



Efficiency Excellence Network 2017 Program Requirements Update

1. For Member companies wishing to list branches under its membership not only must each branch submit documentation of compliance with the EEN requirements for their specific trade group, each branch must also submit at least one project annually in order to remain active and listed on the Efficiency Vermont website.
2. Updated Disciplinary Measures (Section 8 of EEN General Agreement). New language is as follows:

Disciplinary Measures

Efficiency Vermont reserves the right in its sole discretion to terminate Participating Contractor from the Efficiency Excellence Network and associated programs at any time. In all cases involving a Participating Contractor's disciplinary status, Efficiency Vermont's written decision shall be final. Termination affects Participating Contractor's status in each trade group enrolled. Should Participating Contractor be terminated from the Efficiency Excellence Network, Participating Contractor must immediately remove all reference to the Efficiency Excellence Network, including but not limited to logos, from all of Participating Contractor's materials, equipment, communications, advertising, and websites. ** Please note that members in good standing cannot subcontract work that involves Efficiency Vermont to terminated members without jeopardizing their own status. Please reference the website listing to confirm membership before subcontracting.**

Grounds for Participating Contractor termination from the Efficiency Excellence Network shall include, but are not limited to, the following:

Unresponsiveness. Participating Contractor is on Probationary status and has been unresponsive to or failed to adequately fulfill the terms of probation.

Non-compliance with Efficiency Excellence Network Requirements. Participating Contractor has failed to comply with any of the terms of this Agreement, including but not limited to Efficiency Excellence Network and/or program-specific policies and procedures, thereby putting the Efficiency Excellence Network, Efficiency Vermont, and/or customers at risk.

Misrepresentation. Participating Contractor at any time provides false or misleading documentation or information to Efficiency Vermont or to a customer.

Convictions and Pending Charges. Participating Contractor shall be immediately terminated from the Efficiency Excellence Network if Participating Contractor or any principal of the Participating Contractor is convicted of a felony, is listed on any state or federal sex offenders list or registry, or is involved in any legal proceeding or pending charges, when deemed to impact performance, industry reputation, or that of the Efficiency Excellence Network or Efficiency Vermont. Efficiency Vermont reserves the right to reinstate a Participating Contractor if pending charges or allegations are resolved and Efficiency Vermont deems, in its reasonable discretion, that reinstatement is appropriate given the circumstances.

Dismissal from another Efficiency Vermont Program. Dismissal from another Efficiency Vermont program due to confirmed program violations will result in termination from the Efficiency Excellence Network.



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In addition to the above, performance deficiencies by the Participating Contractor may result in disciplinary measures as set forth in the following table:

Performance Deficiency ¹	Number of Occurrences and Associated Consequences		
Negative Customer Feedback ²	1-2 Occurrences: Warning (verbal or written)	3 Occurrences: Probation (written warning and formal plan to improve; further training required on case by case basis)	4+ Occurrences: Removed from program; must wait full calendar year to re-enter program and sign new enrollment documents. Reinstated membership at discretion of Program Manager.
Customer Complaint	1 Occurrence: Verbal and written warning; potential for probation based on nature of complaint.	2+ Occurrences: Immediately removed from program , must wait full calendar year to petition for membership. Need to consult with and be approved by Program Manager.	
Non-Qualifying Projects ³	1-2 Occurrences: Verbal warning and further training might be required.	3-4 Occurrences: Probation (written warning and further training required).	5+ Occurrences: Removed from program; must wait full calendar year to re-enter program and sign new enrollment documents.

¹ All instances will be reviewed by Efficiency Vermont on a case-by-case basis so that penalties are not unduly imposed as a result of customer error or fault.

² Categories include: Poor quality of work; poor customer service; misrepresentation of data; unlawful behavior; arrest or pending charges; conviction.

³ Non-qualifying projects are those for which a customer is denied an Efficiency Vermont rebate or incentive due to installation of ineligible equipment.