA Policies and Procedures. This Code of Ethics presents the principles to which all certified CalCERTS Raters must agree and adhere.

Professional Conduct

- Raters shall commit to objectivity and neutrality in conducting a home energy rating or audit and in making any recommendations.
- Raters shall not engage in any conduct that is detrimental to the reputation or the best interests of CalCERTS, the State of California, the Home Energy Rating profession or the Homeowners who ultimately receive the rating services.
- Raters, or a rating organization shall not disclose information concerning the rating or home energy audit 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 CalCERTS for the purposes of registration, certification, or quality assurance.
- Rater acknowledges that the purpose of a rating is to benefit the consumer, as described in Public Resources Code 25942, and that although the Rater may be paid indirectly by the installer, the Rater's first responsibility is to the consumer, not to the installer.

Representations of Services and Fees

- Raters shall make no representations regarding their services or qualifications that are false or misleading in any material respect.
- Raters 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 audit or providing other services.

Conflicts of Interest

- Raters 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 shall inform their clients that they have the right to obtain competitive bids for any work recommended by the rating they provide.
- Raters shall inform homeowners before beginning work that they may independently hire a Rater, and do not have to use the installer’s recommended Rater.
- Raters shall not allow an interest in any business to affect the results of the rating/home energy audit.

