



Questions to Ask a Registered Vendor

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 for a year and correct all issues at no charge?
6. Do you require your employees to sign a Contractor Code of Conduct committing to professional conduct at the worksite? See Efficiency Maine's Code of Conduct [here](#).
7. Is your company an Efficiency Maine Registered Vendor and will you handle all the paperwork needed to ensure that I get all the Efficiency Maine rebates possible?
8. 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? (Expect a list of recommended energy efficiency improvements, along with the cost and the projected energy savings of each measure.)
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. What do you charge for an audit?
4. What do you charge for a final inspection/test-out at the completion of the job?
5. If I hire you to do the audit, and someone else to do the install, will you still perform a final inspection?