

EFFICIENCY MAINE QUALIFIED PARTNER EXPECTATIONS

In order to receive and maintain status as a Qualified Partner in Efficiency Maine's Commercial & Industrial program, all applicants must comply with the following:

Complete a one-time mandatory new Qualified Partner online training;

Participate in an annual C&I Program Certification session typically held in May and June;

Maintain an active email address, telephone number and means to submit electronic applications and be responsive to Efficiency Maine and program customers.

Agree to conduct business in an honest, ethical, and lawful manner, including:

1. Avoid conflicts of interest with all parties.
2. Comply with applicable laws, ordinances, regulations, and codes.
3. Fulfill contractual obligations.

Qualified Partners are expected to conduct business in a manner that does not adversely affect Efficiency Maine's programs, operations, reputation, or goodwill. This includes:

1. Respectful treatment of the customer and the customer's facility and property, including communication with the customer and Program implementation team and/or Program Administrator when damage to the facility or property has occurred as a result of the Qualified Partner's acts or omissions.
2. Truthfulness in all aspects of engagement with Efficiency Maine. This includes accuracy in all information provided to a customer and to Efficiency Maine, and truthful and accurate reporting on project completions, customer eligibility for a program incentive, accuracy in the attributed savings resulting from retrofits and installation, and complete and accurate information in program applications and reports.

Applicants must execute an agreement with Efficiency Maine that will include (i) a commitment to meet certain minimum performance standards as required by the C&I Program and measured by quality assurance surveys submitted by Efficiency Maine C&I Program participants; (ii) an agreement to be subject to any quality-control inspections that may be required by Efficiency Maine and to cooperate with inspections and verifications of Qualified Partner projects; (iii) an agreement to maintain confidentiality of customer information; (iv) an agreement to provide proof of \$1 million general liability insurance coverage; and (v) an agreement to indemnify and hold Efficiency Maine harmless from any claims, costs, liability or damages arising from the Qualified Partner's acts or omissions.