

Ameren Missouri Heating and Cooling Program

Participating Contractor Scorecard and Badging

As a participating contractor, you are a key partner of the Ameren Missouri Heating and Cooling Program. To help your company succeed in the program and to maintain a high level of customer satisfaction, the Contractor Scorecard will provide you with monthly feedback on your program performance. This scorecard includes an opportunity for each participating contractor to earn a badge for quality participation.

For this cooling season, only individual contractors will be able to see the badge they have earned, not the public. In early 2020, your badge will be added to your profile on the public Find-A-Contractor tool to give customers a chance to get more information about contractors. This is a chance for you to monitor, understand, and improve your badge. Future communications will share the timeline for when the public portion will go live.

The available badges are:



Platinum



Gold



Silver

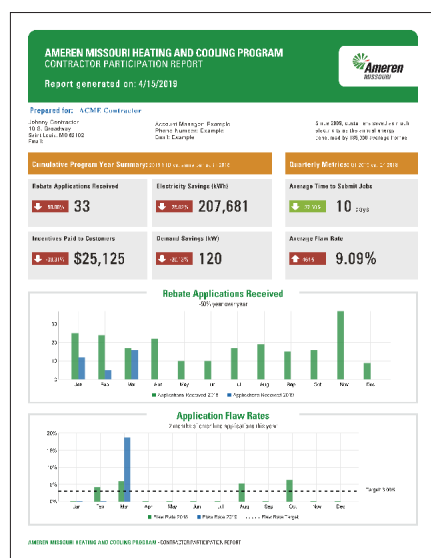


Bronze



No Badge

You will receive a copy of your scorecard by email each month.



Goals:

- Give customers more information about contractors to help inform their decision on who to hire
- Provide contractors with a way to distinguish themselves
- Provide contractors with regular updates about their program performance so that they can identify areas for continuous improvement
- Give contractors the opportunity to make changes to their operational processes for rebate applications to achieve the badge that they want

The scorecard tracks performance metrics related to program participation. Several of these metrics impact the badge that the contractor earns. Each of the chosen metrics are factors that contractors have control over. The scorecard shows data from the previous 13 months on a rolling basis. Take advantage of the opportunity to improve your metrics this season before the badge becomes public-facing next season.

Ways to Improve Your Badge:

- Submit applications soon after installation
- Resolve flaws quickly
- Submit complete applications without flaws
- Maintain high customer satisfaction standards

If you have submitted 3 or fewer applications over the last 13 months, you will not receive a badge because there is too little data to provide an accurate snapshot of program performance.

If you have questions about the scorecard or badge you received or if you want suggestions on how you can earn a higher badge, reach out to your Account Manager.