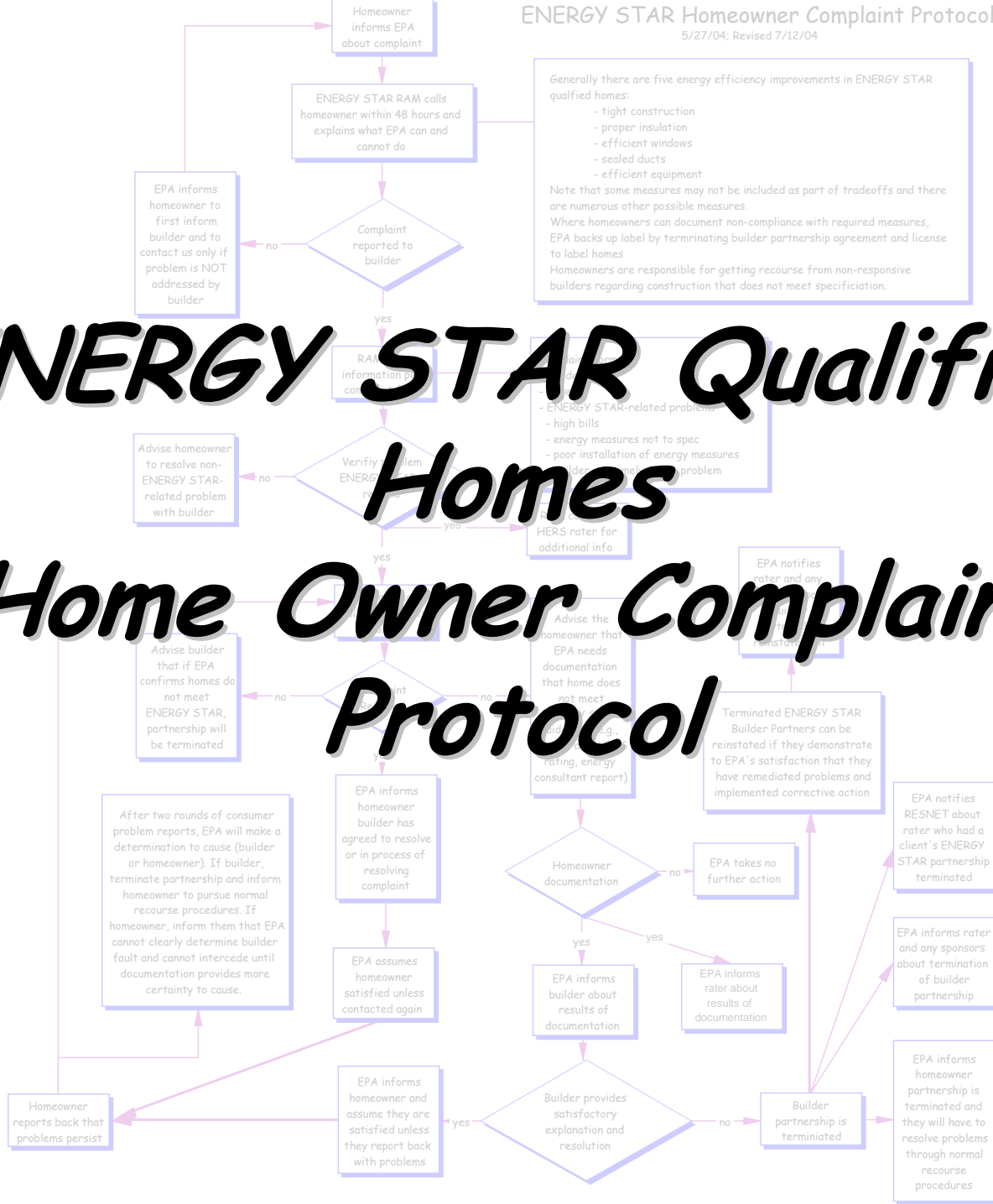


5/27/04; Revised 7/12/04



ENERGY STAR Homeowner Complaint Protocol

5/27/04, Revised 7/12/04

