Questions to Ask a Residential Registered Vendor

Efficiency Maine recommends getting estimates from at least three contractors. Here are some questions we suggest you ask.

Questions to Ask All Residential Registered Vendors:
1. 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?
2. Will you discount my bill by the Efficiency Maine rebate or will I have to wait six weeks for the rebate check?
3. Will you help me apply for Efficiency Maine financing? What do you charge for that service?
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. Do you have references I can contact?
6. How soon can you begin? And how quickly will my work be completed?
7. Do you provide a standard contract? (Find a sample contract from the Maine Attorney General's Office on pages 6 – 8 on the PDF found here.)
8. Do you warranty your work? If so, for how long, and what does the warranty cover?
9. Will you register with the manufacturer any equipment installed to ensure I get the maximum warranty?
10. Do you offer repair service?
11. 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.

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? For instance, are they related or members of a referral network?)
6. Is there anything else I should ask? (This question can uncover some interesting points.)

(continued)
Additional Questions to ask your Heat Pump Installer

1. What are the pros and cons of single-zone units compared to multi-zone units?
2. How can I use my heat pump more than my other heating system? Should I consider moving the furnace thermostat?
3. Is there anything we could do to make the lines connecting the units less visible? What color will the cover be?
4. Where will each indoor unit, outdoor unit, condensate line, line set, and thermostat be located?

For more information, check out Efficiency Maine’s Heat Pump Installation Considerations (https://www.efficiencymaine.com/at-home/ductless-heat-pump-installation-considerations/).

Additional Questions to Ask Energy Advisors:

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. If I hire you to do the audit, and someone else to do the install, will you still perform a final inspection?
4. What do you charge for a final inspection/test-out after the work is done?

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