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For Immediate Release
April 22, 2014

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NAESCO Launches New Ombudsman Program

The National Association of Energy Service Companies (NAESCO) is pleased to announce the introduction of a new NAESCO Ombudsman program which underscores the industry's commitment to ensuring best practices and promoting ethical behavior in the marketplace. The NAESCO Board of Directors voted to create the position of a NAESCO Ombudsman to serve as an exemplar of the NAESCO Ethical Guidelines. With the tremendous growth of the energy service industry, the NAESCO Board believes that the addition of an independent Ombudsman available to both members and customers for consultation where issues of ethical practices may arise will facilitate a constructive resolution.

Ms. Terry E. Singer, Executive Director of NAESCO, said "We are very fortunate to have found an individual with the experience and professional credentials to serve as the NAESCO Ombudsman. Robert Lipstein has been involved with NAESCO since 1995. He was instrumental in helping to create the well-regarded NAESCO Accreditation program whose hallmark is a rigorous independent review by a Committee comprised of industry experts not associated with individual member companies. Mr. Lipstein now chairs the Committee. This experience in conjunction with his 35 years of legal experience makes him an excellent choice to take the helm as NAESCO Ombudsman".

The NAESCO Ombudsman will conduct a preliminary, independent investigation of the concern and/or complaint to verify the key factual elements behind the disputed action. Based on the facts established during this investigation and knowledge of industry practices, the NAESCO Ombudsman will determine which complaints and/or concerns rise to the level of Executive Committee notification and review. The Executive Committee, after review of the Ombudsman's report, will decide on the need for further action and whether the matter needs to be brought to the attention of the full NAESCO Board of Directors for further consideration.

The Ombudsman has a public page on the all-new NAESCO website which provides additional information about the program.

[Click here to learn more about NAESCO's Ombudsman](#)

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ABOUT NAESCO

The National Association of Energy Service Companies is a national trade association promoting the benefits of the widespread use of energy efficiency for more than 30 years. NAESCO's current membership of 90 organizations includes firms involved in the design, manufacture, financing and installation of energy efficiency and renewable energy equipment and the provision of energy efficiency and renewable energy services in the private and public sectors. NAESCO members will deliver about \$6 billion of energy efficiency, renewable energy and distributed generation projects this year. Since 1990, ESCOs have delivered:

- \$45B in projects
- \$50B savings – guaranteed and verified
- 425,000 person-years of direct employment
- \$30 billion of infrastructure improvements
- 470 million tons of CO₂ savings at no additional cost

[Click here to learn more about the National Association of Energy Service Companies \(NAESCO\)](#)

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