

Eau Claire Energy Cooperative

Trusted Energy Ally – Home Performance Evaluation

Goals of Program

The goal of the Eau Claire Energy Trusted Energy Ally Program is to establish beneficial relationships with vendors that provide services to our membership. These relationships will allow Eau Claire Energy to work more effectively with vendors to ensure service of the highest quality. Participating vendors will be able to identify themselves as Trusted Energy Allies to customers, as well as take advantage of timely updates and communications from Eau Claire Energy on our processes and procedures.

This document outlines the process for establishing, maintaining, and terminating a Trusted Energy Ally agreement with Home Performance Evaluation vendors. While any vendor is welcome to inquire about being a Trusted Energy Ally, only vendors that have actively engaged in work within our service territory will qualify. Furthermore, it is worth acknowledging that participating in this program is not a prerequisite to working with Eau Claire Energy on projects or engaging in services. We will work with any qualified vendor on behalf of our membership. This program is only meant to enhance the value of services provided by Eau Claire Energy and our Trusted Energy Allies.

Becoming a Trusted Energy Ally

Becoming a Trusted Energy Ally requires a commitment from both the Cooperative and the vendor to maintain a productive relationship. The following guidelines have been established for Home Performance Evaluations incentives. These guidelines must be met and adhered to throughout the duration of the Trusted Energy Ally program.

Commitments from Eau Claire Energy:

- Education – Eau Claire Energy will educate the vendor on any relevant policies or procedures that are applicable to Home Performance Evaluations incentives. This includes an offer of in-person, or virtual, one-on-one meetings with our staff.
- Sharing Information – Eau Claire Energy will proactively share updated information with Trusted Energy Allies. This includes updates to pricing or policies that may impact interactions with the Cooperative either by the vendor or member-customers of the vendor.
- Vendor Referrals – Once part of the Trusted Energy Ally Program, Eau Claire Energy will add the vendor to their referral list. This list is shared on request with members and may be published

online. Eau Claire Energy will not promote one Trusted Energy Ally over the other but will share the contact information for all Trusted Energy Allies equally.

Commitments from the Energy Ally:

Home Performance Evaluation vendor:

- Maintaining contact information (phone and email)
- Familiar with process for Release of Homeowner/Member Consumption History

Maintaining Ally Agreement

Once established both the Cooperative and the vendor agree to abide by the commitments set above. At a minimum, once a year the Cooperative will reach out to each Trusted Energy Ally as a check-in. This check-in will confirm the vendor's desire to participate in the program. Failure to respond to annual requests may result in termination of participation in the program as described below. This is to help us maintain an accurate and up-to-date list of active Energy Allies.

Terminating An Ally Agreement

Terminating an Ally Agreement can happen at any time with a request from the vendor. These will be honored as soon as possible. We will remove your name from our Trusted Energy Ally list and cease commitments outlined above.

Eau Claire Energy reserves the right to terminate a Trusted Energy Ally Agreement for vendors that fail to adhere to the commitments for this program, or do not respond to annual requests as outlined in the Maintaining section. Failure to adhere to any of the Energy Ally commitments will result in communication from Eau Claire Energy detailing the infraction, as well as steps to rectify. If issues are not resolved Eau Claire Energy will notify the vendor that we are terminating the Trusted Energy Ally Agreement. Severe infractions that tarnish the reputation of Eau Claire Energy will result in immediate termination of participation in the program.

In the event an Ally Agreement is terminated, for any reason, there is a 12-month waiting period to apply for a new agreement for this same type of service.