

# Contractor Procedures & Regulations

## I. Registration Process

1. Sign up on the RESNET Website. You become a Candidate for Qualification.
2. Pay the registration fee of \$295.
3. Select a Contractor Education and Qualification Provider (CEQ Provider). The list of CEQ Providers is on the website.
4. Within 30 days, if you satisfy the requirements listed below (see section II), your CEQ Provider will change your status from Candidate to Qualified *EnergySmart* Contractor, as applicable. Although your fee is in effect for 90 days, after 30 days without completing these steps, your listing will be removed from the Website.
5. When you are certified as a Qualified *EnergySmart* Contractor, complete your profile page on the website.
6. If you do not satisfy all requirements within 90 days, your fee is forfeited and a new fee will be due with your next application.

## II. Specific Qualification Requirements

Within 90 days of enrolling as a Candidate, satisfy all qualification requirements:

- a. Identify your organization's representative, called your "Designated Qualification Representative." This person is responsible for compliance with the rules and regulations as posted on the RESNET website and proper performance of the all field work.
- b. Take an accredited 8-hour initial Qualified *EnergySmart* Contractor Course from your CEQ Provider (CEQ Providers sets their course fees).
- c. Pass the RESNET 50 question, open-book contractor exam.
- d. Provide proof of State License (where applicable) for your trade(s).
- e. Provide proof of insurance as appropriate: General Liability, Workmen's Comp.
- f. Agree to the Terms and Conditions for participation on the website.
- g. Agree to comply with the RESNET Contractor Pledge and Code of Ethics.
- h. Agree to disclose to every customer any potential conflict of interest.
- i. Agree to comply with your Provider's Consumer Complaint Resolution Procedures and Policies (see below).

## III. Consumer Complaint Resolution Procedures

The RESNET Qualified *EnergySmart* Contractor Complaint Resolution process is as follows:

- a. The consumer fills out the **Consumer Complaint Form** available on the RESNET website, and submits it to the administrator of the website, who will forward it to your CEQ Provider.
- b. The consumer must include the work contract with the complaint submittal.
- c. Complaints must be either related to structural or major deficiencies (over \$500) and must impact the energy efficiency of the home.

- d. The listed Qualified Contractors shall be notified of all complaints and allowed to submit a complaint rebuttal to the **Complaint Resolution Officer (CRO)**.
- e. A Registry Removal (De-listing) Penalty for unresolved complaints can range from 30 days to 1 year.
- f. The CRO shall evaluate the complaint to determine if the contractor shall be deemed an offender.
- g. In the event the **Complaint Resolution Officer (CRO)** cannot make a fair evaluation of the complaint based on the information submitted, the consumer shall have the option of hiring an independent RESNET certified auditor (Diagnostic HESP, BPA or higher) to visit the site and submit his or her report and findings.
- h. Egregious repeat offenders may be removed from the website. This ban is attributed to the Qualified *EnergySmart* Contractor. The CEQ Provider shall communicate to the RESNET Executive Director recommended appropriate action and the Executive Direction shall approve or modify the action. Such action shall be communicated to the administrator of the website, who shall take action as directed.
- i. The Qualified *EnergySmart* Contractor will have 45 days to resolve the complaint.
- j. A complaint will be considered resolved once the client has submitted a **Complaint Resolution Form** signed by both Contractor and the consumer and the resolution is verified by the **Complaint Resolution Officer**.
- k. A log of unresolved complaints shall be maintained by the CEQ Provider and will be made available to RESNET upon written request.

#### **IV. Grounds for Suspension (De-listing) from the Directory**

- a. **First Offense.** The first time a contractor has 3 unresolved complaints within a 90-day period, the Provider shall remove the contractor from the Directory for a period of no less than 30 days. To be reinstated to the Directory at the end of the 30 day suspension, the contractor shall (within the 30 day period) complete 2 hours of Continued Education (CE) specific to conflict resolution or customer relations or successfully resolve at least one of the complaints.
- b. **Second Offense.** The second time a contractor has 3 unresolved complaints within a 90-day period the Provider shall remove the contractor from the Directory for a period of no less than 90 days. To be reinstated to the Directory at the end of the 90 day suspension, the contractor shall (within the 90 day period) complete 3 hours of additional CE and successfully resolve at least one of the complaints.
- c. **Third Offense.** The third time a contractor has 3 unresolved complaints within a 90-day period, the Provider shall recommend to the RESNET Executive Director the removal of the contractor from the Directory for a period of no less than one year. The RESNET Executive Director shall provide to the Contractor written notice and a 30 day opportunity to appeal. The RESNET Executive Director, at his sole discretion, shall make a determination as to whether or not to remove the contractor from the Directory for a period of no less than 90 days. To be reinstated to the Directory at the end of the suspension, the contractor shall (within the 90 day period) complete 3 hours of additional CE and successfully resolve at least three of the complaints.

Revised: Feb. 10, 2010