

Change of Service Provider Policy

The Mass Save® Program goal is to provide the best possible services to customers. Customer satisfaction is a top priority for Eversource and National Grid. The following Change of Service Provider Policy is intended to provide an option for customers who are not satisfied with the service provided by their initial Service Provider. In such cases, the dissatisfied **customer** may request a change.

Customers are eligible to participate via one of the three paths of entry into the Program. These three paths, in addition to the lists of IICs and HPCs, provide consumers with a wide variety of choices. It is expected that once a customer selects one of these paths, including selecting a specific Participating Contractor, the normal Program process will have that customer continue with that Service Provider to the completion of their Program participation. It is the selected Service Provider's responsibility to provide excellent customer service and thus keep that customer happy and on their initially selected service path.

Requests to change service providers **must be initiated by the customer**, these should be the exception to normal processes, and will be treated on a case-by-case basis. These will be investigated by CLEAResult to determine if there is a customer service issue that triggered the requested change in service providers. Customers who were previously served with an HEA more than 2 years ago, will be eligible for another HEA with any provider. Additionally, CLEAResult, may want to speak directly with these customers to better understand the reason for the requested change. CLEAResult will track such requests Program-wide to monitor trends or willful violations of the intent of the Program design. Willful violations of the intent of the Program design may subject an offending Participating Contractor to program disciplinary action.

Changing contractor midway in the process falls into one of three broad categories. Each category has its own process management as noted below. In all cases, CLEAResult and the PAs may need time to investigate the request by interviewing the customer, and to confirm their reasons for requesting an exception to the standard process. **Once the request is confirmed with the customer**, one of the following processes will occur:

1. **IIC to IIC:** CLEAResult will cancel the work order if already issued with the original IIC and reissue the work order to the new IIC. If applicable and reasonable, adjustments may be made for partially completed work done by the original IIC. After investigation and at CLEAResult discretion a replacement job may be provided to the original IIC.
2. **HPC to IIC:** In order to mitigate the risk of accepting an unknown project scope and conditions, CLEAResult will need to conduct a new site visit to develop a scope of work, screen for roadblocks, and conduct combustion safety tests. CLEAResult may back-charge the HPC the cost of the original HEA. CLEAResult will issue a work order to an IIC selected by the customer or via the merit-based assignment process.
3. **IIC or HPC to HPC:** CLEAResult will contact the new HPC and offer the work as a lead, not as a work order. New HPC must agree to accept the lead knowing that they must visit the site and create their own work scope. The new HPC must model the home and work scope in the Program approved software once the new HPC confirms that they



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will serve the customer. In the case that customer lead originated from an IIC, CLEAResult will cancel the work order with the IIC (if already issued) and if applicable, CLEAResult will refund the deposit to the customer. The new HPC is to continue the process following all other Program protocols. If the new HPC declines the lead, the customer will be consulted regarding options to move forward.

Customers requesting a change in service provider should call 800-632-8300 and request the change.

An IIC with any questions about this process or policy should contact a CLEAResult manager via email to ContractorInbox.@CLEAResult.com.

In summary, changing service provider midway through the process is complex and adds risk. Such requests must be the exception, not the rule, and will be thoroughly investigated and documented. Such a change may result in a back-charge of the HEA fee to an HPC if their actions directly caused the customer dissatisfaction that led to the change request. Change of service provider requests may also impact the merit-based ratings of a participating IIC. Excessive change of service provider requests may impact the eligibility of any contractor to participate in the Program. Projects resulting from a change in service provider are not eligible for any marketing promotions or incentives for the IIC or HPC.

The Program Administrators reserve the right to modify this policy at any time.