



## Customer Escalation Process

Here at Ygrene, our greatest satisfaction comes from helping people turn their dreams for a safer, more comfortable and energy efficient home into a reality. As such, we are committed to the very highest standards of customer service and transparency.

Ygrene Customer Service Representatives are trained to receive, manage, track and proactively resolve inquiries. Issues may be initiated with customer service via phone, email or mail:

- **Phone** 1-866-634-1358, Monday-Friday 8am to 9:30pm PST, Saturday 9am to 5pm PST, Sunday 10am to 4pm PST
- **Email** [customer.care@ygrene.com](mailto:customer.care@ygrene.com)
- **Mail** Ygrene Energy Fund, Inc. 2100 S. McDowell Blvd., Petaluma, CA 94954

In certain situations, inquiries may result in escalations associated with Ygrene financing or concerns associated with the performance of their contractor. Ygrene provides the following measures to ensure these concerns are addressed in a timely matter, and that all homeowners receive clear communications regarding the resolution.

### **Ygrene escalation handling**

- All homeowner escalations are handled by a dedicated consumer escalation team. Each homeowner is assigned a single point of contact to resolve these escalations in a reasonable and timely manner.
- Ygrene aims to resolve all escalations as soon as possible and will provide the homeowner an acknowledgement within 3 business days of the initial escalation.
- Ygrene provides an expedited review of Ygrene financing related escalations with special consideration for issues associated with delinquent assessments, foreclosures, or other imminent harm.
- For all contractor related escalations associated with workmanship, performance, improvements, or permits, Ygrene will assist homeowners in connecting and facilitating a resolution with the contractor who performed the work.

### **Important Notes**

The Ygrene PACE program is not administered by any state, county, or city agencies. Questions regarding Ygrene financing should be directed to Ygrene for the most direct and efficient resolution, not local government agencies.