

## Work Assignment, Acceptance and Scheduling Policy

### Assignment and Acceptance

CLEAResult will assign non-affiliated work to Contractors utilizing a merit-based work allocation system. To make this assignment, CLEAResult will provide the Contractor with the Customer Contract, a work order that details the same measures, quantities and costs detailed in the Customer Contract and any other documentation appropriate to the Work assignment.

**Within two business days**, the Contractor will Accept or decline the assignment. With a detailed note as to the reason for declining. Should the Contractor choose not to accept an assigned work order, and notifies CLEAResult within 2 business days, CLEAResult will not assign a substitute work order.

**Within five business days**, the Contractor will schedule with the customer a time to perform the work and submit a work scheduled date to CLEAResult. Work will then proceed according to the terms of the Mass Save Program Contractor Agreement. If the Contractor cannot reach the customer for scheduling within 5 business days, the Contractor will report this to CLEAResult in the program approved software. The Contractor will keep CLEAResult apprised of reasonable efforts to contact the customer to schedule the work in the program approved software. Expectation being an update at least every 3 to 5 days.

Should the Contractor be unable to contact the customer to schedule the work, the Contractor shall notify CLEAResult. CLEAResult will then verify the customer's unresponsiveness and deactivate the work order, if necessary, in which case CLEAResult will assign a substitute project if appropriate.

### Time to Serve

The Contractor is expected to complete all Customer Contracts accepted in the assignment process or self-generated within an expected time frame. the expected "time to serve" (the time span from acceptance of a Customer Contract through the time the Customer Contract is completed) is defined by the Program, based on the time of year, as:

- **4 weeks during May, June, July and August**
- **5 weeks during March, April, September and October**
- **6 weeks during November, December, January and February**

When notified of an acceptance and scheduled date by an IIC, CLEAResult may make exceptions for a time to serve extensions by Customer request. CLEAResult, in consultation with the Utilities may also make adjustments to the definition of a reasonable time to serve based on the overall capacity of all Contractors participating in the Program and the volume of Weatherization Work to be performed at a given time. In such cases, Contractors shall be notified, and sufficient time will be allowed for a transition to the new backlog targets.

Contractors may also be turned off from allocation if time to serve metrics are not meet as well as failure to keep CLEAResult informed of project status.