

# Partners In Energy Weatherization Program

REBATE FORM AND GUIDE TO  
SELECTING A CONTRACTOR



[www.northernutilities.com](http://www.northernutilities.com)

# Selecting a Weatherization or Insulation Contractor

Hiring a contractor can be a difficult task when you aren't sure which questions to ask. Northern Utilities has prepared this simple guide to help you find a quality contractor to perform work on your home.

## Finding a Contractor

- Look in the telephone book under "Insulation," "Construction," or similar headings.

- Consult friends and neighbors.

- Use the Internet.

Suggested websites:

NH Residential Energy Performance Association at [www.repa-nh.org](http://www.repa-nh.org)

Maine Home Performance at [www.mainehomeperformance.org](http://www.mainehomeperformance.org)

Residential Energy Services Network at [www.natresnet.org](http://www.natresnet.org)

Insulation Contractors Association of America (ICAA) at [www.insulate.org](http://www.insulate.org)

- Northern Utilities can provide a list of contractors who have expressed an interest in providing weatherization services.\*

## How to Hire a Weatherization Contractor

- Check references.

Ask for references and check them out.

- Check with the Better Business Bureau.

- Get more than one estimate.

You should obtain cost estimates from several contractors. Make sure they describe the job in writing in equal terms: quality and quantity of materials and labor, as well as total price.

- Talk to insulation contractors in terms of R-values.<sup>†</sup> R-values are determined by material type, thickness, and, in the case of loose-fill insulation, by installed weight per square foot, not by thickness alone.

- Will the insulation work include blower door-guided air sealing?

- Ask questions about the contractor's terms.

Is payment required before the job begins?  
If so, how much?

- Check if the contractor has appropriate insurance coverage.

Does the contractor have insurance to protect its own employees if they are injured? Are you covered if one of the contractor's employees damages your house?

- Ask for proof of current insurance.

- Check credentials.

Ask the contractor about any certifications or advanced training he has received.

- Check material quality.

Not all insulation materials are created equally. Ask the contractor about the quality of the proposed materials.

## Once you've chosen a Contractor, what's next?

- Get a written contract for the work to be performed.

- Before you sign a contract, it should contain a detailed description of the work to be performed, the materials to be used, an estimated beginning and end date, your right to end the contract, the total price, and, if applicable, measurable results.

- The contract should contain your name and address, the contractor's name and/or business name and business address, signatures of both parties, and the date the contract was signed.

- Before you begin the work, get a copy of the fully executed contract.

- The contract should contain other terms and conditions, including any guarantees or warranties for labor or materials.

It is recommended that you ask for at least a one-year warranty on work performed. Get it in writing!

## Managing the Contractor

- Ask for proper identification when the contractor arrives at your home.

- Make sure the contractor gives you a signed and dated contract or receipt for the insulation installed. This is required by law.

Under the U.S. Federal Trade Commission (FTC) regulation (Rule 460), installers of insulation must give their customers a contract or receipt for the insulation installed, identifying coverage area, thickness and R-value.

- Inspect the work.

Inspect your home to make sure the insulation was installed correctly. Demand quality from your installer, and question anything that looks wrong. Don't compromise. It's your house, and you are the one that will benefit from a job well done.

- If you are not the homeowner, be certain you obtain the owner's permission to have the work performed.

**\*Northern Utilities does not endorse, guarantee or warranty any particular contractor, manufacturer or product. Further, Northern Utilities does not make any representations regarding the results to be achieved as represented by any contractor. The information contained in this brochure regarding the selection of a contractor is for your convenience only. The selection of the contractor is the sole responsibility of you, the customer.**

<sup>†</sup>R-Value—The measure of resistance to heat flow. Insulation materials have tiny pockets of trapped air. These pockets resist the transfer of heat through material. The ability of insulation to slow the transfer of heat is measured in R-values. The higher the R-value, the better the insulation material's ability to resist the flow of heat through it. The Federal Commission prohibits expressing R-values in terms of inches, because R-value is not a linear measurement.



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# WEATHERIZATION REBATE

Program period: May 1, 2008 – April 30, 2009

**Mail completed applications to the address listed above. Incomplete or faxed applications will not be processed.**

CUSTOMER NAME \_\_\_\_\_

ADDRESS WHERE WEATHERIZATION MEASURES WERE INSTALLED \_\_\_\_\_

CITY/TOWN \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

TELEPHONE NUMBER \_\_\_\_\_ RESIDENTIAL HEATING ACCOUNT NUMBER \_\_\_\_\_ AGE OF HOME \_\_\_\_\_

APPROX. SQ. FT. OF HOME \_\_\_\_\_ NUMBER OF OCCUPANTS IN HOME \_\_\_\_\_

LANDLORD/OWNER (Name where rebate is to be mailed, if different from above) \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY/TOWN \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

**APPROVED MEASURES LIST**

Description of Measure	Type of Insulation	Beginning R-Value*	Ending R-Value	Quantity Installed	Installed Cost
Attic Insulation	<input type="checkbox"/> Batt <input type="checkbox"/> Blown-in <input type="checkbox"/> Other _____			_____ Sq. Ft.	
Wall Insulation	<input type="checkbox"/> Batt <input type="checkbox"/> Blown-in <input type="checkbox"/> Other _____			_____ Sq. Ft.	
Basement/Crawl Space Insulation	<input type="checkbox"/> Batt <input type="checkbox"/> Other _____			_____ Sq. Ft.	
Rim Joist Insulation	<input type="checkbox"/> Batt <input type="checkbox"/> Rigid Board <input type="checkbox"/> Other _____			_____ Sq. Ft.	
Duct Insulation†	<input type="checkbox"/> Batt <input type="checkbox"/> Other _____			_____ Linear Ft.	
Heating Pipe Insulation†	<input type="checkbox"/> Foam <input type="checkbox"/> Other _____			_____ Linear Ft.	
Description of Measure	Description of Work Done				Installed Cost
Attic Ventilation‡					
Ductwork Leakage Testing					
Ductwork Leakage Sealing					
Air Infiltration Measurements	CFM <sub>50</sub> Pre-WX _____ CFM <sub>50</sub> Post-WX _____				
Air Infiltration Sealing					
<b>Total Cost of Measures Installed</b>					

\*Value will be zero (0) if no insulation exists or old insulation is removed prior to installation of new insulation  
 †Only eligible for rebate if no insulation exists prior to installation  
 ‡In conjunction with attic insulation only

**Rebate Amount (see reverse side)**

CONTRACTOR NAME \_\_\_\_\_ CREDENTIALS (IF APPLICABLE) \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY/TOWN \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_ TELEPHONE NUMBER \_\_\_\_\_

**WORK COMPLETION AND REBATE VALIDATION**

Customer and Contractor hereby affirm and certify that the above-mentioned energy efficiency improvements have been installed and the information contained in this form is correct. All installations must conform to the requirements of all applicable laws. I acknowledge that Northern Utilities may require an on-site verification of installation prior to issuing a rebate. I am aware of and agree to the Terms and Conditions stated on the reverse side of this application and have attached copies of all receipts/invoices as proof of payment for the installation performed.

CUSTOMER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_ CONTRACTOR SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

## WEATHERIZATION REBATE TERMS AND CONDITIONS

- 1. Rebates:** Through its Partners In Energy Program (the "Program") and subject to these Terms and Conditions, Northern Utilities, Inc. ("Northern") will pay a rebate to or for the benefit of its eligible customers for the installation of energy-saving materials and/or Energy Efficiency Measures ("Measures") and installed by independent installation/weatherization contractors (the "Contractor").
- 2. Customer Eligibility:** You must be an existing residential natural gas heating customer of Northern to be eligible to participate in the Program. Low-income customers may be eligible to receive energy efficiency measures free of charge. Call 800-232-0120 for details. New construction projects are not eligible for rebates. Account must be in participating customer's name. Only installations performed during the Program period as indicated on the rebate form are eligible for a rebate. Rebate form must be filled out completely, signed by both the customer and Contractor, and accompanied by a dated receipt/invoice. Said receipt/invoice must itemize Measures installed and match quantities listed on rebate form. Northern must receive the rebate form and supporting documentation within ninety (90) days from the installation of Measures to be eligible for the rebate.
- 3. Selection of Contractors:** Northern makes no representation of any kind regarding the results to be achieved by any Contractor. Any information provided to you regarding the selection of a Contractor, including but not limited to the information contained in this brochure, is for your convenience only. The selection of the Contractor is the sole responsibility of you, the customer. "Do-it-yourself" Measure installations do not qualify for rebates under this Program.
- 4. Approved Measures:** (a) Northern will only pay rebates for the pre-approved Measures specified on rebate form. Substitute Measures are not eligible for rebate unless explicitly approved by Northern in writing prior to the installation of a substitute Measure. (b) All Measures must be installed in conformance with all applicable laws, code requirements and industry best practices.
- 5. Rebate Amount:** (a) Northern will provide rebates for approved Measures equal to 50% of the cost of the Measure for homeowners and 75% for tenants. (b) The maximum rebate for eligible Measures is \$1,500 per account per year. (c) Northern will recognize material and installation cost only to the extent that they are reasonable and actually incurred by the customer and fall within the guidelines of the Program.
- 6. Warranties:** (a) Northern does not endorse, guarantee or warranty any particular Contractor, manufacturer, product, or service. (b) Northern does not make any representation of any kind regarding the results to be achieved by Measures or the adequacy or safety of such Measures.
- 7. Post-Installation Work Verification:** (a) Northern reserves the right to withhold or delay rebate payment until it or its representative has performed a post-installation verification of the installed Measures. If Northern determines that one or more of the Measures were not installed in a manner that is consistent with Program guidelines/criteria, it may deny payment of the rebate until modified or corrected to the satisfaction of Northern. (b) The scope of post-installation verification of installed Measures by Northern or its representative is limited solely to determining whether the Measures exist and qualify for rebates. The post-installation verification does not include any type of safety or code inspection and should not be relied upon as such.
- 8. Customer Liability and Release:** To the fullest extent allowed by law, as part of the consideration for participating in the Program, you the customer hereby release and hold harmless Northern, its representatives, and the Rebate Administrator from any and all claims, losses, harm, costs, liabilities, damages and expenses (including attorney's fees) of any nature whatsoever arising directly or indirectly out of or in connection with your selection of the Contractor, the performance of the installation, any material and labor required to perform the installation, or any actions taken in reliance upon the installation of Measures. Customer and Contractor acknowledge that customer and Contractor, not Northern, are responsible for the selection and installation of the Measures and related materials, and that the Contractor is solely responsible for the installation.
- 9. Contractor Liability and Release:** To the fullest extent possible, as part of the consideration for participating in the Program, you the Contractor hereby release and shall hold harmless Northern, its representatives, and the Rebate Administrator from any and all claims, losses, harm, costs, liabilities, damages and expenses (including attorney's fees) of any nature whatsoever arising directly or indirectly out of or in connection with the performance of the installation, any material and labor required to perform the installation, or any payment for same. Contractor and Customer acknowledge that Contractor, not Northern, is solely responsible for the installation of the Measures and related materials, and that Contractor and customer are responsible for the selection of Measures and related materials.
- 10. Contractor Insurance:** Northern is not responsible for any damage that may be caused as a result of an installation of any Measure by the Contractor. Customers are strongly encouraged to choose a Contractor that carries appropriate insurance.
- 11. Tax Liability:** Customers participating in the Program may be subject to federal and state tax liability for the value of goods and services received through the Program. Northern and the Rebate Administrator are not responsible for any tax liability which may be imposed as a result of the receipt of the rebates provided by Northern to the customer.
- 12. Payment:** Northern expects to make payments to eligible customers within 60 days from its receipt of the rebate form and all necessary documentation. See Section 2, "Customer Eligibility" and Section 7, "Post-Installation Work Verification" above.
- 13. Program Modifications:** The Program, including but not limited to these Terms and Conditions, is subject to change or termination by Northern without notice.