

**FOR IMMEDIATE RELEASE**

**Contact:** CarolAnn Hibbard, 508.661.2264, [news@ameresco.com](mailto:news@ameresco.com)

## **Ameresco Aims for Best-in-Class Customer Service**

*Ameresco has become a member of the Institute of Customer Service, demonstrating its commitment to deliver world-class customer service.*

**FRAMINGHAM, MA** and **CASTLEFORD, UK** – October 27, 2015 – Ameresco, Inc. (NYSE: AMRC), a leading energy efficiency and renewable energy company, announced today that their United Kingdom operation has become a member of the Institute of Customer Service, demonstrating its commitment to deliver world-class customer service.

“As a customer-focused energy services provider, Ameresco delivers innovative, customer-valued, energy efficiency and renewable energy solutions in support of each customer’s unique requirements,” said Derek Dixon, Chief Executive, Energy Supply Management, Ameresco, UK. “We have a sharp focus on customer satisfaction and service.”

Ameresco is committed to customer service excellence and anticipates International Service Mark accreditation for customer service in the UK by year-end 2016. This prestigious standard is awarded to organisations recognised for outstanding customer service.

Jo Causon, CEO of the Institute of Customer Service, highlights that “being an Institute member is a clear statement of intent to customers and staff about an organisation’s commitment to customer service. Our members also have access to comprehensive customer service knowledge, a practical set of tools including training, qualifications and benchmarking, and the opportunity to engage with other members nationally and regionally to share best practices. This can be absolutely invaluable.”

### **Institute of Customer Service**

The Institute of Customer Service is the independent, professional membership body for customer service; delivering tangible benefits to organisations and individuals so that they can improve their customers’ experience and their own business performance. The membership body has a community of over 500 organisational members and over 5,000 individual memberships – from the private, public and third sectors.

### **About Ameresco**

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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