

Building Performance Professional Association of Vermont's

Zero Energy Now Program

Contractor Quality Guarantee Claims Form

OVERVIEW

All contractors participating in the Building Performance Professional Association of Vermont's (BPPA-VT) Zero Energy Now (ZEN) program who have signed a memorandum of understanding with the program guarantee to fix any customer-identified quality-related deficiencies within the contractor's control, in installations performed or managed by the contractor, to the customer's satisfaction at no cost to the customer. Customer satisfaction is defined by customer confirmation via written or electronic communication to *Zero Energy Now* program staff. Certain terms and restrictions apply to this guarantee, as outlined on the *Zero Energy Now* program website.¹

This guarantee is provided by participating *Zero Energy Now* program contractors only and does not place any obligations on the *Zero Energy Now* program itself, its staff, or affiliated organizations; nor does this guarantee place any obligations on BPPA-VT.

Quality guarantee claims may be made anytime following the completion of the *Zero Energy Now* program retrofit (defined as the date of the blower-door test-out procedure conducted to determine air tightness following the retrofit) up to the deadline for filing a savings guarantee claim (i.e., 90 days after the one-year anniversary of retrofit completion).

Filing of a quality guarantee claim will automatically trigger an inspection by *Zero Energy Now* program staff within 14 days of the claim filing to verify the deficiency and the applicability of the guarantee. Once the validity of the claim has been identified, contractors will make a good-faith effort to fix the deficiency to the customer's satisfaction within 30 days of the inspection.

CONTACT INFORMATION

Full Name: _____

Address: _____

Phone: _____

Email: _____

¹ See <http://zeroenergynowvt.com/>

PROJECT INFORMATION

Company Name(s) of Contractor(s) Used: _____

Date of Retrofit Completion: _____

QUALITY ISSUE

Briefly describe the quality issue you have identified.

AVAILABILITY

Please indicate some dates and times when you would be available for *Zero Energy Now* program staff person to inspect the issue and for your contractor to return to fix the issue identified.

Submit all forms to:

Electronic:

info@zeroenergynowvt.com

By Mail:

Zero Energy Now Manager

c/o Energy Futures Group

P.O. Box 587

Hinesburg, VT

05461