

## RESPONSES TO QUESTIONS

### RFP EM-015-2025: REQUEST FOR PROPOSALS FOR DATABASE HOSTING, MANAGEMENT AND TECHNICAL SERVICES

*Last Revised 3/11/2025*

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#### Round 1 Answers Posted 2/21/2025

**Q1: Does the Trust intend to answer clarification questions in smaller batches over time, or will you post all written questions and answers as one big batch on March 12th?**

A1. The Trust may post responses to questions before the March 12<sup>th</sup> deadline.

**Q2: Would the Trust consider a significantly later go-live date for a replacement platform?**

A2. No.

**Q3: Please clarify the total number of programs. One of the webinar slides listed "76 active programs," whereas our team only counts 48 programs in the RFP document named, "0-effRT Functionality R3."**

A3. The number of programs in effRT is dynamic and can be counted in different ways. There are 76 active programs defined in effRT accepting new applications as of February 2025. The programs listed in 0-effRT Functionality R3 are those returned in a report from effRT for enrollments paid recently. The difference between the two is driven by new (and old) programs that did not have any paid projects during the period included in the report (33) and some older programs that are no longer accepting new applications but had older projects completed and paid during the period included in the report (4).

**Q4: How many years back does the historical data go; is all of the historical data available in the same format for export/import purposes?**

A4. The oldest record in effRT is from May 2003. Historical records from effRT 1.0 are stored in a separate file within the backup. Those records can be accessed through the UI and included in reports in the same manner as all records.

**Q5: Are any of the programs run by an outside implementer, or does the Trust run the programs in-house?**

A5. The Trust has 27 in-house staff and approximately 128 full-time-equivalent contracted staff assisting in program delivery. There are eight program teams. The program managers of each team are Trust staff.

**Q6: Please confirm that rebate processing will occur outside of effRT (or the replacement system) and that only payments already made will be loaded into the system.**

A6. Payment requests and invoices with payment details (payee, address, amount) are generated from effRT. Payment processing occurs outside of effRT and payment data is uploaded to effRT through a flat file.

**Q7: Using the Clothes Washer programs as an example, it looks like a customer would fill out the form and then mail or email it to the Trust. In this case, how does the data get entered into effRT – is this done via manual entry or an upload?**

A7. Specifically for clothes washer claims, the claim form is sent to Efficiency Maine, and the data is manually entered into effRT by the program team contracted staff. Slides 26-28 of in 0-effRT Functionality R3 define the three methods for entering new enrollments (directly in effRT, through an online application, or through an uploaded flat file).

**Q8: How many programs accept paper applications?**

A8. About half of the active programs support submitted claim forms (paper or digital).

**Q9: How many programs will require an online application intake portal allowing end users the ability to self-serve?**

A9. None of the programs currently allow end-user online applications. One program allows a select number of contractors (Residential Registered Vendors) to use the online application to submit applications on behalf of their customers.

**Q10: How many reports will be needed? Is it possible to get a sample of a couple of the reports?**

A10. There are approximately 30 reports in effRT. Approximately half of those are actively used. Three example reports are provided in the Example effRT Reports zip files.

**Q11: Would you consider a solution that allows for configuration that is based on a UI rather than spreadsheet uploads?**

A11. There isn't a prohibition on UI-driven configuration. When assessing new platforms, differences in the effort required by staff to develop and maintain configurations will be considered.

**Q12: Please describe the EEM API interactions. For example, are all of the available endpoints currently being used for application processing? At which point(s) in the program and application process are the APIs interacted with? Understanding where and how often these transactions occur would be helpful. For example, "does every application in program X perform an API GET during a certain step in the workflow," or something of that nature.**

A12. New and updated records are uploaded to EEM through a user-driven sync function. That function is generally initiated monthly. Cancelled enrollments trigger an automatic update to be sent to EEM zeroing out the demand savings and setting the quantity to 1. EEM does not have a mechanism to remove measures previously synced and will not accept a quantity of zero. During a sync, EEM provides effRT with a confirmation that the record was received and provides the ISO NE Detail Measure ID. EffRT does NOT request or receive any other data from EEM.

**Q13: The RFP Section 4.1 file name instructions indicate an "Appendix C" for "Samples" as part of the main proposal document, but this requirement isn't included in the detailed proposal content requirements outlined in Section 4.3. Please advise.**

A13. The RFP has been updated to remove references to Appendix C or Samples.

**Q14: The website instructs us to use the filename, "Standard\_Agreement\_PrimeContractorName\_RFP\_015\_2025," whereas RFP Section 4.1 instructs us to use the filename, "Standard\_Agreement\_Requested\_Changes\_Bidder\_Name\_RFP\_015-2025." Please advise on which filename should be used.**

A14. The submission form has been updated to match the filenames defined in the RFP.

**Q15: The website instructs bidders to "please upload redlines to the [Standard Agreement and the Confidentiality, Non-Disclosure and Protective Agreement] or an explanation of your exceptions on a separate document here..." whereas RFP Section 4.1 only refers to "suggested redlines." Does the Trust have a preference between redlines or a separate explanation of exceptions?**

A15. The RFP has been updated to refer to modifications rather than redlines. The Trust has no preference on how suggested modifications are provided. The Trust recommends providing the requested modifications clearly and concisely.

**Q16: What was the annual spend for the previous year on this Project?**

A16. Year-to-year spending is highly dependent on Trust-directed modifications. July 1, 2023 – June 30, 2024 (Fiscal year 2024) spending was \$297,250.

**Q17: If this is a new Contract, What is the annual Budget for this?**

A17. See 1.6 of the RFP.

**Q18: Are you open to a hybrid delivery model with a mix of offshore and onshore resources?**

A18. There are no requirements on the location of resources. The proposal must meet the core support hours defined in the Service Level Agreement (Appendix 1, 1.5).

**Q19: Work will be onsite or remote?**

A19. There are no on-site resources required for the scope of this RFP.

**Q20: For firms that choose to support the existing product, will they have access and responsibility for the code base or only executables and configurable objects? Will they also be responsible for vulnerability and other security patches?**

A20. The code will be provided to the selected contractor. Task 4: Enhancements and Ongoing support will require modification to the existing code base. Task 3: Database Hosting and Maintenance Support includes vulnerability assessment and security patches (item 3).

**Q21: Are bids considered confidential?**

A21. No.

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## Round 2 Answers Posted 3/11/2025

**Q22: Can you share more about how enhancements are prioritized and selected for implementation? Do you have an existing backlog of enhancements? What are the major constraint(s) on moving the backlog forward?**

A22. Under the current contract, enhancements and requested changes are reviewed weekly to address questions, concerns, and prioritization. The backlog changes weekly as items are closed out and new items are introduced. There is no anticipation of an extensive backlog at the time of transition.

**Q23: Can you share the approximate number of concurrent users during peak periods? Are there any specific workflows or operations that users perform frequently throughout the day?**

A23. The Trust does not have access to that type of usage data. The program managers estimate that during peak usage there may be up to 160 concurrent users. Application submission, enrollment processing, invoice processing, and running data reports are the most common operations performed daily.

**Q24: Can you provide details about the current letter generation functionality and monthly volume? Can you describe the processes for printing, mailing, storing, and tracking these letters?**

A24. From 1/1/2025 to 1/31/2025, 1,958 letters and emails were created. Some letters and emails are automatically or semi-automatically sent based on workflow step status changes (such as T&C Acknowledgement and Pre-Approval Acknowledgement as listed on slide 25 of 0-effRT Functionality R3). All other letters and emails are manually generated from an Enrollment (see page 5 of 6-Example Enrollment). Email templates are configured through the UI in effRT. A screenshot of an example email template is provided at the end of this document along with a series of screenshots of an email creation.

**Q25: Do you anticipate any major program changes, system enhancements, or reporting needs during the transition period that might impact the transition timeline?**

A25. No. The Trust will do its best to avoid any changes to the database during the transition period.

**Q26: Can you verify that Efficiency Maine owns all the source code for all software built for effRT (excluding of course open source software of commercial software under license) and this source code will be made available to a new contractor?**

A26. Yes, Efficiency Maine owns the source code for all software developed for effRT excluding third-party licensed and open source software.

**Q27: Can the source code be provided prior to the proposal due date, under an NDA if necessary, for evaluation of how much technical debt it contains by potential bidders so that they are on the same competitive footing as the incumbent?**

A27. No.

**Q28: Is this considered a “State Information Asset” for purposes of compliance with Maine Office Of Information Technology (OIT) policies?**

A28. No.

**Q29: Does the current solution meet all Maine OIT policy requirements?**

A29. An assessment against Maine OIT policy requirements has not been performed.

**Q30: How often is vulnerability scanning conducted under the current contract and when was it last conducted?**

A30. Monthly. The last scan was completed on 2/28/2025.

**Q31: Is the contractor responsible for vulnerability scanning or does Maine OIT conduct the testing per Vulnerability Scanning Procedure (RA-5)**

A31. The database contractor is responsible for vulnerability scanning.

**Q32: Where is the solution currently hosted?**

A32. Azure.

**Q33: Page 27 of the document “0-effRT Functionality R3” describes a “program specific url” with “No username or password required”. Does this mean that direct access to enter data into the database is provided on pages with no password protection?**

A33. No. The online application is a form-based data entry wizard that allows the submission of a completed application to effRT without a username and password. There is no direct access to the database.

**Q34: The RFP states “The effRT database is SQL-based with an online interface created and currently maintained with ASP.net tools.”**

- a. Can you provide the specific flavor of SQL that is being used, i.e. MySQL, MSSQL
- b. Can you provide the version of that software that is in use.
- c. Can you provide the version of ASP.net that is in use. What version of ASP.NET tools is currently being used for the effRT database's online interface?
- d. Can you provide any other frameworks or software that are part of the solution, i.e. jquery, javascript....
- e. Can you provide the version of each of the software referenced in section d above that is in use.

A34. The following software versions are being used.

1. Microsoft Azure SQL Managed Instance. (MS SQL 2022)
2. .net framework 4.8
3. asp.net core 8 (for web application that serves as a proxy for communication with EEM)
4. Online Application
  - a. JQuery 1.5.2
  - b. JQuery-ui 1.12.1
  - c. Third Party Libraries
    - i. Telerik.Web.UI 2018.1.117.40
5. EffRT
  - a. JQuery 1.9.1
  - b. JQuery-ui 1.8.16
  - c. Third Party Libraries
    - i. Aspose.Cells 25.1.2.0
    - ii. EPPlus 3.0.0.2
    - iii. Telerik.Web.UI 2018.1.117.40

**Q35: The following questions reference the use of application program interfaces (APIs) in effRT beyond EEM.**

- a. Does effRT access any external APIs beyond EEM?
- b. If so, please list the APIs.
- c. Does effRT have any APIs that users can use to access effRT?
- d. If so, please describe the users of these APIs and the type of data that is passed through the API.

A35. EEM and DG Meter communications are the only external APIs.

**Q36: The RFP states “The effRT database interacts with .... external distributed generation meters via HTTPS (one-way communication from meters to effRT). Regarding the communication with external distributed generation meters:**

- a. Can you provide the documentation for the interface with the meters, under an NDA if required?
- b. If documentation cannot be provided, can you explain the type of interface this is, i.e. REST, SOAP....
- c. What type of information is being transferred between the meters and effRT?
- d. How many external DG meters connect to effRT?
- e. Does effRT have an API that they are connecting to?
- f. If not, what type of architecture is used to connect the meters to effRT?
- g. Is the contractor responsible for troubleshooting meters that are no longer sending their data to effRT?
- h. If so, how many meters required this troubleshooting during the past year?
- i. Are all the meters under the same interface, or are there multiple interfaces for different meter types?

**j. If there are multiple interfaces, how many interfaces are there and for what meter types?**

A36. API documentation will be provided after contract award. The meter API uses HTTP Method: POST with Content-Type: multipart/form-data requiring TLS 1.2 or higher. Meter data consists of a flat file with a single record sent every fifteen minutes. The table below lists the parameters required in the request. As of February 27, 2025, there are 15 meters actively sending data to effRT. The database contractor is expected to support troubleshooting connection issues. Meter connectivity/configuration issues are the responsibility of the distributed generation asset owner. Within the last year, the database contractor was asked to assist with a couple of meters to determine if requests were being received and whether password issues were present. All meters interface to effRT in the same way but there are several configurations of the data files which require different mapping for recording the data to the correct fields in effRT. The database contractor is responsible for implementing new data mapping as required by new meter types.

Parameter	Type	Description	Required
MODE	String	Specifies the operation mode. Supported values: LOGFILEUPLOAD, STATUS, TEST.	Yes
SERIALNUMBER	String	Unique serial number of the meter.	Yes
PASSWORD	String	Encrypted password for authentication.	Yes
MD5CHECKSUM	String	MD5 checksum of the uploaded file. Used to validate file integrity.	Yes
MODBUSDEVICE	String	Device-specific identifier for Modbus meters.	No
file	File	The file to upload. Supports compressed files (.gz) and plain text files.	Yes

**Q37: What types of data sources (e.g., APIs, external databases, spreadsheets) does effRT currently integrate with, if any?**

A37. EffRT sends data to the Energy Efficiency Measures database and receives data from distributed generation (DG) assets. See A11, A35, A36.

**Q38: Task 3 item 10 requires “Procurement of operating system and software licenses required for effRT;”. Can you please provide a list of all licenses currently required for effRT? Task 3 item 11 requires “Procurement of third-party licenses for address autocomplete and address validation required for effRT”. Can you please provide a list of all third-party licenses currently required for effRT?**

A38. effRT uses the following third-party libraries and software:

- Third Party Libraries
  - Apose Cells
  - Smarty US Address Verification
  - Smarty US Address Autocomplete

- Qualys Web Application Scanning
- Windows Server Data Center Edition 2022 (1 for each machine)
- SQL Server Enterprise Edition 2022 (Licensed for 6 CPUs – 2 for PROD and 2 CPU for Staging/Testing)
- Azure Specific
  - Azure KeyVault
  - Azure Storage (1 for each environment)
  - Azure App Gateway (WAF v2 + multi-zone scalability) + public IP
  - Backup Vault
  - VNET, VNET Gateway NAT + public IP
  - Log Analytics for all resources
  - 6 Azure Virtual Machines (8cpu / 32g ram)
  - Bastion Server
  - Azure Active Directory Services
  - SQL Managed Instance + Virtual Cluster
  - Private End Points and NICs for all storage, keyvault, sql and virtual machines
  - Network watcher

**Q39: On 4.2 Format Requirements, it is mentioned proposals should be typewritten, does it mean typed or written by a typewriter?**

A39. Typed.

**Q40: In Introduction, Individual Qualifications and Corporate Qualifications, brief description of team is asked thrice, where should the firm put key personnel's qualifications since there is a page limit?**

A40. See item 7 of section 4.3 of the RFP.

**Q41: Can firms add additional information to appendix?**

A41. See section 4.1 of the RFP.

**Q42: Can firms utilize subcontractors for this project? If yes, can firms utilize their sub's experience and references?**

A42. The RFP “seeks a qualified bidder or team of bidders.” Qualifications and references of subcontractors should be included.

**Q43: Could firms which do not have any significant experience with energy agencies bid on this RFP?**

A43. There are no prerequisites defined. Proposals will be reviewed and scored per section 5 of the RFP.

**Q44: Is it mandatory to have government experience and references?**

A44. No.

**Q45: Is appendix A part of the page limit?**

A45. No.

**Q46: Can firms utilize commercial references?**

A46. Yes, if they are relevant.

**Q47: Is there any page limit for resumes of the team?**

A47. No.

**Q48: Do firms have to provide resumes of the subcontractor's team as well?**

A48. Resumes for all key personnel should be included.

**Q49: Are there any mandatory requirements that may deem a proposal non responsive or disqualified if not met?**

A49. See section 3 and section 4 of the RFP.

**Q50: Are firms supposed to answer questions in the evaluation criteria? If yes, then under which section?**

A50. No.

**Q51: Could the Trust please clarify how many vendors will be awarded?**

A51. One proposal will be selected.

**Q52: What is the estimated budget for the contract?**

A52. See A17.

**Q53: In case firms are submitting confidential information in the response, is it required to provide a redacted version?**

A53. See A21. Confidential information should not be submitted.

**Q54: In case vendors are not proposing a new platform, can vendors omit section 4. Functionality Assessment or should they add N/A?**

- A54. 4. Functionality Assessment can be omitted if not proposing a new platform or included as <Intentionally Blank> to maintain the section numbers.
- Q55: Can vendors provide references as confidential information?**
- A55. Any information submitted will NOT be treated as confidential.
- Q56: Can a firm subcontract with various primes? Can a firm bid both as a prime contractor and as a subcontractor?**
- A56. There are no restrictions on teaming agreements.
- Q57: Could the Trust please confirm where should vendors add Attachment D?**
- A57. If the bidder answers no to the related question on the submission form, the form will allow Attachment D to be uploaded.
- Q58: Could the Trust please clarify in what section should vendors add Attachment C?**
- A58. If the bidder answers yes to the related question on the submission form, the form will allow Attachment C to be uploaded.
- Q59: Could the Trust please confirm if it's mandatory for vendors to add additional relevant documents?**
- A59. No additional documents are required.
- Q60: Could the Trust please confirm if vendors should include Attachment E in the response? If yes, in what section should it be included?**
- A60. The assessment against Attachment E should be included in the main proposal "4. Functionality Assessment".
- Q61: Are references from ongoing contracts accepted?**
- A61. Yes.
- Q62: Could the Trust please clarify if any of the documents inside the Zip file Attachment E should be provided with the proposal response or if they are post award requirements?**
- A62. Attachment E was provided for reference in the development of the proposal.
- Q63: Does the Trust accept remote resources to work on this engagement? Does the Trust prefer on-site resources to execute this engagement?**
- A63. See A19.

**Q64: Could the Trust please grant an extension on the due date?**

A64. No

**Q65: Under section 1.17 License to customer Data "Customer grants Provider a limited, non-exclusive, worldwide license to use, host, reproduce, modify (to the extent necessary to provide the hosting services), and display the Customer Data solely for the purpose of providing the hosting services under the agreement.", could the Trust please clarify what kind of licenses vendors need to provide? Could the Trust please clarify if vendors should provide at the time of submission proof of these licenses?**

A65. This provision allows the vendor to host Efficiency Maine data. See A38 for the vendor-procured licenses required to support hosting post-award.

**Q66: Could the Trust please confirm that there is not a bond for this project?**

A66. There is no bond required.

**Q67: Can you provide details on the size and current infrastructure of the effRT database (e.g., SQL Server version, cloud/on-premise setup, storage capacity)?**

A67. The size of the database is provided in Attachment E. See A34 for version information.

**Q68: Are there any preferred hosting environments if migration to an alternate platform is proposed (e.g., AWS, Azure, on-premise data center)?**

A68. Efficiency Maine has no host preference.

**Q69: Is there an existing disaster recovery (DR) and backup strategy, or should a new one be proposed?**

A69. See section 1.3 of Appendix 1 of the RFP.

**Q70: Does Trust also want to migrate older ASP.Net interface to new platform?**

A70. If migrating the existing platform, existing functionality and interfaces must be maintained.

**Q71: Are there specific performance issues or security concerns related to the existing interface that need to be addressed?**

A71. No.

**Q72: What authentication mechanisms are in place for authorized users accessing the online interface?**

A72. Username and password.

**Q73: Is there a need for real-time or batch-based data ingestion for new data sources?**

A73. No new data sources are anticipated. Additional DG meters are added periodically using the existing interface.

**Q74: If migration is required, are there existing ETL processes in place, or should a new approach be proposed?**

A74. If migrating the existing platform, existing functionality and interfaces must be maintained.

**Q75: Are there any data retention policies that need to be considered for historical data during migration?**

A75. All effRT data must be maintained in perpetuity.

**Q76: What are the different levels of user access (e.g., admin, program manager, data analyst) and their permissions?**

A76. Users are assigned to one or more of 48 permission groups. A permission group one or more of 150 roles. Roles provide specific permissions to view, modify, or execute specific records and functionality. Permission groups are tied to "p"rograms restricting access to only records created under the associated "p"rograms.

**Q77: Are there any role-based access control (RBAC) requirements that need enhancements?**

A77. No.

**Q78: Is multi-factor authentication (MFA) required for system access?**

A78. No.

**Q79: What are the primary reports generated from effRT, and are there any performance or customization challenges?**

A79. See A10 and example reports. Some reports could use optimization to improve performance. Those improvements would fall under Task 4 if requested by the Trust.

**Q80: Is there an interest in modernizing reporting using tools like Power BI or Tableau?**

A80. Possibly.

**Q81: Should the system support automated reporting and scheduled data exports?**

A81. Yes. Report subscriptions with scheduled run times are supported in the current implementation.

**Q82: What types of workflow automations are currently in place for program enrollment processing?**

A82. See dark blue items on slide 25 of 0-effRT Functionality R3 (Attachment E).

**Q83: Are there specific pain points in the automation that require improvements?**

A83. No.

**Q84: Should the workflow allow for custom rule configurations for different programs?**

A84. Yes.

**Q85: How often are data uploads via CSV performed, and what volume of data is typically processed?**

A85. 26 enrollment uploads were made between 2/22/2025 and 2/28/2025. Enrollment uploads range from one to hundreds of records per file.

**Q86: Are there any data validation challenges during CSV uploads?**

A86. Yes. Enrollment uploads must meet all data validation requirements to be successfully uploaded into effRT.

**Q87: What security frameworks or compliance standards (e.g., NIST, ISO 27001, GDPR) does the system need to follow?**

A87. Efficiency Maine Trust does not impose any specific compliance standards. The security framework must be sufficient to protect the data stored in the database.

**Q88: Are there any audit logging or monitoring requirements for user activities?**

A88. Created by and last modified by are tracked and reported for all workflow steps. The database also tracks and reports initially processed by for Applications. A complete Application history is maintained with the user listed for each status update.

**Q89: Are there any data encryption requirements (at-rest and in-transit)?**

A89. Yes. All data must be encrypted. The web server uses HTTPS.

**Q90: Are there plans to expand effRT's capabilities for additional energy efficiency programs?**

A90. Efficiency Maine's program portfolio is dynamic. Trust staff add new "p"rograms to effRT as needed.

**Q91: Should the solution support scalability for increased data volumes in the future?**

A91. Yes.

**Q92: Are there any specific technology upgrades (e.g., migration to .NET Core, modernization of database architecture) that Efficiency Maine is considering?**

A92. No.

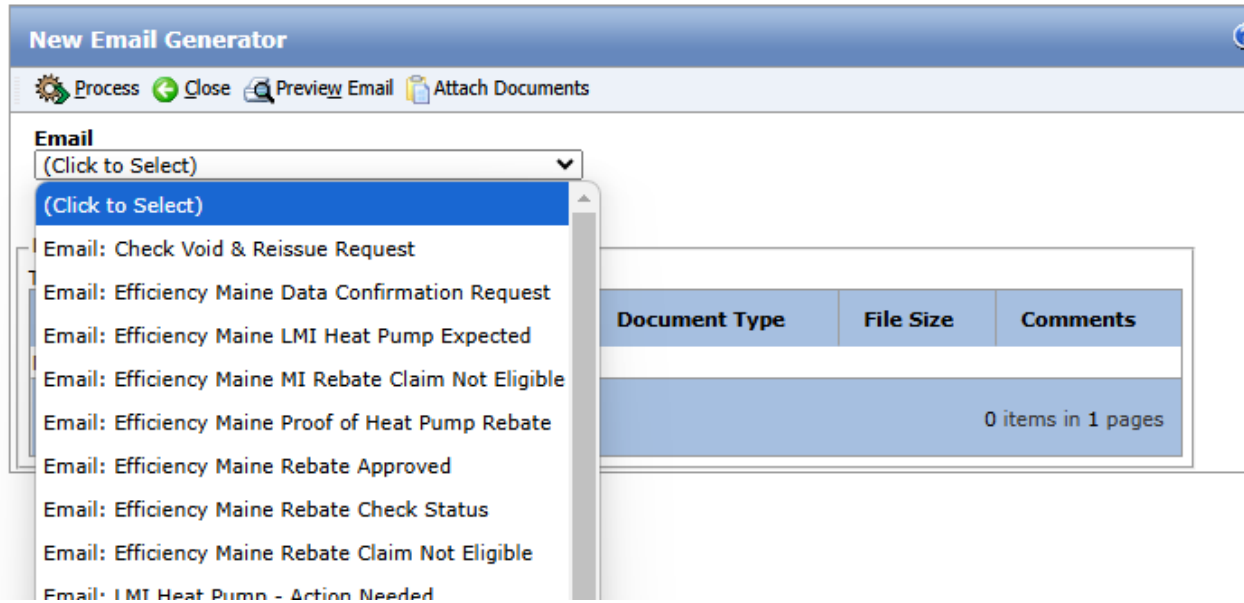
**Q93: Is it allowed to use offshore resources?**

A93. See A18.



## Creating a user-initiated email

Select the desired letter template from the program-specific list of preconfigured letter templates.



**New Email Generator**

Process Close Preview Email Attach Documents

**Email**

(Click to Select) ▼

- (Click to Select)
- Email: Check Void & Reissue Request
- Email: Efficiency Maine Data Confirmation Request
- Email: Efficiency Maine LMI Heat Pump Expected
- Email: Efficiency Maine MI Rebate Claim Not Eligible
- Email: Efficiency Maine Proof of Heat Pump Rebate
- Email: Efficiency Maine Rebate Approved
- Email: Efficiency Maine Rebate Check Status
- Email: Efficiency Maine Rebate Claim Not Eligible
- Email: LMI Heat Pump - Action Needed

Document Type	File Size	Comments
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0 items in 1 pages

Select Recipients and customize the desired letter parameters. Attach files if desired.

**New Email Generator** ?

Process Close Preview Email Attach Documents

**Email**  
 Email: LMI Heat Pump Claim-Help Needed ▼

**Recipients**  
 Group recipients into one email Yes ▼  
 One email will be sent which will include all recipients listed under the "To" and "CC" sections.

**Available Recipients:** ⓘ  
 Clearresult - Residential: B, Amy (deliveryteamment...  
▶

>>  
 <<

**To:**  
 Applicant: Albert J (customer@email.com)  
▶

**Available Recipients:** ⓘ  
 Applicant: Albert J (customer@email.com)  
 Clearresult - Residential: B, Amy (deliveryteamment...  
▶

>>  
 <<

**CC:**  
▶

**Custom Parameters**  
**Notification Type**  
 We need your help  
 Reminder - We need your help  
 Final reminder - We need your help  
  
**Enter Date, 6 months from Project Completion Date or 1 month from now, whichever is later.**  

  
**Registered Vendor Requirements Checklist**  
  
 • Registered Vendor initials are required for Customer was informed that rebate eligibility requires heat pumps to be used as primary heating system.  
 • The Registered Vendor Requirements Checklist is incomplete:  
 - No boxes were checked  
 Boxes not checked:  
 Boxes not checked: 
  
**Additional Requirements for Low- and Moderate-Income Customers**  
  
 • The Additional Requirements for Low- and Moderate-Income Customers is incomplete:  
 - No boxes were checked  
 - Building is owner's principal residence

**Homeowner Requirements Checklist**

Preview the letter and select Process to send it.

**New Email Generator**

Process Close Preview Email Attach Documents

**Email**  
Email: LMI Heat Pump Claim-Help Needed

**Recipients**  
Group recipients into one email Yes  
One email will be sent which will include all recipients listed under the "To" and "CC" sections.

**Letter Preview**

Hello,

We need your help with the following to process your rebate claim for work completed by [REDACTED] RTY MANAGEMENT for Albert J at [REDACTED] IN ST, SAINT FRANCIS.

- We need the homeowner's initials for Heat pump(s) will be used as primary heating system.
- The Registered Vendor Requirements Checklist is incomplete:  
Boxes not checked: Number 1 and 3

**To remain eligible for this rebate**, please provide the requested information to us by replying to this email or calling the number below by **3/27/2025**. If you have any questions, please let us know. For any correspondence, please include the reference number: **1535034**.

Thank you,

Efficiency Maine  
[lj@efficiencymaine.com](mailto:lj@efficiencymaine.com)  
866-376-2463

OK

**Registered Vendor Requirements Checklist**