

120219

**HOME ENERGY SAVINGS PROGRAM
CONTRACTOR PARTICIPATION OVERVIEW
June 1st 2011 – May 31st, 2012**



INTRODUCTION AND PROGRAM BACKGROUND

Who we are: Conservation Services Group (CSG) is a nonprofit corporation, founded in 1984, that specializes in the design, development, and delivery of energy efficiency and clean energy programs. The firm's extensive services promote energy efficiency, a healthy, comfortable and safe indoor environment, building durability, and alternative energy strategies. CSG works with utilities, public authorities and agencies and private clients nationwide. Headquartered in Westborough, Massachusetts, CSG has offices in 12 other states throughout the country, with a staff of over 750 people.

Program Background: CSG is administering the Home Energy Savings Program for Nicor Gas and ComEd. The program is part of the three year plan residential portfolio of each utility. All joint Nicor Gas and ComEd single family heating customers are eligible for audits and follow up work. CSG is responsible for direct marketing of the program to potential participants as well as outreach activities, but Participating Contractors are also encouraged to refer customers to the program in which case any follow-up work will be referred back to them. Participating Contractors are not guaranteed leads from the program beyond their own customer referrals.

Savings goals in the initial program year are 245,250 therms and 438 MWH. To meet these goals it is expected that CSG will conduct approximately 2,100 assessments which will result in about 630 completed jobs in the first program year that ends May 31, 2012. CSG is operating under a fixed program budget. CSG began conducting energy assessments on August 1, 2011. Goals in the successive two years ramp up significantly.

CSG staff Energy Advisors will conduct the comprehensive Home Energy Assessment that costs the customer \$99 and will assess all building opportunities with a particular emphasis on air sealing and insulation opportunities. CFLs, high efficiency aerators and showerheads, hot water pipe wrap, and a water heater temperature turn-down will be installed free of charge during the assessment. A programmable thermostat will also be installed for a reduced price should the customer need one and be interested.

At the conclusion of the assessment, the Energy Advisor will print a comprehensive report that details energy savings and comfort improvement opportunities, including attic, wall, floor, crawl space, and duct insulation and air sealing and duct sealing measures; measures with incentives from other Nicor Gas or ComEd programs; and other energy saving opportunities.

The Energy Advisor will also offer a work proposal that addresses insulation, air sealing, and duct sealing that is eligible for an incentive of 50% of the installed cost, up to a maximum incentive of \$1,250. All work performed as part of a program work proposal will use program pricing.

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If a customer elects to go forward with a weatherization project, the Energy Advisor will secure a customer signature on the work proposal and a BPI certified Participating Contractor will be assigned to do the work. At the conclusion of the follow up work, the Participating Contractor will collect payment from the customer for the work which includes an instant rebate in the full amount of the incentive on the invoice. Participating Contractors must accept a personal check or credit card (Visa or MasterCard) as payment from the customer. The Participating Contractor will then submit all required documentation showing work completion and the incentive deduction to CSG. Once received, CSG will review and process payment of the incentive to the Participating Contractor according to a twice monthly payment schedule.

CSG will inspect each of the first five installations that a Participating Contractor performs in the Program, and then a sampling of 25% of the next 20 jobs. Assuming satisfactory results, a random sample of 5% of the ongoing work will then be subject to inspection. Participating Contractors will receive feedback on all installations that are inspected and receive a job score which will then become part of their overall contractor grade. Contractor grades will be taken into consideration for the assignment of retrofit projects,

CSG will also conduct customer satisfaction surveys of customers that have had an assessment that measure satisfaction with the assessment and any work done by Participating Contractors, and will provide the data and a summary of the results to Nicor Gas and ComEd.

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Contractor's Participation Documentation

The following list provides information regarding the screening process that CSG has employed to qualify contractors for participation in the Nicor/ComEd Home Energy Savings program. All participating contractors sign an agreement with CSG including material and installation standards, program pricing, quality assurance process, etc. after submitting the following information and completing the contractor orientation meeting:

Certifications / Licenses

- Building Performance Institute (BPI) Building Envelope Certifications for each individual that will be acting as a supervisor on a crew performing work through the Program
- EPA Lead-Safe Certified Firm
- Certificate of Good Standing from State of Illinois
- Business license in at least one community

Insurance

Participating contractor shall procure and maintain, at its expense, the following insurance coverage that shall continue in effect for all claims arising during the term of this agreement:

- **Worker's Compensation** as required by applicable statutory code for all applicable federal and State laws. Employers Liability Insurance at a minimum of \$1,000,000 per accident for bodily injury and \$1,000,000 per employee/aggregate for disease. Participating Contractor and its underwriter shall waive subrogation against CSG.
- **Comprehensive General Liability Insurance** with a minimum combined single limit per occurrence and in the aggregate of \$2,000,000. Such insurance shall be primary as respects CSG over any other insurance available to CSG. Participating Contractor and its underwriter shall name CSG as an additional insured and waive all rights of subrogation against CSG.
- **Automobile Liability Insurance** covering all owned, hired and non-owned vehicles and equipment, in amounts satisfactory to CSG, minimum combined single limit per occurrence and in the aggregate of \$1,000,000.

Background Check and Drug Screening

In order to satisfy the employee background and drug screen requirement, contractor provides CSG with the following information based upon details in participation agreement:

- A list of employees who have passed both tests
- The name of the company that provided the results of both tests – if a separate company was used for the drug screen provide the name of that company
- The date that you received notice of the employee passing the tests

Miscellaneous

- Applicant general information
- Three actual residential home energy retrofit work orders
- Completed W9

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- Equipment list related to air sealing and insulation
- Customer complaint resolution plan
- Training provided to employees
- Air sealing and insulation experience
- Previous program experience
- Quality control/quality assurance process
- Provide three of the following:
 - Satisfactory Duns and Bradstreet rating
 - Satisfactory banking reference
 - Two satisfactory professional/trade references
 - Confirmation firm has been in business three years
 - Confirmation that the principals in the business have a satisfactory individual credit score with no judgments or bankruptcy with the last seven(7) years
- Copy of the Material Safety Data Sheets (MSDS) for products and materials used by their crews according to the program's Material & Installation Standards (included in Participation Agreement)

Contractor Orientation Meeting

Participating Contractor must successfully complete required program orientation and training provided by the program which will cover program goals and rules, material specifications and installation standards, documentation submission, quality control procedures, and contractor status policies. The Program may also require remedial training specific to material specification and installation standards should quality control inspections of participating contractor work warrant it.

For further information regarding the Nicor/ComEd Home Energy Savings Program contractor participation, please direct all communication to Amy Destache Account Manager for CSG at 630.849.8450, or Amy.Destache@csggrp.com.

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