

**From:** [David W. Nunn](#)  
**To:** [ENERGYSTARVerificationProgram@energystar.gov](mailto:ENERGYSTARVerificationProgram@energystar.gov);  
**Subject:** Draft Lab requirements  
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I believe that after item number three, some comment such as the following should be added;

4 Laboratories must act in a professional, business like manner when dealing with customers.

(IE. Following up when mistakes are made, accepting responsibility, making efforts to correct delays they have caused,etc.)

5 Laboratories should standardize on how many decimal places are used when entering numbers.

6 Laboratories should standardize all of their costs, for the same service.

(Rather than just the costs associated with testing procedures. Why should some customers pay two and three times more for the same total package, just because they choose to use one Laboratory over another?)

Regards,

*Dave.*

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