



## Mass Save® RCD Program

### Specified Measures Contractor Agreement

The Mass Save® RCD Programs goal is to provide the best possible services to customers. Customer satisfaction is a top priority for National Grid and Eversource. The Specified Measure Agreements are intended to provide an option for customers who have a unique or difficult site condition that may prevent or hinder work from being performed.

SMA's will be initiated at the energy audit by the Energy Specialists. An SMA will include the customer information and information regarding what the unique or difficult site condition is. This documentation will be included with the job assignment to the CONTRACTOR. The CONTRACTOR should review the information and make a determination if the work can or cannot be completed. Part of this review may require a site visit by the CONTRACTOR. The CONTRACTOR will then complete the work or notify CLEAResult in a timely manner if work cannot be completed. If the IIC is rejecting an SMA work scope they must provide a reason for the rejection preferably with pictures.

By signing this agreement to be an SMA contractor the CONTRACTOR agrees to be part of the SMA program for the duration of the active Participation Agreement. It is expected that a CONTRACTOR signing up to be an SMA contractor have the necessary and unique skills to complete the majority of SMA work assignments. While rejection is allowed, the amount of SMA rejections will be reviewed on a regular basis. If excessive rejection without proper justification is determined, a CONTRACTOR may be removed from the SMA program or susceptible to other disciplinary action outlined in the "Performance and Disciplinary Procedures Policy". SMA assignments **will not** count against a CONTRACTOR's normal allocation amount determined from the CONTRACTOR's tier rating. Assignment order for SMA work will be determined by the CONTRACTOR's rating in the "Merit Based Allocation System".

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IN WITNESS WHEREOF, the parties have executed this contract as of the Effective Date.  
(Effective date being the date of the final signature)

#### CLEAResult

(apply digital signature in the blank space below this line or complete the spaces below)

By: \_\_\_\_\_  
(Signature)

Name: \_\_\_\_\_  
(Printed Name)

Title: \_\_\_\_\_

Date: \_\_\_\_\_

#### CONTRACTOR

(apply digital signature in the blank space below this line or complete the spaces below)

By: \_\_\_\_\_  
(Signature)

Name: \_\_\_\_\_  
(Printed Name)

Title: \_\_\_\_\_

Date: \_\_\_\_\_