



Renew Contractor Program Disclosure and Guidelines

1.0 PURPOSE

As a **Renew Program Contractor** (Contractor), you provide vital resources to residents of Lawrence, Andover, and North Andover who were affected by the 2018 gas explosions in the Merrimack Valley.

The **Renew** Program (The Program or Renew) has been established to deliver high-quality home performance and building improvement services across multiple trade disciplines that support clean home improvements. Participating contractors will work under the standards and protocols agreed upon by all participating organizations.

The Program aims to ensure consistency, safety, and quality in the services delivered to customers and to foster long-term relationships with professional, licensed contractors who share the Program's commitment to excellence and energy efficiency.

The Renew Program may expand, reduce, or otherwise alter the services available through the Program at any time, in its sole discretion. Renew will notify the Contractor in writing of any such changes and their effects on the terms of this Agreement between Renew and the Contractor.

Customers who qualify for incentives funded by the Renew Program are required to use a participating contractor. The project scope to be completed must be approved by the Technical Assistance and/or the Project Facilitator.

1.2 RENEW PROGRAM PARTNERS

The **Renew Program** is funded by the Merrimack Valley Renewal Fund, administered by **Massachusetts Department of Energy Resources (DOER)** through a collaborative effort made possible by:

- **Nectar Community Investments**
- **Greater Lawrence Community Action Council (GLCAC)**
- **All In Energy**
- **Abode Energy Management**
- **CLEAResult**



CLEARResult will serve as the contractor payment vendor. Responsible for processing contractors' invoices and payments for projects completed.

Renew integrates with the Mass Save Program by addressing service gaps not covered by its standard offerings.

1.3 PARTICIPATION ELIGIBILITY REQUIREMENTS

To participate in the Program, the Contractor agrees to submit the following documentation:

- Renew Contractor Inquiry Form
- Acknowledgment of the **Renew Contractor Disclosure and Guidelines**
- Completed and signed IRS Form W-9.
- A copy of your active trade-specific license and/or certification number(s) as outlined in Table 1
- Proof of Public Liability & Property Damage Insurance. Workers' Compensation Insurance (if required by state law).
- CLEARResult Direct Deposit Agreement Form (ACH)

Failure to maintain and provide current documentation will result in suspension or termination from The Program.

Contractor Type	Eligible Improvement	Certifications & Licensures
Weatherization	Insulation Air sealing	- MA Construction Supervisor's License (CSL) - MA Home Improvement Contractor Registration (HIC)
Exteriors (windows, siding, roofing)	Windows, Siding, Roofing, General carpentry	- MA Construction Supervisor's License (CSL) - MA Home Improvement Contractor Registration (HIC)
		MA state requirements - Massachusetts Unrestricted Construction Supervisor's License (CSL) - MA Home Improvement Contractor Registration (HIC) - For ducted systems - MA Sheet metal license - For gas appliance conversion - Journeyman or Master Plumber with a Gas Fitter's license - For replacement of electric if required (e.g. change circuit size or plug type) - Journeyman or Master Electrician license *
		MA HPIN participation requirements: Air source heat pump primary installers must provide either: - Environmental Protection Agency's (EPA) Section 608 Technician Certification, Type II, or Universal Refrigerant Handling Certification - Certificate of installation training provided by a heat pump manufacturer Contractors who have indicated they install in residential buildings must submit an S-1, S-9, S-3, D-1, D-3 contractor license.
HVAC	ASHP, GSHP	Ground source heat pump primary installers must provide either: - an International Ground-Source Heat Pump Association (IGSHPA) accredited installer certificate or - certification as a GeoExchange Designer from IGSHPA Contractors who have indicated they install in residential buildings must submit an S-1, S-9, S-3, D-1, D-3 contractor license.
Plumbing	DHW, appliances	- For gas appliance conversion - Journeyman or Master Plumber with a Gas Fitter's license - For replacement of electric if required (e.g. change circuit size or plug type) - Journeyman or Master Electrician license
Electrical	Electrical upgrade, appliances	- Journeyman or Master Electrician license - MA Home Improvement Contractor Registration (HIC)
Solar PV	Solar PV, Storage	- Licensed electrician (all aspects of a PV installation are considered electrical work) - MA Home Improvement Contractor Registration (HIC) - Construction supervisor's license (either an unrestricted CSL or a restricted one and two family CSL) is required when solar thermal work is involved and the building is a one or two family, stand-alone dwelling or is a small commercial building (less than 35,000 feet of aggregate volume (LxWxH))

Table 1 (must be active and in good standing)

1.4 PROFESSIONAL STANDARDS

Contractor shall:

- Maintain a professional appearance and demeanor at all times

Renew

- Ensure all employees and subcontractors act respectfully and responsibly in customers' homes.
- Protect customer property and leave job sites clean and safe.
- Avoid inappropriate language, behavior, or conduct that may negatively reflect on the Program or its partners.

1.5 QUALITY ASSURANCE

- The Program reserves the right to perform quality assurance inspections.
- Any deficiencies must be corrected by the Contractor at no additional cost to the customer or Program.
- Complete all work in accordance with all applicable building codes and obtain all necessary approvals and permits
- Provide for Customers, for any equipment installed, the manufacturer's warranty plus optional extended warranty coverage, if applicable

1.6 PRICING AND QUOTE VALIDITY

- All quotes must remain valid for a minimum of **ninety (90) days**.
- Quotes must be transparent and accurately reflect the scope of work.
- Any pricing changes must be approved by the Program before implementation.
- In the event that financing approval is not obtained by the Program, the Participating Contractor agrees that the Customer contract shall be deemed null and void

1.7 PAYMENT TERMS

- Contractors will be paid in a **single payment** so long as they have followed all necessary steps of the Program's acceptance and have submit all required documentation. Payments will be processed and disbursed by **CleaResult**
- Payment may be delayed or withheld if the work is incomplete, unsatisfactory, or if documents are missing.
- In order to process payments, the Contractor will submit the following to the Project Facilitator.
 - Invoice
 - Photos of projects

1.8 TERMINATION

The Renew program, on behalf of the Program and its partners, may suspend or terminate participation in this program for cause, including but not limited to:



- Expired or revoked licenses or insurance coverage
- Verified complaints of unprofessional conduct or poor workmanship
- Violation of the standards and rules of the Program guidelines
- When funding for the Renew Program is depleted

1.9 INDEPENDENT CONTRACTOR STATUS

Contractor is an **independent contractor** and not an employee, agent, or representative of the **Renew Program** or its partner organizations. Nothing in this disclosure shall be construed as creating a joint venture or employment relationship.

1.10 USE OF SUBCONTRACTORS TO COMPLETE PROJECTS

The Contractor is responsible for all of the work performed by its subcontractors, including ensuring that subcontractors adhere to the terms of the program guidelines. Upon request, the Contractor must provide information related to all subcontractors providing Renew services, fully describing the nature of these relationships, ownership data, and other information requested by the program. The Contractor cannot employ as a subcontractor any firm that has been suspended or terminated from the Renew Program or Mass Save Heat Pump Installer Network, or any other program offered by the state or utilities.

1.11 MARKETING AND PROMOTION

- Refrain from using any Program logos in promotions or advertising without prior Renew program approval.
- Refrain from communicating with the media about The Renew Program, and promptly refer any inbound media inquiries to the Renew Program.

1.12 INDEMNIFICATION

Contractor agrees to indemnify and hold harmless The Program and their affiliated organizations from any and all claims, losses, liabilities, or expenses arising out of or related to Contractor's work under the Renew Program.

1.13 DISPUTE RESOLUTION



Any disputes arising out of or in connection with the work being performed within the Renew Program shall be resolved amicably through good-faith negotiations. If a resolution cannot be reached, the parties agree to submit to the exclusive jurisdiction of the courts.

By signing below (or electronically accepting), I acknowledge that I have read, understood, and agree to comply with the terms in the Renew Program Disclosure and Guidelines.

SIGNATURE

CONTRACTOR

Name: _____

Company: _____

Signature: _____

Date: _____