



## Customer Complaint 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 an inquiry or complaint. If you do not speak English, a bilingual staff member or translation services will be available to assist you with the process.

In the event you have a consumer complaint, questions about your financing obligations related to the contractual assessment or your contractual rights under the terms of your contract, you can contact customer service via phone, email or postal 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

Ygrene provides the following measures to ensure these concerns are addressed in a timely matter, and that all property owners receive clear communication regarding any final decision.

### **Ygrene complaint handling**

- All property owner complaints are handled by our dedicated consumer service representative or complaint escalations team. In the escalations process, the complaint is assigned a single point of contact to research, find solutions and reach a final decision.
- Ygrene aims to resolve all complaints as soon as possible and, upon receipt, will provide the property owner with acknowledgment, in their preferred method of contact, within 24 hours or one business day.
- Ygrene makes every attempt to resolve complaints within thirty (30) calendar days of receipt, and will research, take appropriate action and provide a final decision to the property owner. In the event a final decision is not reached within thirty (30) calendar days, the property owner will be notified of the status and estimated completion date.
- If a property owner is not satisfied with a resolution, they have the right to pursue reconsideration of any final decision. A final decision means the after due consideration and investigation, as necessary, of issues raised, Ygrene has reached a final conclusion on the subjects and notified the property owner. In California, you may also contact the Department of Financial Protection and Innovation at (866)275-2677.
- Ygrene provides an expedited review of complaints involving a third-party lender or servicer who has advanced payments for property taxes on behalf of a property owner; where there is a risk of foreclosure or loss of possession of real property; or other financial hardship.
- For all complaints related to contractor workmanship, performance, improvements, or permits, though property owners acknowledge responsibility for the selection, oversight and acceptance of the work performed by their contractor, Ygrene will assist property owners with connecting with the contractor and engage in an effort to mediate and reach a resolution.

### **Important Notes**

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