



How to Select a Registered Vendor

Efficiency Maine Residential Registered Vendors are licensed, insured, and required for most Efficiency Maine residential rebates. They all sign [Registered Vendor Agreements](#) and a [Code of Conduct](#).

General Tips

1. Get at least three quotes. This takes effort but is one of the best ways to find a vendor that's a good fit for you.
2. Get everything in writing. Even if it's handwritten, it helps to have every expectation in writing and signed by both parties before the work begins. The same is true for mid-project changes.

Questions to Ask All Contractors:

1. Do you have references I can contact?
2. How soon can you begin? And how quickly will my work be completed?
3. Do you provide a standard contract? (Find a sample contract from the Maine Attorney General's Office [here](#).)
4. What are your payment terms and conditions? ([Maine law](#) limits down payments to 33% of the total contract price for projects over \$3,000 and we recommend that final payment not be made until all work is completed satisfactorily.)
5. Will you warranty your work and correct all issues at no charge? If so, for how long?
6. Will you handle all the paperwork to ensure that I get all the Efficiency Maine rebates possible?
7. Will you help me apply for [Efficiency Maine financing](#)? What do you charge for that service?

Questions to Ask References:

1. What work did this company do for you? (Ideally it's relevant to what you are considering.)
2. When? (Hopefully it's recent enough to reflect on the vendor's current capabilities, but long enough ago so that they've had a chance to experience the results.)
3. How would you rate your satisfaction with the work (0-10)?
4. How would you rate your satisfaction with the company (0-10)?
5. Why did you choose this company? (e.g. Is there any special relationship between the reference and the company?)
6. Is there anything else I should ask? (This question can uncover some interesting points.)

Additional Questions to Ask Energy Auditors:

1. What kind of information will I receive from you following my home energy audit?
2. Do you offer all the energy-efficiency services I may need following my audit? If not, do you have professionals you can recommend? (Some homeowners are happy to manage subcontractors and prefer an independent advisor who has no financial interest in the work. Other homeowners prefer to have their advisor do the general contracting for them.)
3. If I hire you to do the audit, and someone else to do the install, will you still perform a final inspection to make sure I get my Efficiency Maine rebates? What do you charge?

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