Termination Process for Home Performance Contractors in the EWC Program: Note per Contractor Participation Agreement: This Agreement is completely voluntary and can be terminated at any time for any reason by either EWC or the Participating Contractor.

When violations of the contract agreement are identified they will usually take the form of one of these:

Client complaints and EWC notifies contractor in writing

Administrative issues and EWC notifies contractor in writing

Technical issues arise and EWC notifies contractor in writing

Contractor is responsible for following up and satisfying all customer satisfaction issues

Contractor is responsible for submitting accurate reports, etc. if contractor is found to be in violation of this he/she will be re-trained and put on double secret probation

Contractor is responsible for accurate energy assessment testing and results. Failure to do quality work in CAZ test will result in immediate re-training and probationary period as this is a safety issue. Other technical issues will lead to re-training and desk review

EWC to follow up w/ client to verify satisfaction has been achieved

If reporting failures continue in the next quarter’s report contractor will be put on probation for 2 quarters

Inconsistent technical work will require extra QA at contractors cost. If contractor is not willing to do this or if not resolvable after 6 months the contractor will be terminated.

Final review to determine contractor status/release from technical issue probation

If EWC finds that client is not satisfied and that clients complaints are within contract parameters, and that contractor refuses to satisfy the client his/her participation in hpwes will be terminated. If contractor is terminated and client complaint is justified EWC will do its best to correct the matter.

If reporting failures continue in the next quarter’s report contractor will be put on probation for 2 quarters

If probation terms are violated the contractor is removed from web listing for 1 quarter/terminated at EWC discretion

These agreements are voluntary and this termination process is intended to provide guidance and direction to our partner contractors. All decisions will be made by EWC in order to remain in good standing with the US DOE.

EarthWays Center HPwES Contractor Termination Process 05.02.2016