

Efficiency Maine Qualified Partner Expectations

In order to receive and maintain status as a Partner in Efficiency Maine's business 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 the 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.