



**FOR IMMEDIATE RELEASE**

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## **Ameresco's UK Operation Awarded Institute of Customer Service Accreditation**

*Ameresco adopted The Institute of Customer Service World Class Customer Service Model as the core of its values and service strategy.*

**FRAMINGHAM, MA and LONDON, UK** – March 24, 2017 – [Ameresco, Inc.](http://www.ameresco.com), (NYSE:AMRC), a leading [energy efficiency](#) and [renewable energy](#) company, today announced that its [UK operation](#) has successfully achieved ServiceMark – the national customer service standard awarded by the Institute of Customer Service (the Institute). Ameresco (Leeds) is the first ever Energy Consultancy to become a member of the Institute.

ServiceMark is a prestigious standard that can only be attained by achieving a combination of scores directly from customer and staff survey results, followed by a rigorous assessment of an organization's processes and procedures by an independent, qualified, assessor. Ameresco scored 88 out of 100, ensuring the organization is one of the highest scoring organisations to date.

The process of gaining accreditation involves establishing many different communication points with clients, and requires clients to make a concerted effort in feeding back how they feel about doing business with Ameresco. Similarly, Ameresco staff were required to participate in an anonymous survey regarding how seriously Ameresco's management focuses on customer service in practice.

Jo Causon, CEO of The Institute of Customer Service, says: "Ameresco's UK operation is now part of a growing band of organisations who understand that a well thought out customer service strategy can positively affect the bottom line. Achieving ServiceMark is a sign that Ameresco is determined to demonstrate a commitment to continuously improve customer service standards and constantly evolve plans for service improvement. By acting on the insights gained from customer feedback as part of the ServiceMark accreditation, the organisation will be in a stronger position to offer customers what they want, when they want and how they want it."

"Satisfied clients are the most important mark of success in our business," said Derek Dixon, Vice President, Ameresco. "We value our clients, we listen to them, we work hard for them, we are straightforward with them, we respect them, and we communicate freely and openly with them."

Ameresco's focus on customer service is at the core of their business and the 23-person United Kingdom operation has adopted the Institute's World Class Model for Customer Service. The model is a framework developed by the Institute enabling organizations to develop customer service strategies aligned with their business goals. It consists of six C's: Commitment, Credibility, Capability, Continuity, Consistency and Creativity. Ameresco believed an important element was missing from this framework, and consequently made one addition to it, namely: Collaboration.

The benefits of Ameresco's ServiceMark accreditation to its customers not only include adoption of the Institute's implementation of the standards and quality assurance, but more importantly provide Ameresco with a framework for practical action planning to improve customer service performance even more, and a method of tracking continuous improvement.

### **About The Institute of Customer Service**

The Institute of Customer Service is the professional body for customer service delivering tangible benefit to organisations and individuals so that our customers can improve their customers' experience and their own business performance. The Institute is a membership body with a community of over 500 organisational members – from the private, public and third sectors – and over 4,000 individual memberships. For more information about the Institute of Customer Service go to [www.instituteofcustomerservice.com](http://www.instituteofcustomerservice.com).

### **About Ameresco, Inc.**

Founded in 2000, Ameresco, Inc. (NYSE:AMRC) is a leading independent provider of comprehensive services, energy efficiency, infrastructure upgrades, asset sustainability and renewable energy solutions for businesses and organizations throughout North America and Europe. Ameresco's sustainability services include upgrades to a facility's energy infrastructure and the development, construction and operation of renewable energy plants. Ameresco has successfully completed energy saving, environmentally responsible projects with Federal, state and local governments, healthcare and educational institutions, housing authorities, and commercial and industrial customers. With its corporate headquarters in Framingham, MA, Ameresco has more than 1,000 employees providing local expertise in the United States, Canada, and the United Kingdom. For more information, visit [www.ameresco.com](http://www.ameresco.com).

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