



## Illinois Home Performance Contractor Participation Agreement

Home Performance with ENERGY STAR® is a national program run by the U.S. Department of Energy and sponsored locally across the county. This program connects homeowners with qualified contractors and energy auditors who assess each home's 'performance' and perform renovations that result in energy savings and improved home comfort.

Illinois Home Performance (IHP) is our state's local version of this national effort. IHP's dual objectives are to improve the comfort, safety, and energy efficiency of Illinois homes and to support local businesses that perform this renovation work. IHP has been designed as a statewide program and will roll out across Illinois incrementally.

The Program is made possible through a unique set of partnerships between the Midwest Energy Efficiency Alliance (MEEA), Ameren Illinois, ComEd, Peoples Gas and North Shore Gas, Nicor Gas, the Association of Illinois Electric Cooperatives (AIEC), and Energy Impact Illinois. These partnerships and the Program's variety of funding sources set IHP apart from many other HPwES programs and will allow the Program to succeed into the future.

### Agreement Description

This Agreement is made with respect to the operation of the IHP program. It governs the terms of the relationship between the MEEA and companies delivering home energy assessments or upgrades through IHP (each such company, a "Participating Contractor"). As described above, IHP is part of a larger national program that is administered by U.S. DOE. MEEA and U.S. DOE have signed a Partnership Agreement that defines MEEA's role as the program sponsor in Illinois. This Agreement is meant to ensure the national HPwES program requirements are followed as well as outline the responsibilities of both MEEA and Participating Contractor.

While this Agreement provides the basis for participation in IHP, it is anticipated that IHP Program Providers may require supplemental agreements and/or additional requirements in order for contractors to access resources and opportunities which these groups will be developing over time. Such opportunities will be brought to the attention of each Participating Contractor.

### Questions?

Contact IHP at 1-866-395-1032 ext.2 or [contractors@illinoishomeperformance.org](mailto:contractors@illinoishomeperformance.org)

Last updated by Midwest Energy Efficiency Alliance 9/10/2014



## Section A: MEEA's Commitments

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As sponsor of the Illinois Home Performance program, MEEA will:

1. Acknowledge that Participating Contractor is qualified to offer home performance services aligned with Illinois Home Performance.
2. List Participating Contractor on the statewide program website ([www.illinoishomeperformance.org](http://www.illinoishomeperformance.org)) in a format that allows homeowners to identify nearby companies.
3. Promote IHP throughout Illinois, building demand for home energy assessments and upgrades.
4. Issue Silver and Gold Illinois Home Performance with ENERGY STAR Certificates to homeowners who participate in IHP – see Appendix A for details.
5. Protect the confidentiality of Participating Contractors' business information; neither divulge information about a specific contractor's pricing nor share customer contact information (unless such disclosure is required by a court or other governmental authority).
6. Send out a press release on behalf of each Participating Contractor who completes and reports 50 jobs through IHP, promoting the company's success in saving consumers money and improving the comfort of their homes.
7. Offer additional support services such as an equipment loan program and ongoing training aimed at assisting Participating Contractors to continually improve their home performance techniques.
8. Work with U.S. DOE to ensure IHP meets the national requirements of the ENERGY STAR program, which in turn allows each Participating Contractor access to the Home Performance with ENERGY STAR logo to show that they provide services that contribute to the integrated improvement of homes' systems as recommended by the ENERGY STAR Program. Once signing this Agreement, contractors may enroll in the "My ENERGY STAR Account" (MESA) which provides HPwES-specific logos and resources.

Additionally, IHP partner utilities and other program delivery partners will offer the following important services:

1. Quality assurance services in accordance with Program protocols; these activities assist Participating Contractors to improve their work quality and customer satisfaction levels.
2. Homeowner incentives such as rebates or financing aimed at driving demand for home energy assessments and upgrades. Many such resources will be available exclusively through IHP Participating Contractors.
3. Localized program marketing, implementation, and administration including report and rebate processing.

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## Section B: Participating Contractor Commitments

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By executing this Agreement, Participating Contractor agrees to play an active role in Home Performance with ENERGY STAR by providing high-quality building performance services to its customers. As a condition of participating in the Program and accessing Program benefits, Participating Contractor agrees to the following:

### 1) Qualification Requirements

In order to enroll as a Participating Contractor in IHP and have access to the services outlined in Section A above, a contractor or energy auditor company must complete the following steps:

1. Sign this form, which signifies commitment to follow Program participation requirements;
2. Submit required documentation (see Section C); and
3. Participate in an Illinois Home Performance program orientation seminar.

MEEA will review the submitted materials and determine, at their sole discretion, if the applicant meets IHP's standards. This Agreement will be binding and the applicant will be considered a Participating Contractor only following completion of the review and return of a signed agreement from MEEA.

### 2) Participation Requirements

In order to remain in IHP, Participating Contractor must commit to the following actions:

1. Complete at least one Illinois Home Performance assessment and/or upgrade each quarter.
2. Follow Building Performance Institute (BPI) standards for all jobs completed under the Program.
3. Conduct all work in a professional and ethical manner.
4. Report each IHP job following the Program's reporting requirements. In most instances reporting will occur directly with the local Program Provider.
5. Participate in IHP's quality assurance field inspection program, as outlined below:
  - a. IHP representatives will inspect a tiered percentage of all reported IHP jobs:

QA Tier	IHP Job Number	Inspection Rate
Tier One	First 3 - 5 jobs	100%
Tier Two	4 of the next 20 jobs	20%
Tier Three	All following jobs	5%

- b. Participating Contractors will progress through the tier system as they successfully demonstrate work has been completed as reported and according to BPI standards.
  - c. Should QA inspections indicate repairs or corrections are required to bring such work up to Program standards; Contractor shall perform these at no additional cost to the customer.
6. Either individually or through partnerships with other Participating Contractors, provide customer with documentation outlining (a) home energy assessment results and (b) details of improvements including test-out performance results.
7. Provide customer with a written warranty of labor and materials for a minimum of 1 year from the date the service is performed. Equipment installed shall carry the manufacturer's warranty.
8. Properly represent the relationship of the Contractor to MEEA, Energy Impact Illinois, partner utilities and their implementing contractors (collectively called "Program Partners"), as such: The contractor is an independent contractor and a qualified participant in Illinois Home Performance. Participating Contractors shall not represent themselves as working for, or certified by any Program Partner. Neither the Participating Contractor, its subcontractors, nor any Participating Contractor personnel is an agent of

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Program Partners and no such party or person has any authority to represent Program Partners as to any matters.

9. If a Participating Contractor becomes involved in a dispute with a customer over business practices, the Contractor shall be responsible for settling the dispute. Participating Contractor shall hold MEEA and all Program Partners harmless from any suit arising from work in the Program.
10. Understand that participation in the Program does not constitute an endorsement of any kind on the part of the Program Partners. Participating Contractor shall not state or imply any such endorsement, either directly or indirectly.
11. Without written permission, Participating Contractor shall not employ as a subcontractor any firm that has been suspended or terminated from the Home Performance with ENERGY STAR program. The Program shall provide a list of these firms upon request.
12. Comply with ENERGY STAR Identity Guidelines (available at [energystar.gov](http://energystar.gov)) in use of Home Performance with ENERGY STAR (HPwES) and ENERGY STAR marketing graphics, marks, and name. The Contractor is responsible for adhering to these guidelines and ensuring that its authorized representatives, such as advertising agencies, are also in compliance. MEEA will actively pursue resolution of noncompliance related to the use of the ENERGY STAR marks. The HPwES marketing graphic must be used to promote a comprehensive, whole-house process for improving the energy efficiency of homes to prevent pollution, protect the environment, and save money on energy bills.
13. Program Partners reserve all ownership rights in their logos and trademarks. Participating Contractor may not use MEEA logos unless approved through other means (e.g. a Participating Contractor who is also a MEEA member may use the MEEA logo). Except as expressly provided in this Agreement, partner utilities do not transfer or license any trademark or other intellectual property rights to Participating Contractor. Contractors may, however, use logos and other materials as approved by the national Home Performance with ENERGY STAR program offered by US EPA/DOE. Participating Contractor should ask MEEA for guidance prior to development and deployment of marketing and communications materials if there is any uncertainty over compliance.
14. Notify IHP of a change in the designated responsible party, contacts, or BPI certified individuals for this Agreement within 30 days.
15. Comply with all disciplinary action protocols implemented by local Providers. Each Provider reserves the right to remove Participating Contractors from their local program and the statewide IHP program platform reserves the right to revoke this Agreement upon Provider's recommendation. Removal from the program results in exclusion from current program and future HPwES programs in Illinois, revoking of Home Performance with ENERGY STAR and Illinois Home Performance logo use and marketing materials, program leads, and any program-specific homeowner rebates or other incentives.
16. Communicate openly with IHP staff to seek assistance as needed in technical or administrative areas pertaining to IHP and provide feedback to IHP on issues pertaining to program design or administration, or the Participating Contractor's experiences with home performance contracting in general. Program staff may be reached at 1-866-395-1032 or [contractors@illinoishomeperformance.org](mailto:contractors@illinoishomeperformance.org).
17. Tax Liability: Program incentives are taxable as gross income. Program Partners are not responsible for any taxes that may be imposed on Participating Contractor's business as a result of receiving incentives through this program.
18. Liability Limitation: In no event shall Program Partners have any liability for claims of any kind, whether based on contract, tort (including negligence and strict liability), or otherwise, for any loss or damage sustained or incurred by any third party relating to this Agreement or the performance of services or participation by the Participating Contractor in the IHP program. Participating Contractor hereby releases and discharges Program Partners from all liability for such claims. Participating Contractor shall, to the fullest extent permitted by law, indemnify, defend and hold harmless Program Partners and their respective affiliates, officers, directors, agents, employees and representatives from and against any and

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all loses, claims, damages, expenses (including attorney's fees and costs) and liabilities arising out of or based upon property damage or bodily injury to any person caused by or related to the performance of the services or participation by Participating Contractor IHP.

19. Program Boundaries: IHP has been designed as a statewide program but will launch incrementally across Illinois as Program Providers become active. Participating Contractor may only provide IHP work in areas where there is a supported QA infrastructure, i.e. where there is a local Provider. Participating Contractors must comply with any additional provider-specific guidelines. Participating Contractors may represent themselves as qualified participants in IHP immediately upon acceptance into the Program, but may only offer IHP-qualified work resulting in an IHP Certificate through active Providers. MEEA will notify each Participating Contractor as IHP expands to cover additional locations.
20. Data and Information Sharing: Participating Contractor agrees that MEEA and IHP Program Providers may share amongst themselves information related to the performance of this agreement in order to streamline program administration. This information includes but is not limited to the results of QA inspections, disciplinary actions administered through IHP and like programs, and Participating Contractor information and documentation obtained through enrollment in either IHP or Program Providers' individual programs.

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## Section C: Required Documentation

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The following documents must be submitted as one packet to [contractors@illinoishomeperformance.org](mailto:contractors@illinoishomeperformance.org). If assistance is required, contact an IHP representative at 1-866-395-1032. If you are already enrolled in a utility program, you may not need to submit all documentation. Contact 1-866-395-1032 ext. 2 for more information.

1. **Signed Contractor Participation Agreement form**
2. **One of the following:**
  - 1. Participating Contractor consents to their Program Provider sharing the results of up to three quality assurance inspections with Illinois Home Performance personnel.
  - 2. Documentation of company's experience performing either home energy assessments (audits) or home energy upgrades (retrofits), as specified below:
    - i. Companies who perform assessments, not upgrades, must provide three actual home energy assessment homeowner reports;
    - ii. Companies who perform upgrades, not assessments, must provide three actual home energy upgrade homeowner work orders;
    - iii. Single-service home performance companies must provide both.
3. **Any three of the following:**
  - A satisfactory banking reference in the form of a letter from your primary bank, signed and dated within one year;
  - Two satisfactory professional/trade references in the form of letters from suppliers of materials, tools, or credit, signed and dated within one year;
  - Confirmation that the firm has been in the same business for at least three years;
  - A Better Business Bureau rating above C+; or
  - Confirmation that the principals have a net worth of at least \$50,000, verified by an audited financial statement or the last two year's tax returns.
4. **Proof of BPI Building Analyst and BPI Envelope certifications** for each individual employed by the Participating Contractor who will be:
  - Performing IHP home energy assessments (energy audits) and/or
  - Acting as the lead contractor on the team performing home energy upgrades (retrofits) through the Program
5. **Certificate of Liability Insurance (ACORD 25) showing:**
  - General Liability Insurance** for at least \$1,000,000
  - Workers Compensation Insurance** following Illinois State Law
6. **Copy of a valid business license:**
  - From any Illinois municipality

NOTE: These are the base-level requirements; local Illinois Home Performance Program Providers may require an additional agreement and/or more stringent requirements.

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**Participating Contractor Company Information & Signature Page**

Business Name:		Contact Person's Name (for addressing agreement issues with MEEA):
Business Street Address:		Contact Person's E-mail:
		Customer Contact E-mail (will receive customer referrals from website):
City / State / Zip:		Indicate Areas of Illinois Covered: <input type="checkbox"/> City of Chicago <input type="checkbox"/> North/Northwest Chicago suburbs <input type="checkbox"/> Western Chicago suburbs <input type="checkbox"/> Southern Chicago suburbs <input type="checkbox"/> Rockford/Northwest Illinois <input type="checkbox"/> Quad Cities <input type="checkbox"/> Peoria/Bloomington/North-Central Illinois <input type="checkbox"/> Springfield/South-Central Illinois <input type="checkbox"/> St Louis Metro/Southern Illinois
Phone:	Fax:	
Business Website:		
Services performed: Home energy assessments (audits) Y / N Home energy upgrades (retrofits) Y / N		

**Contractor Participation Agreement Signature**

I have read, understand, and agree to comply with all participation commitments described in the Illinois Home Performance Contractor Participation Agreement, including all supporting policies described or referenced therein.

The term of this agreement shall be one year from the date of this agreement and shall renew automatically for subsequent one year periods, unless either party notifies the other, in writing, of its desire not to renew this agreement at least 60 days prior to the end of the term or renewal term thereof.

I certify, under the penalties of law, that the statements made in this Agreement have been examined by me. I understand that by signing this Agreement, I consent to any other inquiry to verify or confirm the information I have given.

I understand that MEEA reserves the right to modify, at any time during this Agreement term, the provisions of this Agreement. All Participating Contractors will be promptly notified of any and all relevant changes to the program as a whole or the Agreement.

I understand this Agreement is completely voluntary and can be terminated at any time for any reason or for no reason by either MEEA or the Participating Contractor upon written notice to the other party.

Contractor or Auditor Company \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

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## Appendix A: Illinois Home Performance Certificate of Completion Requirements

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The Illinois Home Performance with ENERGY STAR program (IHP) has set specific requirements for homeowners to achieve recognition through the program. In order for a participant to receive the program's Certificate of Completion, which includes the Home Performance with ENERGY STAR logo and is recognized in the Northern Illinois multiple listing service (MLS), a specific process must be followed and a specific level of energy savings or performance metrics must be achieved.

This is meant to protect the value and brand of IHP, the Certificate, and the ENERGY STAR logo and will further the goals of the program, namely to retrofit homes and save energy. These Certificate requirements establish minimum standards; individual IHP Program Providers may enforce more stringent participation requirements as deemed appropriate. IHP will periodically update these Certificate Requirements and all Participating Contractors will be duly notified.

### Eligible Homes

- Single-family home, townhome, or individual condo in a building of 4 or less units with heating and/or cooling equipment specific to the individual unit\*
- A building of 4 or less units with shared heating and/or cooling equipment may also be eligible if the upgrade addresses the building as a whole\*
- Building's original construction must be completed prior to audit (that is, the Certificate is only applicable to existing homes, not new construction)
- Home must be located in Illinois, in an area of the state that is covered by an active Program Provider. Visit [www.IllinoisHomePerformance.org/map](http://www.IllinoisHomePerformance.org/map) for an updated listing

\*NOTE: IHP Program Providers may target specific segments of these eligible housing types.

### Basic Participation Requirements

In all instances, homeowners must follow the process outlined below:

- 1) Home energy assessment (aka energy audit)
  - a. Completed by a BPI Building Analyst and BPI Envelope (BPI BA+E) certified individual employed by an IHP Participating Contractor, the local IHP Program Provider, or a company representing them
  - b. Includes the following components, at a minimum
    - i. Discussion with homeowner about their issues and needs;
    - ii. Comprehensive visual assessment of major home attributes and any identified deficiencies or issues (e.g. HVAC and insulation type and condition, moisture issues, etc.);
    - iii. Comprehensive combustion safety testing following BPI Building Analyst standard;
    - iv. Blower door testing if envelope improvements are to be completed, consistent with BPI Envelope standard; and
    - v. Development of prioritized list of improvements based on need and estimated cost-effectiveness following BPI Envelope standard
  - c. Results in a home energy assessment report, which is provided to the homeowner and includes an outline of findings, list of recommended improvements, and the accompanying predicted energy savings.
  - d. Assessment report may also include a U.S. DOE Home Energy Score, a 1-10 asset rating that compares the house's energy-related components to those in like homes

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- e. May be completed all at once or in phases, as long as the minimum components are all completed by qualified individual prior to completion of home energy upgrade (see (a) above).
- 2) Home energy upgrade (aka retrofit)
  - a. Overseen by a BPI BA+E certified individual employed by an IHP Participating Contractor
  - b. In all applicable instances, follows BPI BA+E standards
  - c. Results in a Silver or Gold IHP Certificate (see below)
  - d. In each instance, air sealing is performed consistent with BPI Envelope standard
- 3) Verification of work (aka test-out)
  - a. Completed by a BPI BA+E certified individual overseen by an IHP Participating Contractor
  - b. Includes a visual inspection of completed work
  - c. Includes blower door test when required by BPI Envelope standard
  - d. Includes combustion safety testing when changes to the envelope and/or heating system are completed during the upgrade, consistent with BPI Building Analyst standard
  - e. Results are documented and submitted to local IHP Program Provider in a format approved by that organization
  - f. Statewide Coordinator also reviews test-out report to determine which Certificate may be issued to the home
- 4) Homeowner agrees to participate in third-party quality assurance inspection program
  - a. Completed by BPI BA+E certified program representative
  - b. Serves as an additional verification point and added (free) benefit to the homeowner
  - c. Only a specified percentage of homes will receive the QA inspection; Participating Contractor's level of experience and history in the program will determine whether inspection is required, based upon IHP's transparent Quality Assurance tier system.

### Earning the IHP Silver Certificate

- Retrofit achieves a minimum of **15% modeled total energy savings**, as compared to the baseline determined during the home energy assessment.\*  
-OR-
- Retrofit includes the following two components, at a minimum:
  - A. **Building infiltration rate:** 4 ACH50 –OR– 30% reduction below baseline. Must follow BPI Building Airflow Standard requirements and
  - B. **Attic insulation:** R-value increased to the level specified in the current state or local code, whichever is higher.

\*NOTE: When pursuing the modeled savings track, the post-retrofit modeled total energy use figure must be clearly stated in the test-out report and must reflect savings predicted from the actual installed improvements, not the improvement package recommended in the audit (if these two differ). The test-out report must include annual kWh and therms savings, % total savings, and total estimated \$ savings resulting from the retrofit.

### Earning the IHP Gold Certificate

The following performance metric must be met:

- Building infiltration rate:** 4 ACH50 –OR– 30% reduction below baseline. Must follow BPI Building Airflow Standard requirements.
  - NOTE: If multiple IHP home improvement projects have been undertaken at a single residence, the air leakage rate baseline is determined by *first* IHP home energy assessment. This will

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ensure a homeowner is not penalized for completing some air sealing in their achievement of the Silver Certificate, should they later aim to achieve the Gold Certificate.

As well as four out of the five metrics listed below:

- Ducts:** When partially or fully outside the conditioned space, leakage rate is sum of supply and return leakage to outside divided by fan flow  $\leq 10\%$  (see BPI Envelope standard, pg7) – OR – Ducts are fully inside the home’s pressure boundary
- Wall insulation:**  $R \geq 13$  in all perimeter walls
- Attic insulation:** R-value as specified in the current state or local code, whichever is higher.
- Basement/crawlspace insulation:** If unconditioned, floor insulation  $R \geq 30$  –OR – If conditioned, wall insulation  $R \geq 10$  continuous or  $R \geq 13$  cavity; in either instance, must be installed with proper air sealing and venting so as to avoid moisture problems.
- Heating and cooling equipment:** ENERGY STAR qualified at time of install, subject to manufacturer installation specifications

NOTE: When pursuing this track, each of the required performance metrics must be clearly documented in the post-retrofit test-out report in order to determine achievement of the IHP Gold Certificate. Report must include modeled predicted energy savings (annual kWh and therms savings, % total savings and total estimated \$ savings) resulting from the retrofit.

### Sample Certificates



**Silver Certificate of Completion**

**This home has achieved an estimated total energy reduction of at least 15%\* after the following home energy upgrades:**

- ✔ Air sealing performed reducing total air leakage rate by 34%
- ✔ Attic insulation improved to R-49

Home Performance with ENERGY STAR offers a comprehensive whole-house approach to home improvement that results in better energy efficiency, greater comfort, and lower energy bills. ENERGY STAR is a voluntary partnership sponsored by the U.S. EPA and the U.S. DOE to protect the environment through superior energy efficiency.



**Gold Certificate of Completion**

**This home has achieved a superior level of energy reduction after the following home energy upgrades:**

- ✔ Air sealing performed reducing total air leakage rate by 41%
- ✔ Attic insulation improved to R-49
- ✔ R-15 insulation installed in conditioned basement band joist wall cavity
- ✔ Bath fan vented to exterior

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## Appendix B: Definitions

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- a. U.S. DOE refer to the United States Department of Energy.
- b. Home Performance with ENERGY STAR (HPwES) refers to the program, administered by U.S DOE and implemented locally across the U.S., designed to improve energy efficiency of existing homes with a whole-house approach that helps to increase comfort and indoor air quality and protect the environment.
- c. Illinois Home Performance (IHP or “the Program”) refers to Illinois’ version of the Home Performance with ENERGY STAR program. See [www.illinoishomeperformance.org](http://www.illinoishomeperformance.org).
- d. Participating Contractor is a company qualified to participate in IHP and carry out home energy assessments and/or upgrades. Participating Contractors must complete all necessary requirements outlined in this Agreement.
- e. Auditor refers to a subset of Participating Contractors who are qualified to perform home energy assessments (also known as home energy audits or HEAs) through IHP. Auditors, like all Participating Contractors, must complete all necessary requirements outlined in this Agreement. NOTE: IHP embraces a market-driven, inclusive contractor delivery model allowing all three types of home retrofit companies to participate: energy auditors, home improvement contractors, and single source companies that offer both services.
- f. BPI refers to the Building Performance Institute, a leading developer of residential energy efficiency technical standards and certifications. See [www.bpi.org](http://www.bpi.org).
- g. MEEA (Midwest Energy Efficiency Alliance) is a regional nonprofit based in Chicago. MEEA has been act as the IHP Statewide Coordinator and as such is responsible for statewide actions in the following areas: program administration, liaison with U.S. DOE, coordination of Program Providers, marketing and outreach to homeowners and contractors, and development of trainings and other contractor support services. See [www.mwalliance.org](http://www.mwalliance.org).
- h. Program Provider refers to the entities selected by the Program that implement IHP locally. These groups market IHP, accept and review Participating Contractor job reports, issue homeowner rebates, and perform quality assurance inspections on homes that go through IHP within their local geographic area or service territory. Program Providers include Ameren Illinois, ComEd, Peoples Gas and North Shore Gas, Nicor Gas, and Energy Impact Illinois. See [www.illinoishomeperformance.org/partners](http://www.illinoishomeperformance.org/partners) for a complete listing.
- i. Home energy assessment is an energy, comfort, and safety audit of a home performed by a Participating Contractor or representative of the local Program Provider. The HEA examines the home for opportunities to increase the energy performance from a whole-home perspective. It culminates in a report, left behind for the customer and submitted to IHP, which details the home’s current state, lists a proposed set of actions to improve the home, and projects energy savings if these actions were implemented. In IHP, assessments must be completed following BPI standards.
- j. Home energy upgrades are improvements to the home that follow from findings of the home energy assessment. In IHP, upgrades must be completed following BPI standards and local codes.
- k. Energy Impact Illinois is a program of the Chicago Metropolitan Agency for Planning in partnership with the Cities of Chicago and Rockford, and other regional stakeholders to create a vibrant retrofit marketplace in the seven county metropolitan Chicago area and the City of Rockford, implemented on CMAP’s behalf by CNT Energy.

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