



Appliance Recycling Program Request for Proposal

Summary

RFP Release Date: 2/19/2024
Bidder Questions Due: 2/26/2024
Answers Posted: 3/04/2024
Proposals Due: 3/18/2024

Efficiency Vermont, a statewide Energy Efficiency Utility, is seeking proposals from professionals or organizations for an Appliance Recycling Program. Responses to this Request for Proposals (RFP) must be delivered electronically to VEIC by **5 p.m. EDT on March 18, 2024**. Efficiency Vermont will not accept responses submitted after **5 p.m. EDT**. Please submit your response electronically via e-mail to: abreen@veic.org with **RFP Submittal for Appliance Recycling Program** in the subject line.

VEIC will respond to individual questions regarding this RFP only as follows: VEIC will receive questions regarding requirements and scope of work up to **5 p.m. EDT February 26, 2024**, via e-mail only, to abreen@veic.org **with Appliance Recycling Program Question in the subject line**. When appropriate, please refer to the RFP page number and Section Heading for ease of navigation and response. Efficiency Vermont will post answers on the VEIC website: <https://www.veic.org/requests-for-proposals> no later than **March 4, 2024**. VEIC will not address questions submitted after **February 26, 2024**.

Background

Vermont Energy Investment Corporation

Vermont Energy Investment Corporation (VEIC) is a mission-driven, nonprofit organization dedicated to reducing the economic and environmental costs of energy use. It carries out its mission, in part, by designing and implementing innovative energy efficiency and renewable energy programs. Founded in 1986, VEIC is nationally and internationally recognized for advancing energy efficiency, energy conservation, and renewable energy programs and projects across the United States, Canada, and Europe. VEIC employs 280 professionals and is headquartered in Winooski, Vermont. It has offices also in Washington, DC, and Ohio. For additional information, please see: VEIC Website: www.VEIC.org

VEIC is a **Just-labeled** organization, committing itself to corporate transparency on social justice and equity indicators. We've also adopted the **Social Vulnerability Index** across our entire organization to measure the impact our work has on underserved communities. With ongoing employee engagement in **social and energy justice principles**, justice and fairness are embedded in everything we do. We see opportunities everywhere to create new tools that can help us build the kind of company—and the kind of society—we want to see.

Efficiency Vermont

Launched January 1, 2000, Efficiency Vermont helps ratepayers reduce energy costs, strengthen the local economy, and protect the environment by making homes and business energy efficient. Efficiency Vermont provides technical assistance, rebates, and other financial incentives to help Vermont households, businesses and other institutions—such as K-12 schools—reduce their energy costs with energy-efficient equipment, lighting, and approaches to construction and major renovation. Efficiency Vermont partners extensively with contractors, suppliers, and retailers of efficient products and services throughout the state.

VEIC operates Efficiency Vermont under an Order of Appointment issued by the Vermont Public Service Board. For additional information, please see the Efficiency Vermont website: www.veic.org

Scope of Work and Schedule

RFP and Implementation Schedule

Table 1. Efficiency Vermont will attempt to adhere to the following schedule but reserves the right to adjust the below schedule as-needed.

RFP release	February 19, 2024
Bidders Questions Due	February 26, 2024
Answers posted	March 4, 2024
RFP responses due	March 18, 2024
Bidder selected	April 1, 2024
Contract negotiations and signature	May 13, 2024
Performance Period	June 1, 2024-November 30, 2024

Scope of Work

Efficiency Vermont is implementing an Appliance Recycling Program and is seeking a contractor to remove and recycle working appliances (secondary refrigerators, standalone freezers

window-style air conditioners, dehumidifiers, and mini-fridges) from Vermont electric ratepayers.

At the direction of VEIC's Contract Manager, Contractor shall provide the following services: The objective, through the removal of non-essential energy-intensive appliances, is to reduce Vermonters' energy use and simultaneously lessen power demand on the electric grid. All electric ratepayers within the State of Vermont are eligible to participate in this program. The old refrigerators/freezers/dehumidifiers/window air conditioners/mini-fridges that are collected as part of this promotion must be recycled in accordance to specified requirements (with any ozone-depleting substances being captured and destroyed).

The contractor will be responsible for scheduling and executing appliance pickups, testing to verify the appliance is in working condition, recycling of the appliance, maintaining records for reporting evaluation and quality assurance, and administering payment to eligible customers for meeting program requirements.

Tasks

Task 1: Program Setup and Customer Service

- Provide an online sign-up portal and toll-free phone number for customer enrollment and questions and respond to calls as quickly as possible
- Provide trained, knowledgeable customer service staff to respond to customer inquiries and determine customer eligibility and respond to and resolve any issues in a timely manner
- Confirm that the customer is a Vermont electric ratepayer
- Schedule in-home or curbside appliance removal with choice of dates to provide customer flexibility
- Ensure customer has a clear understanding of program requirements (no more than four appliances picked up, eligible appliances, appliance still works)
- Remind and confirm pickup with customer a day in-advance. Notify customer of extreme pickup delays, or if appliance is unable to be picked up on scheduled day.
- Provide incentive payment to each customer within 30 days after collecting qualifying appliance(s)

Task 2: Collect and Transport qualifying appliances (window air conditioners, dehumidifiers, mini-fridges, freezers, and refrigerators)

Contractor shall provide the means to collect the appliances from the customer's residence and transport them to the recycling facility as needed.

This service includes:

Ensure all employees and identified subcontractors performing services under the contract complete a background check.

Ensure all staff are adequately trained and vehicles, tools, and equipment necessary to perform services are provided to safely remove and transport appliances.

Remove appliance units from within customer's home safely and without damage to customer's property.

Transport units to an identified licensed processing and recycling facility.

Holds valid state and local Waste Hauler permits and complies with all federal, state, and local transportation regulations.

Task 3: Recycle Refrigerators and Freezers (and other appliances/electronics if applicable)

Contractor shall provide the means to completely, safely, and legally recycle all appliance components or identify the subcontractor that will provide this service. Efficiency Vermont is seeking to have appliances recycled such that materials are reclaimed and reused to the greatest degree possible and amounts of materials sent to landfills or incinerated are limited to the greatest extent. All greenhouse gases and ozone depleting substances should be captured and destroyed and other hazardous waste handled responsibly. Through this program, Efficiency Vermont is a partner of the Environmental Protection Agency's Responsible Appliance Disposal (RAD) program.

The recycling activities must include:

- Ensure the recycling facility is in compliance with all federal, state and local hazardous-waste management and recycling regulations, including the federal Clean Air Act and Health and Safety Code (HSC).
- Recover, reclaim, and/or destroy all chlorofluorocarbon (CFC), hydro chlorofluorocarbon (HFC-134a), and non-CFC refrigerants in compliance with all applicable hazardous-waste regulations. Facilities with independent certification of 95% (CFC/HFC) capture are preferred.
- Recover and destroy all CFC-11 and HCFC 141b blowing agents in the polyurethane foam insulation of the refrigerators and freezers in a manner that complies with all applicable hazardous-waste regulations. Facilities with independent certification of 95% CFC/HCFC capture are preferred.

- Remove, label, and store, in compliance with all applicable regulations, all materials requiring special handling, such as capacitors containing polychlorinated biphenyls (PCBs), mercury-containing switches, and used oils prior to shipment to licensed facilities for disposal or recycling.
- Recycle the maximum feasible amount of glass, metals, plastics and foam (free of blowing agents).
- Recycling processes that meet the requirements for the EPA's RAD program are preferred.

Task 4: Program Reporting

Contractor will provide an Account Manager to serve as a primary point of contact and keep Efficiency Vermont well informed of Program's progress and any challenges via email and/or phone calls and formal reports. Contractor will provide a primary contact for customer issues that are escalated and need an immediate resolution.

Contractor shall keep Efficiency Vermont well informed of the Program's progress. This communication shall be both informal (i.e., phone calls and e-mails), and through formal reporting.

- a. Database and automated reporting systems - Contractor must maintain a program reporting database that tracks all aspects of the Program from scheduling pick-ups through the recycling process, including detailed tracking of all materials recovered from the process. Key metrics include the number of units recycled, the amount of budget spent/remaining and energy savings, compared to targets.
- b. Submit monthly invoices to Efficiency Vermont (by the 5th business day of the subsequent calendar month) documenting services provided, including:
 - Customer name and address
 - Customer utility account number
 - Number of appliances collected or rejected, by zip code
 - Reasons for rejection of appliance
 - Number of appliances recycled
 - Model/style of appliance

- A summary of total incentive payments made to Program participants and itemized payments per customer
- c. Submit monthly reports to Efficiency Vermont (by the 5th business day of the subsequent calendar month) summarizing Program activities and results, including data from invoices and the following:
- Number of units collected and/or rejected and recycled
 - Status of Program compared with projections
 - Financial summary
 - Unit information (Refrigerator or standalone freezer, location, primary or secondary, age, size, defrost type, etc.)
 - Estimated energy savings
 - Estimated environmental benefits of the Program (estimated pounds of CFCs/HCFCs/HFCs, PCBs, mercury, oil, and metals removed for disposal or recycling).
 - Total weight in pounds (lbs) of appliances recycled
 - Summary of customer complaints
- d. Annual Reports
- Provide an overall program report for the calendar year by February 1 of the following year to each Sponsor.
 - Must include an electronic report with a database (Excel or Access) of all units collected as well as a hard copy report.
 - Reporting systems that meet the requirements of the EPA's RAD program are preferred.
 - Contractor shall assist Efficiency Vermont in completing EPA's annual RAD program reporting as needed.

Preparing and Delivering A Proposal

For ease and efficiency of review, Efficiency Vermont has specified the requirements for submitting a proposal to this RFP. Bidders must follow, and be responsive to, ALL requirements

of this RFP. Proposals should be clear and concise, presented in the form of a written response with sections and sub-headings. Proposals that are not in the required format or incomplete may be disqualified at Efficiency Vermont’s sole discretion.

Bidders are required to propose, and will be scored upon, the individual criteria summarized in Table 2. **Every bidder is required to include a Bid Summary Table based on Table 2** below with the specific value or information they propose for each of the listed criteria. The Bid Summary Table shall be presented as part of the narrative summary.

Table 2: Response Summary, Evaluation Criteria and Points

Scoring Category/Criteria	Description	Max Points
Responsiveness to RFP	Responds to and completes RFP in a timely manner	5
Customer satisfaction	Provides metrics detailing number of appointments cancelled/postponed by contractor and number of no-show/skipped appointments by contractor. Provides metrics detailing time to answer customer calls, complaint rates, average abandon call rate, and net-promoter-score. Provides detailed procedure document explaining how it will pay customers their incentive.	20
Cost of services	Provides breakdown of all costs associated with program	20
Experience in this type of work	Provides relevant work experience that meets program’s needs	15
Key Personnel qualifications for this type of work	Provides detailed personnel qualifications and work history explaining why personnel can meet program’s objectives	10

Quality of management plan	Clearly details how contractor will meet program's objectives and goals	5
Works with Vermont recycling facility and adheres to the EPA's Responsible Appliance Disposal (RAD) Program	Contractor states if it can work with a VT recycling facility to properly process appliances in accordance With the EPA's RAD program standards	20
Completed Contract Compliance document	Completes Contract Compliance document	5

Response Requirements

- A. **Company Info:** Name of the business, contact person, and contact information including full legal name, address, telephone, mobile telephone number, e-mail address, and website address, as applicable.
- B. **Company profile:** a brief company profile, not exceeding 500 words, including any subcontractors.
- C. **Statement of ownership:** the type of business entity (sole proprietorship, corporation, LLC, or other).
- D. **Narrative and Bid Summary Table:** a narrative outlining their approach to the Scope of Work and include proposed values or summary information for each of the scoring criteria listed in Table 2 above. (The values that the bidders provides in the bid summary table are its proposed values, which will not be binding on Efficiency Vermont. Efficiency Vermont in its sole discretion will determine the final values to be awarded to each bidder.)
- E. **Binding Transmittal Letter** (1 page maximum): Each proposal must include a binding transmittal letter signed by a party authorized to obligate the bidder to the services described in their proposal. The letter must clearly identify the person authorized to serve as the organization's representative for future communications regarding the response. **The letter must state that the proposal is valid for 60 days.**
- F. **Budget** (5 pages maximum): Each proposal must include a detailed budget. The budget for the Scope of Work shall not exceed \$215,000. Bidder must include in their proposal a description of any assumptions made regarding the Scope of Work that may have an impact on the budget. Labor rates may be attached as a separate appendix.

- G. **Qualifications and Team Experience** (5 pages maximum): This section of the response must demonstrate the bidder’s team’s (including any subcontractors) knowledge, experience and ability to successfully complete the Scope of Work.

Provide details on the roles and responsibilities of key personnel and team members including any subcontractors. Experience should include certifications and trainings for key staff.

- H. **Proposal Exceptions Summary Form.** A Proposal Exception Summary Form (see below) with exceptions to items in any section of this RFP or the Efficiency Vermont’s Standard Contract terms and conditions. Failure to note exceptions on the Proposal Exception Summary Form will be deemed to be acceptance of the terms of this RFP and Efficiency Vermont’s Standard Contract terms and conditions in Appendix A. Efficiency Vermont will take these exemptions into consideration when evaluating responses. If exceptions are not noted in bidder’s proposal but raised during contract negotiations, Efficiency Vermont reserves the right to cancel the negotiations and award projects to other bidders. If Bidder would like to proposal their contract template, a copy of the template should be attached as an appendix.

RFP/ Contract Reference	Bidder’s Proposal Reference	Brief Explanation of Exception
(Reference specific outline point to which exception is taken)	(Page, section, items in bidder’s proposal where exception is explained)	(Short description of requested exception)
1.		
2.		

- I. **Licenses:** Contractor must maintain all necessary licenses/permits, as required by VT Agency of Natural Resources and all other applicable authorities to haul material for recycling as outlined in this RFP.
- J. **Certificate of Insurance.** Bidder must supply a current Certificate of Insurance showing evidence of General Liability. If awarded a Contract, bidder will also be required to provide a final certificate of insurance to show compliance with the minimum insurance requirements outlined in the successful bidder’s contract. Efficiency Vermont anticipates the minimum requirements to be as outlined below but will confirm final insurance requirements prior to issuance of a contract. The final certificate of insurance shall comply with the requirements outlined in Efficiency Vermont’s Standard Contract

(Appendix A). Bidder must raise any questions about the insurance requirements by the deadline set forth above and must identify any exceptions to the anticipated minimum requirements in its response.

Insurance Policies	Limits
Commercial General Liability	\$1m per occurrence/\$2m aggregate
Automotive Liability	\$1m per occurrence single limit for bodily injuries and property damage
Crime Insurance	\$1m per occurrence for dishonest acts of Subcontractor's employees which result in a loss to the District or VEIC.
Environmental Liability (also known as Pollution Liability; may be included in a bidder's Commercial General Liability coverage)	\$1m per occurrence/\$2m aggregate
Workers' Compensation	Statutory mandates
Employer's Liability	\$500k per accident; \$500k per disease; \$500k policy disease limit
Umbrella or Excess Liability Insurance	\$3m per occurrence/\$3m aggregate (subcontracts under \$100k will only be required to have \$1m/\$1m)

- K. **Disclosure of any pertinent litigation:** A bidder must disclose any past or pending judgments, lawsuits, actions, bankruptcies or regulatory decisions or information that may adversely affect the bidder's ability to meet any requirements of this RFP, the subcontract or the bidder's proposal. A bidder agrees to provide a detailed description of any of the above events and the applicable case number in its proposal.

This disclosure obligation is an on-going material obligation that applies from the date of proposal submission through the expiration of any resulting subcontract award. Failure to disclose pertinent litigation may result in the disqualification of Bidder's proposal.

- L. **Information Security Requirements:** Please review the Information Security Requirements listed in Appendix B and provide a complete Information Security

Questionnaire (available for download with this RFP) with your response. Efficiency Vermont will not consider any exceptions or request to negotiate terms that were not called out as exceptions to the security requirements in the RFP response.

Limitation

This RFP does not commit Efficiency Vermont to award a contract or to pay any costs incurred in the preparation or submission of proposals. Efficiency Vermont reserves the right to reject any or all proposals received in response to this RFP, to negotiate with any qualified bidder or to cancel in part or in its entirety the RFP, if any of these actions is deemed by Efficiency Vermont in its sole discretion to be in Efficiency Vermont's best interest.

Appendix A: Efficiency Vermont's Standard Contract

CONTRACT

This agreement ("*Contract*") dated [] is between the Vermont Energy Investment Corporation ("*VEIC*" or "*Efficiency Vermont*") and ("*Contractor*").

WHEREAS, the State of Vermont Public Utility Commission issued an Order of Appointment (the *Order of Appointment*) to *VEIC* to carry out the duties of the Energy Efficiency Utility (*EEU*);

WHEREAS, *VEIC* desires to employ a contractor to provide *VEIC* with certain services in connection with its implementation of the *Order of Appointment*; and

WHEREAS, *Contractor* offers unique services and desires to provide *VEIC* with such services in connection with the *Order of Appointment*;

NOW, THEREFORE, in consideration of the mutual covenants and promises contained herein, the parties hereto agree as follows:

1. DEFINITIONS

When capitalized and italicized, whether in the singular or plural, the following words and phrases shall have the following meanings in constructing this *Contract*.

- A. ***Commission*** means the Vermont Public Utility Commission identified in 30 V.S.A. §3.
- B. ***Appointee*** means Vermont Energy Investment Corporation or *VEIC*.
- C. ***Customized Software*** means any computer software, including any related database structure, that is not readily available for purchase and that is modified, developed, and/or written by the *Appointee* or its contractor(s) specifically for the purpose of performing the responsibilities of the *EEU* under the *Order of Appointment*.
- D. ***Department*** or ***DPS*** means the Vermont Department of Public Service.
- E. ***Docket 7466*** means the *Commission's* investigation into a petition filed by the *Department* regarding the structure of the Energy Efficiency Utility program. This investigation was opened on 9/11/2008.
- F. ***EEU*** means the Energy Efficiency Utility identified in the *Order of Appointment*, and in the *MOU*.

- G. **Fiscal Agent** means the person or entity selected and retained by the *Commission* to receive *EEU* funds and to disburse those funds under the direction of the *Commission*.
- H. **Market Actor** means a person, business or organization that affects the market availability and implementation of energy efficient technologies, products, practices and designs, including, but not limited to, design professionals, contractors, retailers, suppliers, manufacturers, associations and institutions.
- I. **MOU** means the Memorandum of Understanding approved by the *Commission* in Docket No. 5980 and attached to the *5980 Order* as Appendix A and as further modified by the *Commission*.
- J. **Order of Appointment** means the “Order of Appointment for Vermont Energy Investment Corporation” issued by the *Commission* on December 20, 2010.
- K. **State** means the State of Vermont including its agencies, departments, and boards.
- L. **VEIC** means Vermont Energy Investment Corporation, a Vermont non-profit corporation with its principal offices at 20 Winooski Falls Way in Winooski, Vermont and whose Vermont Tax Identification Number is 430030304418F01.
- M. **Cut-off Date** means the 5th business day of the subsequent calendar month.
- N. **Contractor** means XXXX, a XXXX, with its principal offices at XXXX, XX.
- O. **Contract Scope of Work** means the Contractor’s Scope of Work identified in Paragraph 2 and in Attachment A of this *Contract*.
- P. **Contract** means this Contract and all Attachments hereto, as all may be amended from time to time.

2. CONTRACT SCOPE OF WORK

The *Contractor* shall furnish all necessary personnel, office space, equipment, materials, services, licenses, transportation, and other necessary resources to accomplish the *Contract Scope of Work* as set forth in Attachment A. Changes to the *Contract Scope of Work* may be made only by written agreement of both the *Contractor* and *VEIC*. Notwithstanding the foregoing, *VEIC* reserves the exclusive right, in its sole discretion, to temporarily or permanently reduce the level or scope of all or any elements of the *Contract Scope of Work* at any time; provided, that, VEIC must provide thirty (30) days’ advance written notice to

Contractor of any such reduction (unless such notice would be impracticable under the circumstances).

All work products shall be provided to VEIC using software and versions as specified by VEIC. For work document types including spreadsheets, word processors, and presentations, VEIC requires the use of Microsoft Office Version 2013 at minimum with Office 2016 or Office 365 recommended for use.

Contractor shall devote sufficient personnel to complete the *Contract Scope of Work* in a timely manner, consistent with any milestones or deadlines set forth in Attachment A. *Contractor* shall provide *VEIC* with a list of the key personnel upon execution of this *Contract*, and *VEIC* reserves the right to reasonably reject any or all of the *Contractor's* key personnel.

Contractor shall carry out the *Contract Scope of Work* in a professional and competent manner, consistent with best practices in the industry and with due diligence and efficiency, in a practical manner designed to promote the purposes of the *EEU* and with due regard to the obligations of the parties thereto.

3. TERM OF CONTRACT

The Term of this *Contract* shall begin on XXXX XX, 2023 and end on XXXX, XX, 20XX unless amended or terminated earlier in accordance with the provisions of this *Contract*.

Time is of the essence and all deadlines detailed in the *Contract Scope of Work* shall be strictly adhered to.

4. FEES AND PAYMENTS

The total value of this *Contract* will be a maximum of \$XXXX.

The *Contractor* will be paid in accordance with the following payment provisions: The Contract Amount listed above represents a Firm Fixed Fee for all work specified in the Contract Scope of Work, including all administrative and technical support. Contractor will also be reimbursed on an incurred basis for Reimbursable Expenses in accordance with Contractor's Reimbursable Expense Schedule (Attachment C), subject to any NTE amounts included in Attachment C. The reimbursable expenses shall be charged to VEIC at Contractor's actual cost, with no mark-up. No obligations for expenses beyond the estimated amount in Attachment C shall be reimbursed without prior written approval by VEIC. The schedule of rates set forth on Attachments B and C shall not change during the Term of this Contract, with the exception of mileage, which will be adjusted on a calendar year basis in accordance with changes in the IRS approved mileage rate for use of a personal automobile. Invoices shall be submitted monthly, based on the percentage completion of the Contract Scope of Work, and shall indicate the work progressed on Scope components that is being invoiced; for reimbursable expenses invoices will show the tasks for which each expense

was incurred. Prior to making any monthly payment, VEIC may request supporting documentation from the Contractor evidencing the completion of such work scope and achievement of any related milestones or deadlines set forth in Attachment A. The Fixed Fee includes all General and Administrative Overhead; all Contractor administrative functions are understood to be compensated through the Contractor's Fixed Fee, and only administrative assistance that is in direct support of production of the deliverables in the Contract Scope of Work will be compensated by the Fixed Fee. Final Payment shall not be made until, as a minimum, review and approval by VEIC of the final deliverables is completed. If, following completion of such deliverables and final payment, VEIC determines that the deliverables contain errors or omissions, Contractor shall promptly correct such errors or omissions at no further cost to VEIC. Contractor acknowledges that it is required to complete the Contract Scope of Work in return for the Firm Fixed Fee and Contractor shall not be entitled to any additional compensation hereunder, with the exception of the reimbursable expenses described herein.

In cases where VEIC requests an amendment to the previously agreed upon Contract Scope of Work that is subject to a Firm Fixed Fee, VEIC and Contractor shall amend this Contract to include the additional scope and adjust the Firm Fixed Fee (in a manner consistent with how the original Fixed Firm Fee was determined) and any relevant deadlines.

5. INVOICE REQUIREMENTS AND PAYMENT TERMS

The Contractor shall submit monthly invoices of eligible Fees and Payments in accordance with Paragraph 4 above to be received at VEIC's principal offices by the 5th business day of the subsequent calendar month. This is defined as the "Cut-off Date".

If invoices are submitted by mail they should be sent to:

Accounts Payable

Vermont Energy Investment Corporation

20 Winooski Falls Way, 5th floor

Winooski, VT 05404

If submitted via e-mail invoices should be sent to ap@veic.org.

All invoices shall, at a minimum, include:

- Contract number;
- Contractor name;
- Contractor address;
- Federal Employer I.D. number (or Social security number if Contractor is an individual) of the Contractor;
- Period covered by invoice;
- Project and/or cost code(s);
- If applicable, milestone or percentage complete;
- Administrative Contact Name, Phone Number, and E-mail.

Contractor shall cooperate with VEIC to develop an invoice format and requirements for implementation prior to the first invoice submitted under this Contract. VEIC may require modifications to the form of invoice during the Term of this Contract.

All labor and reimbursable expenses shall be clearly itemized and coded to appropriate VEIC job and project codes.

6. INVOICE REVIEW, APPROVAL AND PAYMENT

In order for the *Contractor's* invoice to be paid, it must be approved by *VEIC* and be included as part of a *VEIC* monthly *Order of Appointment* invoice.

No later than five (5) business days after its receipt of an invoice, *VEIC* shall review the invoice and either approve the invoice for payment or inform the *Contractor* in writing of any disputed amount and the basis for such dispute.

If an invoice is disputed by *VEIC*, the *Contractor* shall answer *VEIC's* concerns in writing within five (5) business days of the *Contractor's* receipt of the written notice from *VEIC*. If *VEIC* and the *Contractor* cannot resolve the dispute within ten (10) business days after *VEIC's* receipt of the *Contractor's* reply, each party agrees to submit the dispute to final and binding arbitration as provided in Paragraph 28 below.

Contractor's invoice will be submitted as part of *VEIC's* current monthly *Order of Appointment* invoice to the *DPS* only if it is received by *VEIC* by the *Cut-off Date* and only if it is not disputed by *VEIC*. If it is not received by the *Cut-off Date*, then *Contractor's* approved invoice will not be submitted as part of *VEIC's* current monthly *Order of Appointment* invoice. Instead it will be submitted the following month. Disputed *Contractor* invoices will not be submitted until the dispute has been resolved and will be submitted as part of *VEIC's* *Order of Appointment* invoice based on the month in which the dispute was resolved (i.e., if the invoice was for May, but the dispute was not resolved until July, it would be submitted as part of *VEIC's* July *Order of Appointment* invoice).

If the *DPS* disputes any part of *VEIC's* invoice that involves the *Contractor's* invoice, then the *Contractor* shall provide any and all information required by either the *DPS* or the *Commission* to resolve such dispute. Such information will be provided by any deadlines specified by either the *DPS* or the *Commission*. Any and all decisions made by the *DPS* or the *Commission* concerning *Contractor's* invoice shall be final and binding upon the *Contractor*.

Fully approved (meaning that the invoice has been approved by both the *DPS* and *VEIC*) *Contractor* invoices shall be paid by *VEIC* within thirty (30) days from the *Cut-off Date*.

Payment will be withheld on open invoices if a Certificate of Insurance showing coverage of the required insurances stated in Paragraph 21 of this *Contract* is not on file with *VEIC*. It is the sole responsibility of the *Contractor* to have its insurance agent provide current certificates at each insurance renewal period of each type of insurance to *VEIC*.

7. TERMINATION OF CONTRACT: STOP-WORK ORDER

a) Termination of Order of Appointment

If the *Order of Appointment* is terminated for any reason whatsoever then this *Contract* shall automatically terminate on the same date as the *Order of Appointment*.

b) Termination For Cause

In the event that *Contractor* materially breaches the terms of this *Contract*, *VEIC* may without prejudice to any of its other legal remedies terminate this *Contract* upon fifteen (15) days written notice to *Contractor* and be relieved of the payment of any amount due to *Contractor* for *Contract Scope of Work* performed prior to the date of such termination, except as provided in subparagraph “e” below. Alternatively, *VEIC* may, in its sole discretion, provide *Contractor* with time to cure any breach.

In the event this *Contract* is terminated for cause, *VEIC* may proceed in any manner it deems proper. *Contractor* shall be compensated for satisfactory services rendered and eligible costs and expenses as provided in subparagraph “e” below; however, in its discretion, *VEIC* may deduct from any sum due to *Contractor* under this *Contract*, all expense, damage or other harm incurred by *VEIC*, the *State*, or the *Commission* or any of their agents as a result of *Contractor*'s failure to perform its obligation under this *Contract*. *Contractor* reserves all other rights and remedies at law and in equity, in the event of a breach of this *Contract* by *Contractor*.

c) Termination – Bankruptcy

In the event proceedings in bankruptcy are commenced against the *Contractor*, it is adjudged bankrupt, or a receiver of any of its assets is appointed, *VEIC* may terminate this *Contract* by giving five (5) days notice in writing to the *Contractor*.

d) Termination at Will

VEIC may in its discretion terminate the *Contract* at any time without good cause upon giving thirty (30) days written notice to *Contractor* prior to said termination date. *Contractor* may terminate this *Contract* without good cause upon giving sixty (60) days written notice to *VEIC* prior to said termination date.

e) Responsibility of Parties Upon Expiration or Termination of Contract

Upon expiration or termination of this *Contract*, *Contractor* shall, as specifically directed by *VEIC*, provide reasonable transition assistance as requested by *VEIC* to ensure that the functions being performed by the *Contractor* for the *EEU* are continuously carried out without interruption. In such event, *Contractor* shall use all reasonable efforts to mitigate its expenses and obligations hereunder.

Upon termination of this *Contract*, *VEIC* shall pay the *Contractor*, pursuant to the compensation terms set forth above in the Paragraph 4, for all satisfactory services rendered and eligible fees, costs and expenses prior to the notice of termination and until the actual

Contract termination date. *VEIC* shall also pay *Contractor* for all reasonable services rendered and costs and expenses incurred by the *Contractor* subsequent to termination, but only for reasonable transition assistance as specifically directed by *VEIC* which could not, by reasonable efforts of the *Contractor*, have been avoided.

Notwithstanding the above, no payments shall be made by *VEIC* to the *Contractor* for eligible fees, costs and expenses prior to the notice of termination or for reasonable transition assistance thereafter unless such expenses are approved for payment to *VEIC* from the *State* under the *Order of Appointment*.

All work product(s), records and data related to *Contract Scope of Work* performed under this *Contract* in the possession of the *Contractor* and its subcontractor(s) shall be made available and turned over to the *VEIC* or its designated representative upon the expiration or termination of the *Contract*, at *VEIC*'s request. These transfers shall be accomplished no later than ten (10) business days after the date of notification to the *Contractor* to transfer the data and documents. Following a termination of this *Contract*, *Contractor* shall continue to adhere to the confidentiality provisions of this *Contract*.

(f) Stop-Work Order

(i) Notice. *VEIC* may, at any time during the performance period, by oral or written notice to *Contractor*, require *Contractor* to stop all or any part of the *Contract Scope of Work*, for reasons of public health or safety or due to concerns regarding performance of the *Contract Scope of Work*, pending further notice and instructions from *VEIC*. To the extent feasible in the circumstances, if oral notice is provided by *VEIC*, *VEIC* shall follow up with formal written notice.

(ii) Suspension of Work. Upon oral or written notice to stop all or any part of the *Contract Scope of Work*, *Contractor* will forthwith comply with its terms by promptly suspending further performance of the *Contract Scope of Work* to the extent specified, and by notifying its officers, employees, agents, subcontractors, or any other person acting for or by permission of *Contractor* to suspend all such work until further notice. During the period of such suspension, *Contractor* shall protect in a safe and secure condition the work site, all work-in-process, and any materials, supplies, and equipment *Contractor* has on hand for performance of the work. *Contractor* will comply with all subsequent instructions provided by *VEIC*.

(iii) Resumption of Work. *VEIC* may, at any time during the period of time in which a stop-work order is in effect, direct *Contractor* to resume performance of the work by written notice to *Contractor*, and *Contractor* shall resume diligent performance of the work. *VEIC* may condition resumption of work on amendment of the *Contract Scope of Work*, which shall be accomplished prior to resumption of work and in accordance with the provisions set forth above in Paragraph 2.

(iv) Termination of Work. *VEIC* may, at any time during the period of time in which a stop-work order is in effect, provide a notice of termination of this *Contract* for cause pursuant to subparagraph “b” above or provide a notice of termination of this *Contract* at will pursuant to subparagraph “d” above.

8. REPORTING REQUIREMENTS

The *Contractor* shall provide progress reports to *VEIC* and any other entity designated by *VEIC* according to the schedule, formats, information and data, and other requirements set forth in and developed pursuant to the *Contract Scope of Work* and in accordance with *VEIC’s Order of Appointment*. The *Contractor* shall work cooperatively with *VEIC* and any other entities designated by *VEIC* to develop appropriate formats for the required reports under this *Contract*. The *Contractor* shall also provide information, data and other materials to support, as needed, *VEIC’s* ongoing reporting requirements to the *Commission*. All written reports that are to be submitted to any *State* agency must be printed or copied using both sides of the paper.

9. RECORDS AVAILABLE FOR AUDIT AND INSPECTION

The *Contractor* shall maintain all books, documents, payroll papers, accounting records and all other evidence pertaining to this *Contract*, in accordance with Generally Accepted Accounting Principles consistently applied, and make them available at reasonable times during the term of this *Contract* and for three (3) years thereafter for inspection for any reason whatsoever by *VEIC*, the *Commission*, the *DPS*, or any other authorized representative of the *State*, or agents of the federal government. Storage of electronic images of documents shall comply with the requirements of this paragraph. All such records shall also be available for inspection by *VEIC* for purposes of assessing the *Contractor’s* performance under this *Contract*; responding to any inquiry by the *Commission*, the *DPS*, or any other authorized representative of the *State*, or agents of the federal government; to provide information pertaining to any pending or ongoing litigation, claim or audit; or in the event that *Contractor* breaches any of the terms of this *Contract*. If any litigation, claim, or audit is commenced before the expiration of the three-year period, the records shall be retained until all litigation, claims or audit findings involving the records has been resolved.

Contractor shall include in its contract(s) a provision that states that its contractor(s)’ records related to the *Contract Scope of Work* shall be subject to audit and examination during the term of this *Contract* in accordance with the terms of this paragraph and for a period of three years after final payment under the relevant contract(s). *Contractor* shall comply with any standard format and documentation developed by *VEIC* and the *DPS* to implement the requirements of this Paragraph.

The fact that such inspection or monitoring is undertaken shall in no way relieve the *Contractor* of its obligations to properly perform its duties in accordance with this *Contract* nor from *Contractor’s* full responsibility and liability for damages or loss caused by *Contractor*, its

subcontractor(s), employees or agents. *Contractor's* obligations under this Paragraph shall be continual and shall not be affected by *VEIC's* acceptance of an invoice from *Contractor*.

10. DISPUTE RESOLUTION PROCESS

In conjunction with the Director of the Consumer Affairs and Public Information Division at the *DPS*, *VEIC* has developed procedures for addressing and resolving complaints concerning performance of its responsibilities from customers and other interested parties such as electric utilities, subcontractors, trade allies, and participants in the Commercial and Industrial Customer Credit program or Energy Savings Account program. These procedures are defined in *VEIC's* Service Quality and Reliability Plan filed with the *Commission*. *Contractor* agrees to comply with all aspects of this dispute resolution process, as amended from time to time.

11. MANAGE EEU CUSTOMER-SPECIFIC INFORMATION

VEIC, pursuant to its *Order of Appointment*, has developed and maintains a Confidential Information Management System (CIMS) to provide appropriate protections in the collection, processing, storage and retrieval of information that is customer-specific. *Contractor* and its subcontractor(s) shall strictly observe all aspects of the CIMS.

Contractor will execute the form of Confidentiality Protective Agreement attached as Attachment H upon signing this *Contract*. *Contractor* also agrees to adhere to the provisions of the General Confidentiality Guidelines Memo attached as Attachment G.

In addition, *Contractor's* employees and its subcontractor(s)' employees with access to Confidential Information shall be required to sign a protective agreement containing confidentiality obligations at least as restrictive as those contained in Attachment H and shall be provided a copy of Efficiency Vermont's General Confidentiality Guidelines Memo. To ensure that *VEIC* has a complete accounting of all of *Contractor's* employees and its subcontractor(s)' employees who are required to sign such a protective agreement *Contractor* will provide *VEIC* a list of all of its employees and its subcontractor(s) employees who will require access to Confidential Information in order for the *Contractor* to undertake the *Contract Scope of Work*. This list will be provided to *VEIC* within seven (7) days of the execution of this *Contract*. *Contractor* will provide *VEIC* with any additions or deletions to this list within seven (7) days of such addition or deletion throughout the term of this *Contract*.

Contractor agrees to indemnify *VEIC* for and hold *VEIC* harmless against any claims resulting from the release of any Confidential Information by *Contractor's* employees, subcontractor(s), or agents.

12. QUALITY ASSURANCE

VEIC and the *Contractor* will develop, maintain and adhere to a set of mutually agreeable quality assurance standards and tracking and monitoring mechanisms, for the implementation

of the *Contract Scope of Work*. These quality assurance standards and tracking and monitoring mechanisms must also adhere to the *Order of Appointment*.

13. INSPECTION OF WORK

VEIC, the *Commission*, or any other authorized representative, and the *DPS* shall have the right at all reasonable times, to inspect, monitor, or otherwise evaluate the *Contract Scope of Work*. The *Contractor* shall provide the above entities with any relevant information requested and shall permit access to its premises, upon reasonable notice, during normal business hours for all relevant purposes including, but not limited to, interviewing employees (including those of its subcontractor(s)) and inspecting and/or copying such books, records, accounts, work papers, equipment and products, and any and all other materials that may be relevant to the *Contract Scope of Work*. *Contractor* shall include in its subcontract(s) a provision that requires that the subcontractor(s)' records, information, equipment, personnel and all relevant materials related to the *Contract Scope of Work* performed under this *Contract* to be subject to inspection during the term of this *Contract*. *Contractor* shall comply with the process and requirements necessary to implement the requirements of this Paragraph as they are developed by *VEIC*, the *DPS*, or any other authorized representative designated by the *Commission*.

The fact that such inspection or monitoring is undertaken shall in no way relieve the *Contractor* from its obligations to properly perform its duties in accordance with this *Contract* nor from *Contractor's* full responsibility and liability for damages or loss caused by *Contractor*, its subcontractor(s), employees or agents.

14. OWNERSHIP OF DATA, RECORDS, AND INTELLECTUAL PROPERTY

a) Data

All data obtained by *Contractor* or any of its subcontractor(s) in the course of performing the duties outlined in this *Contract Scope of Work* shall be the property of the *State* and available to *VEIC* and the *Commission* and their designated representatives for the oversight of this *Contract*.

b) Work Product

All products of the *Contractor's* and its subcontractor(s) including logos, trademarks, service marks, data, communications and records originated, developed or prepared by the *Contractor* or its subcontractor(s), or jointly by the *Contractor*, subcontractor(s), and *VEIC*, the *Commission* or their agents pursuant to this *Contract*, including but not limited to papers, outlines, drawings, sketches, art work, plans, photographs, specifications, estimates, reports, charts, surveys, survey results, and spreadsheets and other similar documentation, and any *Contract Scope of Work* product determined by *VEIC* or the *Commission* to be necessary to the success of the programs approved for implementation by the *EEU* shall be delivered to and shall become the exclusive property of the *State* and may be copyrighted by the *State*. The preceding sentence shall not apply to customized software or administrative communications

between *VEIC* and the *Contractor*, or administrative communications between the *Contractor* and its subcontractor(s), and attorney-client communications between the *Contractor* and its attorneys. All customized software, computer databases, and applications will be considered work for hire by *VEIC* and all rights and ownership of such products shall be *VEIC*'s. *Contractor* and its subcontractor(s) may not copyright or resell any of the above *Contract Scope of Work* product.

c) Equipment and Materials Provided by or for Use by *VEIC* or the *State*

All property, equipment or materials purchased directly by the *VEIC* or the *State*, or furnished to the *Contractor* by *VEIC* or the *State*, under this *Contract*, is provided on a loan basis only and remains the sole property of either *VEIC* or the *State* as applicable. Property or equipment purchased by *Contractor* to perform this *Contract* shall be the sole property of the *Contractor* unless specified otherwise in this *Contract*.

Contractor agrees that all products used to perform this *Contract*, including computer software, hardware and program products must be currently manufactured and available for general sale, lease or license on the date of consummation of or during the term of this *Contract*. The intent of this paragraph is to ensure that all products, including computer software, necessary for the successful operation of the *EEU* are available (via sale, lease or license) to any subsequent appointee or contractor who assumes any of the duties of the *EEU*.

In addition, during the term of this *Contract*, *VEIC* or the *State* reserves the right to use any of the equipment purchased and/or materials or programs developed by the *Contractor* or any of its subcontractor(s) to perform this *Contract*, excluding equipment and/or material in the possession of the *Contractor* or any of its subcontractor(s) prior to the execution of this *Contract*, and also excluding equipment, materials or programs purchased by the *Contractor* that *Contractor* uses jointly in connection with the *Contract Scope of Work* and with *Contractor*'s other activities.

d) Research Reports or Similar Publications

Prior written approval by *VEIC* is required in order for the *Contractor* to prepare or present any research report, conference presentation, journal paper or similar other publication that identifies the *EEU* or relies on data acquired from the *Contractor*'s or its subcontractor(s)' performance of this *Contract*. If *VEIC* does provide its approval, *VEIC* shall review and approve, prior to public release, any such research report or similar publication.

e) Paragraph 14 Survives Expiration or Termination of This *Contract*

The terms of Paragraph 14 shall continue in effect after the expiration or termination of this *Contract*.

15. CONFLICT-OF-INTEREST PROVISION

Contractor and its subcontractor(s) may engage in business activities other than those described directly below, as long as these activities do not create a conflict of interest with the

performance of the *Contract Scope of Work*. *Contractor* also affirms that it, its applicable employees and subcontractor(s) shall promptly and fully inform *VEIC* in writing of any business activities and/or relationships which any person, fully acquainted with the circumstances, might reasonably conclude could unfairly disadvantage another party, and agree that they shall abide by *VEIC*'s or the *Commission*'s reasonable determination as to whether such activities or relationships are prohibited by the terms of this Paragraph.

The *Contractor* may perform work for distribution utilities, the *DPS*, or other parties that appear in proceedings before the *Commission* as long as such work does not create a conflict of interest with the Order of Appointment and is in compliance with the terms of Paragraph 33 of this *Contract*. The *Contractor* shall disclose in writing to *VEIC*, on an on-going basis throughout the term of this *Contract* any contracts it enters into with any distribution utilities, the *DPS*, or other entities that appear in proceedings before the *Commission*.

16. LEGISLATIVE TESTIMONY

In order to prevent confusion regarding whether legislative testimony is being presented on behalf of the *EEU* or on behalf of *Contractor*, the parties agree to the following guidelines:

- The *Contractor* shall not provide legislative testimony on any subject that pertains to the work of the *EEU* without the prior written approval of *VEIC*. If the *Contractor* does, based on such written approval from *VEIC*, provide legislative testimony in its capacity as a *Contractor* to the *EEU*, it shall allow *VEIC* to review and comment on such testimony prior to presenting or submitting such testimony. In addition, *Contractor* shall provide *VEIC* with a copy of any written materials specifically developed for, and handed out at, any appearance.
- Any person testifying at the legislature on behalf of the *Contractor* or the *EEU* shall state on the record at the beginning of his/her testimony which entity he/she is representing.
- Any person testifying at the legislature on behalf of the *Contractor* or the *EEU* shall not provide testimony that would, in the reasonable judgment of *VEIC*, diminish the *Contractor*'s effectiveness in providing support under this *Contract* or diminish legislative support for the *EEU*.

17. APPEARANCE IN COMMISSION PROCEEDINGS

The *Contractor* may not intervene or participate in any form whatsoever in any *Commission* proceedings that directly relate to the *EEU*'s operation without prior written approval of *VEIC*. With the prior written permission of *VEIC*, the *Contractor* may participate as the *Contractor*, or provide expert testimony as the *Contractor* on behalf of other parties, in *Commission* proceedings not directly related to the *EEU*'s operation.

18. PERFORMANCE CONTRACTING

If the *Contractor* or any of its subcontractors advises an *EEU* customer to use performance contracting and the *Contractor* or its subcontractor desires to bid for that contract, the *Contractor* or its subcontractor shall notify *VEIC* in advance of submitting a bid. *VEIC* may contact the customer and/or use other mechanisms to ensure that the *Contractor's* or its subcontractor's relationship with the *EEU* does not give either of them an unfair advantage in the bidding process.

19. RETAIL SALES RESTRICTION

Contractor agrees not to sell electric energy at retail in the *State* prior to the expiration or termination of this *Contract* nor for a period of one year thereafter. *Contractor* also agrees that it:

- shall not disclose non-public Vermont market information to any of its affiliates which, during the term of this *Contract* and for a period of one year thereafter, is engaged in selling, or may sell electric energy at retail in the *State* (“Competitive Affiliate”); and
- shall not utilize any employee of such Competitive Affiliate to perform services under this *Contract*.

The *Contractor* shall require its subcontractor(s) to agree in writing to the provisions of this Paragraph.

20. USE OF EEU'S NAME

The *EEU's* official name shall be “Efficiency Vermont” or such other name as the *Commission* may approve after consultation with *VEIC*. This is the name that shall appear on all *EEU* marketing materials. The *Contractor* and its subcontractor(s) shall use only the official name of the *EEU* when providing *EEU* services and making public representations on behalf of the *EEU*. The name(s) of the *Contractor's* firm, its subcontractor(s)' firm, or their affiliate(s)' firms shall not appear on any *EEU* marketing materials or other *EEU* documents provided to Vermont ratepayers, trade allies, or *Market Actors*.

The *Contractor* or its subcontractor(s) may use the official *EEU* name for *EEU* purposes only, except that the *Contractor* will not be precluded from including its work with the *EEU* in its individual companies' project lists, or from describing its work with the *EEU* to other potential employers. The preceding paragraph is intended to prevent confusion among Vermont ratepayers and trade allies: the *EEU* shall have one name and one identity that will be the only name and identity used by individuals and firms when they are providing *EEU* products and services.

21. INSURANCE

Before commencing *Work* on this *Contract*, the *Contractor* shall provide Certificates of Insurance to show that the following minimum coverages are in effect. Certificates shall be email to Efficiency Vermont at EVTinsurance@efficiencyvermont.com. Where applicable the Certificates of Insurance shall name *VEIC* as additionally insured party as its interests may appear. All policies shall be noncancellable without 30 days prior written notice from the insurance carrier to *VEIC*. It is the responsibility of the *Contractor* to maintain current Certificates of Insurance on file with *VEIC* through the term of this *Contract*.

Workers' Compensation: With respect to all operations performed under this *Contract*, the *Contractor* shall carry workers' compensation insurance, and shall comply with any applicable law with respect to workers' compensation insurance in the *State* and any other state in which it is performing the *Contract Scope of Work*.

General Liability and Property Insurance: With respect to all operations performed under this *Contract*, the *Contractor* shall carry general liability insurance having all major divisions of coverage including, but not limited to:

Premises – Operations
Independent Contractors' Protective
Products and Completed Operations (where appropriate)
Personal Injury Liability
Contractual Liability.

The policy shall be on an occurrence form and limits shall not be less than:

\$1,000,000 Per Occurrence
\$1,000,000 General Aggregate
\$1,000,000 Products/Completed Products Aggregate (where appropriate)
\$50,000 Fire Legal Liability.

Automotive Liability: The *Contractor* shall carry automotive liability insurance covering all motor vehicles, no matter the ownership status, used in connection with this *Contract*. Limits of coverage shall not be less than \$1,000,000 combined single limit or the amount required by any applicable state law, whichever is greater.

Employer's Liability Insurance: The *Contractor* shall provide employer's liability insurance as follows: \$500,000 per accident for injury; \$500,000 per employee for disease; and \$500,000 for policy disease limit.

Crime Insurance (3rd Party Indemnity): The *Contractor* shall provide a 3rd Party Crime Policy to cover the dishonest acts of the *Contractor's* employees which result in a loss to *VEIC*. The policy shall provide a limit of \$1,000,000 per occurrence.

Environmental Liability Insurance: Subcontractor shall provide a policy to cover the costs associated with bodily injury, property damage and remediation expenses associated with pollution incidents including, but not limited to, mold, asbestos or lead removal. The policy shall provide a minimum of \$1,000,000 in coverage per incident and \$2,000,000 per aggregate.

Umbrella or Excess Liability Insurance: The Contractor shall provide umbrella or excess liability (which is excess over employer's liability, general liability, and automobile liability) insurance as follows: \$3,000,000 per occurrence. All liability coverage must be scheduled under the umbrella and the combined limits of the above required policies should be no less than \$3,000,000 aggregate. However, for contracts under \$100,000, the Contractor may instead provide evidence satisfactory to VEIC with respect to the services performed that it carries \$1,000,000 in Umbrella and Liability Insurance.

No warranty is made that the coverages and limits listed herein are adequate to cover and protect the interests of the *Contractor* for the *Contractor's* operations. These are solely minimums that have been set to protect the interests of *VEIC*.

22. INDEPENDENT CONTRACTOR

For the purposes hereof, the *Contractor* is an independent contractor, and shall not be deemed to be an employee or agent of *VEIC*, the *State* or the *Commission*. Except as specifically provided herein, neither party, nor their employees, agents, or representatives shall have any right, power or authority to act or create any obligation, express or implied, on behalf of the other. The *Contractor* shall pay any and all taxes and fees on it imposed by any government under this *Contract*.

23. ASSIGNMENT OR SUBLET OF SUBCONTRACT

Contractor may not assign or sublet any performance of the *Contract Scope of Work* without the prior written approval of *VEIC*. Such approval will not be unreasonably withheld. *VEIC* reserves the right to reject any substitution of *Contractor's* key personnel.

The performance of the *Contract Scope of Work* shall be the sole responsibility of and under the sole control, management, and supervision of the *Contractor*. The *Contractor* shall be responsible for all matters involving any of its subcontractors engaged under this *Contract*, including contract compliance, performance and dispute resolution between itself and its subcontractor(s). *Contractor* shall be responsible for all actions of its subcontractor(s) and all payments to its subcontractor(s). Failure of its subcontractor(s) to perform for any reason does not relieve *Contractor* of responsibility for the competent and timely performance of the *Contract Scope of Work*. *VEIC* shall have no responsibility for *Contractor's* subcontractor(s)' compliance, performance, or dispute resolution hereunder. *Contractor* shall include in all its subcontract agreement(s) a tax certification in a form that is substantially identical to that required for *Contractor* by Paragraph 30 of this *Contract* as well as all other notices to and requirements of its subcontractor(s) required by this *Contract*.

24. INDEMNIFICATION

The *Contractor* shall indemnify, defend and hold harmless *VEIC* and the *State* and their respective officers and employees from and against any liability and any claims, suits, judgments, and damages arising as a result in whole or in part from any of the *Contractor's*, its employees' or its subcontractors' acts and/or omissions in the performance of this *Contract*.

25. NOTIFICATIONS REQUIRED UNDER THIS CONTRACT

Correspondence and transmittals of formal notifications, requests, reports or other documents concerning this *Contract*, to be effective, shall be addressed to the respective persons as follows:

Efficiency Vermont XXXX
Managing Director
Efficiency Vermont
20 Winooski Falls Way, 5th Floor
Winooski, VT 05404
802-658-6060
Fax 802-658-1643

Contractor XXXX

VEIC and the *Contractor* may change their contact person, address or telephone numbers at any time upon written notice to the other party.

26. REPRESENTATIONS AND WARRANTIES

The *Contractor* represents and warrants that it is in the business of providing the *Contract Scope of Work* and that it shall perform the *Contract Scope of Work*:

- in accordance with generally accepted best industry principles and practices; and
- in a manner consistent with that level of care normally exercised by members of its profession undertaking services of the sort described herein.
- as to any products delivered by *Contractor* under this *Contract*, they shall be free from defects in materials and workmanship and shall be of merchantable quality.

27. PERMITS, LAWS, REGULATIONS AND PUBLIC ORDINANCES

Contractor shall secure and pay for all permits and licenses required to perform the *Contract Scope of Work*, shall comply with all applicable legal requirements including, but not limited to, federal, state and local laws, regulations, ordinances, directives, and orders governing the performance of the *Contract Scope of Work*, and shall indemnify, defend, and save *VEIC* and the *State* harmless from any and all liability, fine, damage, cost and expense arising from *Contractor's* failure to do so.

28. SETTLEMENT OF DISPUTES

Any disputes or differences arising out of this *Contract* which cannot be amicably settled between the parties shall be finally settled under the Rules of Conciliation and Arbitration of the American Arbitration Association by one or more arbitrators appointed in accordance with said Rules. The arbitration shall take place in, Vermont. Each party to the arbitration shall fully bear their own costs. The costs of the arbitrator shall be borne equally.

29. NO EMPLOYEE BENEFITS FOR CONTRACTOR

The *Contractor* understands that neither *VEIC* nor the *State* will provide *Contractor* or *Contractor's* employees or subcontractors with any individual retirement benefits, group life insurance, group health and dental insurance, vacation and sick leave, Workers' Compensation or other benefits or services available to *VEIC* employees, nor will *VEIC* withhold any state or federal taxes except as required under applicable tax laws, which shall be determined in advance of execution of this *Contract*. The *Contractor* understands that all tax returns required by the Internal Revenue Code and any state, including but not limited to income, withholding, sales and use, and rooms and meals, must be filed by the *Contractor*.

30. TAXES DUE TO THE STATE

Contractor understands and acknowledges responsibility, if applicable, for compliance with all *State* tax laws, including income tax withholding for employees performing services within the *State*, payment of use tax on property used within the *State*, and corporate and/or personal income tax on income earned within the *State*.

Contractor certifies under the pains and penalties of perjury that, as of the date this *Contract* is signed, the *Contractor* is in good standing with respect to, or in full compliance with a plan to pay any and all taxes due the *State*.

31. SUSPENSION OF PAYMENT TO CONTRACTOR

In addition to other remedies, *VEIC* reserves the right to suspend all payments to *Contractor* if required reports are not provided to *VEIC* or its designated representatives on a timely basis; if there are continuing deficiencies in *Contractor's* reporting, record keeping or invoicing

responsibilities and requirements; or if the performance of the *Contract Scope of Work* is not adequately evidenced.

32. NO GIFTS OR GRATUITIES

Contractor, its employees, agents or subcontractor(s) shall not give title or possession of any thing of substantial value (including property, currency, travel and/or education programs) to any officer or employee of *VEIC*, the *State*, or the *Fiscal Agent* during the term of this *Contract*.

33. CONFIDENTIALITY

Contractor acknowledges that *VEIC* shall or may in reliance on this agreement provide *Contractor* access to trade secrets, customer-specific information, competitively sensitive information, aggregated data, and other confidential data and good will. *Contractor* agrees to retain said information as confidential and not to use said information on his or her own behalf or disclose same to any third party. *Contractor* also agrees to abide by the other provisions regarding confidentiality contained herein and any other confidentiality related guidelines or directives that *VEIC* may promulgate from time to time. *VEIC* shall have the right to enforce this provision through judicial action, including injunctive relief.

Notice of Immunity from Liability for Confidential Disclosure of a Trade Secret to the Government or in a Court Filing.

Federal law requires *VEIC* to notify *Contractor* that there are a few limited situations in which *Contractor* will not be liable for the confidential disclosure of a trade secret to the government or in a court filing. First, an individual shall not be criminally or civilly liable under any Federal or State trade secret law for the disclosure of a trade secret that (A) is made (i) in confidence to a Federal, State, or local government official, either directly or indirectly, or to an attorney, and (ii) solely for the purpose of reporting or investigating a suspected violation of law; or (B) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal. Second, an individual who files a lawsuit for retaliation by an employer for reporting a suspected violation of law may disclose the trade secret to the attorney of the individual and use the trade secret information in the court proceeding, if the individual (A) files any document containing the trade secret under seal; and (B) does not disclose the trade secret, except pursuant to court order.

This confidentiality agreement shall be binding upon and inure to the benefit of the parties, their successors, assigns, and personal representatives.

The provisions of this Section shall survive termination or expiration of this Contract.

34. FAIR EMPLOYMENT PRACTICES AND AMERICAN DISABILITIES ACT

Contractor shall comply with the requirements of Title 21, V.S.A. Chapter 5, Subchapter 6, relating to fair employment practices, to the full extent applicable. *Contractor* shall also ensure, to the full extent required by the Americans With Disabilities Act of 1990, that

qualified individuals with disabilities receive equitable access to the services, programs, and activities provided by the *Contractor* under this *Contract*. *Contractor* further agrees to include this provision in all of its subcontracts.

35. FORCE MAJEURE

Either party's performance of any part of this *Contract* shall be excused to the extent that it is hindered, delayed or otherwise made impractical by reason of flood, riot, fire, explosion, war, acts or omissions of the other party or any other cause, whether similar or dissimilar to those listed, beyond the reasonable control of the non-performing party. If any such event occurs, the non-performing party shall make reasonable efforts to notify the other party of the nature of such condition and the extent of the delay and shall make reasonable, good faith efforts to resume performance as soon as possible.

36. SEVERABILITY

If any provision of this *Contract* shall be adjudged to be invalid, then that provision shall be deemed null and void and severable from the remaining provisions, shall in no way affect the validity of this *Contract*, and the remaining provisions shall be integrated so as to give the greatest effect thereto.

37. SURVIVAL OF REQUIREMENTS

Unless otherwise authorized in writing by *VEIC*, the terms and conditions of this *Contract* shall survive the performance period and shall continue in full force and effect until the *Contractor* has completed and is in compliance with all of the requirements hereof. Any confidentiality requirements set forth in or developed pursuant to this *Contract* shall continue after the expiration or termination of this *Contract* in perpetuity.

38. WAIVER

Failure or delay on the part of either party to exercise any right, power, privilege or remedy hereunder shall not constitute a waiver thereof. A waiver of any default shall not operate as a waiver of any other default or of the same type of default on a future occasion.

39. APPLICABLE LAW

This *Contract* shall be governed by the laws of the *State* of Vermont.

40. AMENDMENT

No changes, modifications, amendments or extensions in the terms and conditions of this *Contract* shall be effective unless reduced to writing and signed by the duly authorized representatives of *VEIC* and the *Contractor*.

41. POLITICAL ACTIVITY

Whenever the *Contractor* is representing themselves as and/or conducting work for *VEIC* under this *Contract* the *Contractor* agrees to strictly adhere to *VEIC*'s policy on political activity as detailed in Attachment D.

42. ENTIRE AGREEMENT

This *Contract* with the following Attachments represents the entire agreement between the parties relating to the subject hereof. All prior agreements, representations, statements, negotiations, and understandings are merged herein and shall have no effect. This *Contract* consists of the following documents listed in order of precedence from highest to lowest:

- Main Body of the *Contract*
- Attachment A: *Contract Scope of Work*
- Attachment B: Standard Billing Rates
- Attachment C: Reimbursable Expenses Schedule
- Attachment D: *VEIC* Policy on Political Activity
- Attachment E: *VEIC* Policy 1020 Provision of Mailing Lists
- Attachment F: *VEIC* Policy 1045 Release of Customer-Specific Information
- Attachment G: Confidentiality Memorandum
- Attachment H: Confidentiality Protective Agreement

The above Attachments are hereby incorporated into this *Contract* and made a part hereof for all purposes. If there is any conflict between the terms of these documents, the order of precedence indicated above shall be controlling.

43. CAPACITY CREDITS/ENVIRONMENTAL CREDITS

The *Contractor* agrees that *VEIC* holds the sole rights to any electric system capacity credits and/or environmental credits associated with the energy efficiency measures for which incentives have been received.

44. ACCEPTANCE OF CONTRACT

This *Contract* will become effective when signed by both parties. Transmittal of signatures by facsimile, internet or other means is as valid for all purposes as the delivery of signed original documents.

[Remainder of Page Intentionally Left Blank; Signature Page Follows]

ACKNOWLEDGMENT OF ARBITRATION

Each of Contractor and VEIC understands that this Agreement contains an agreement to arbitrate. After signing this document, we understand that we will not be able to bring a lawsuit concerning any dispute that may arise which is covered by the arbitration agreement, unless it involves a question of constitutional or civil rights. Instead, we agree to submit any such dispute to an impartial arbitrator.

IN WITNESS WHEREOF, *Contractor* and *VEIC* have caused this *Contract* to be executed.

FOR CONTRACTOR

FOR VEIC

Signature

Signature

Printed Name

Printed Name

Title

Title

Date

Date

FED ID #

Attachment A: Contract Scope of Work

Past your scope of work here.

Review Copy

ATTACHMENT B: STANDARD BILLING RATES

Contract Amount: XXXX

In performing the Contract Scope of Work, Contractor will be paid the Contract Amount as a Firm Fixed Fee, which includes any reimbursable expenses authorized in Attachment C.

Review Copy

ATTACHMENT C: REIMBURSABLE EXPENSES SCHEDULE

Reimbursable expenses are not authorized under this Contract.

Review Copy

ATTACHMENT D:

VEIC POLICY ON POLITICAL ACTIVITY

It is imperative that all *VEIC* employees clearly understand and abide by the limitations and prohibitions against using *VEIC* resources to conduct political activity. These restrictions also apply to contractors and members of the *VEIC* Board of Directors at the time they are representing themselves as and/or conducting work for *VEIC*.

VEIC is a non-profit organization that has been granted tax-exempt status by the federal government under Section 501(c)(3) of the Internal Revenue Code. That status comes with rules that strictly prohibit *VEIC* employees, Board members and contractors from engaging in any of the following political activities:

- supporting or endorsing any candidate for political office;
- opposing any candidate for public office;
- publishing or distributing campaign literature or statements on behalf of or in opposition to any candidate for public office; and
- using the signature, letterhead, or return envelopes of any candidate for public office in conjunction with any fundraising or service solicitation(s) on behalf of *VEIC*, particularly if the recipient of the mailing could reasonably infer that the solicitation represents a cooperative effort between the candidate and *VEIC*.

In addition, *VEIC* employees, Board members and contractors are prohibited from engaging in other campaign-related activity, even if not directed toward a specific candidate, including the following:

- hosting or sponsoring candidates' debates or forums, unless very specific guidelines for the invitation and participation of candidates are followed;
- holding a public *VEIC* event to which candidate(s) for public office are invited, unless it is stated explicitly that *VEIC* neither supports nor opposes any person's candidacy. However, *VEIC* may invite a candidate to appear at a public event for reasons unrelated to the person's candidacy, such as because the candidate has a particular expertise, or holds a particular public office. In such a case, *VEIC* must avoid any and all references to either the election or the individual's candidacy.;
- attempting to influence legislation;

- forwarding *VEIC* or other general energy efficiency educational materials to some candidates in a race for office and not to others or undertaking additional efforts when responding to a candidate's inquiries concerning *VEIC's* position's on public policy issues. *VEIC* may send its pre-existing educational materials to candidates, campaigns or political parties, unsolicited, in order to educate the candidates or parties about *VEIC's* views and activities only if such materials are sent to all candidates in a race. *VEIC* may respond to candidates' inquiries with available educational materials, but may not undertake any special work or research to respond to such requests because this would be seen by the I.R.S. as providing services to the campaign.;
- publishing or distributing the voting records of incumbent candidates unless strict nonpartisan guidelines are followed;
- requesting a candidate to pledge her or his support of a *VEIC* position if she or he is elected;
- conducting voter registration or "Get Out The Vote" drives unless carried out in the context of addressing a wide variety of general, unrelated issues;
- undertaking any activity or disseminating any information that exhibits, either implicitly or explicitly, a preference by *VEIC* for or against a particular candidate or political party.

Employees may engage in political activities only as private citizens and may not do so on behalf of *VEIC* or in any capacity as a representative of *VEIC*. An employee may not indicate that he or she represents *VEIC* or its views while taking part in any political campaign. Any participation in political activities must be conducted on an employee's own time and without use of any *VEIC* facilities, equipment or resources. Accordingly, employees are prohibited from:

- working for any political campaign during employee's *VEIC* work hours or on *VEIC* office premises;
- using *VEIC* letterhead, stationery, envelopes, office supplies, logo, or any other *VEIC* materials in connection with a political campaign;
- using *VEIC's* photocopiers, postage meter, computer hardware or software, office space, or any other *VEIC* equipment in connection with any political campaign, even if *VEIC* would be reimbursed by the campaign. This prohibition means that employees may not:

- use *VEIC* telephones, fax machines or e-mails for outgoing messages in conjunction with a political campaign that contain material in opposition or in support of a candidate;
- use a *VEIC* computer to forward any incoming political e-mails to other *VEIC* employees or to e-mail addresses outside of *VEIC*'s system;
 - subscribe via *VEIC*'s e-mail system to any e-mail list services that automatically sends e-mails in support of or in opposition to a particular candidate.
- selling, loaning, or providing *VEIC*'s customer, donor, or other mailing lists to any candidate for political office; and
- utilizing *VEIC*'s mailing list(s) or e-mail lists to distribute any campaign-related literature.

Failure to adhere to this policy may result in termination of contracts and employee disciplinary action including termination of employment.

ATTACHMENT E: VEIC POLICY 1020 PROVIDING MAILING LISTS BASED ON ENERGY EFFICIENCY UTILITY (EEU) TRACKING SYSTEM DATA

Policy Statement

Vermont Energy Investment Corporation (VEIC) currently provides services as an Energy Efficiency Utility (EEU) through three separate publicly funded programs: Efficiency Vermont, Efficiency Smart, and the District of Columbia Sustainable Energy Utility. In the course of providing these efficiency services, as well as any similar EEU services in the future, VEIC compiles customer tracking system data.

The EEU data tracking system shall not be used for the purpose of providing mailing lists, including electronic mailing lists, for non-EEU purposes. The EEU Director may make exceptions to this policy.

It should be noted that this policy includes Vermont Energy Investment Corporation (VEIC) when it is acting as an energy service provider either inside or outside of Vermont. It should also be noted that there is a separate policy on the Release of Customer-Specific Information for Non-Energy Efficiency Utility (EEU) Purposes (Policy #1045).

Need

Periodic requests have been received from various entities for access to address lists based on the EEU data tracking system. Vermont Energy Investment Corporation needs to have a consistent policy for timely response to these requests.

Background

All Vermont Energy Investment Corporation staff and contractors have signed an agreement regarding the handling of confidential information that prohibits providing customer-specific information to any party for non-EEU purposes (see “General Confidentiality Guidelines” at G:\Efficiency Utility\Confidentiality\CIMS General Confidentiality Guidelines Memo.pdf). Under these confidentiality guidelines, we have agreed to “access, use, or disclose Confidential Information only for the purposes of implementing EEU energy efficiency services.”

Application Examples

Individuals and entities have made inquiries in the past regarding the provision of mailing lists to promote non-EEU conferences or events, to provide information to, or to market products or services to groups of customers or businesses that are identified in the EEU data tracking system. In general, our contractual confidentiality guidelines prohibit such non-EEU uses of tracking system information. There may be some limited situations where providing such information to

outside parties may be deemed to be for “EEU purposes.” These exceptions to this policy shall only be made by the EEU Director.

Audience: Who Needs to Understand the Policy?

- The Confidential Information Systems (CIMS) Coordinator
- All staff and contractors with access to customer information covered by the CIMS

Implementation Plan

By whom (and when) are noted in bold following each implementation step.

This Policy shall be distributed to:

- **All affected staff (by Human Resources Generalist at time of hire as part of new staff orientation and ongoing annually through key policy training).**
- **Contractors (by Vermont Energy Investment Corporation (VEIC) staff member who is responsible for obtaining contractor’s signature on the contract at time of contract execution).**

This revised policy shall be communicated to all existing staff, by the CIMS Coordinator (within 30 days of approval by Executive Leadership Team).

Senior Management Team approval date:	January 17, 2006
Effective date	February 1, 2006
Revision date	October 23, 2012
Revised Policy Executive Leadership Team Approval Date	November 30, 2012

ATTACHMENT F: VEIC POLICY 1045: POLICY ON RELEASE OF CUSTOMER SPECIFIC INFORMATION FOR NON-ENERGY EFFICIENCY UTILITY (EEU) PURPOSES

Policy Statement

Vermont Energy Investment Corporation (VEIC) currently provides services as an Energy Efficiency Utility (EEU) through three separate publicly funded programs: Efficiency Vermont, Efficiency Smart, and the District of Columbia Sustainable Energy Utility. In the course of providing these efficiency services, as well as any similar EEU services in the future, VEIC has access to certain customer-specific information that VEIC is obligated to keep confidential. Any customer-specific information obtained in the course of EEU operations may only be provided for purposes outside of that EEU's operations when there is a specific written request from the customer. This request shall be signed by the customer and shall specifically include:

- The date of the request
- The scope of customer information that is authorized to be provided
- The name and contact information of the party to whom it is to be provided

All such requests shall be provided to the Confidential Information Management System (CIMS) Coordinator prior to the provision of such information. The CIMS Coordinator shall keep copies of all such requests.

This policy includes the provision of customer-specific information to VEIC when it is acting as an energy service provider outside of its EEU role. It should also be noted that there is a separate policy on use of the EEU tracking system data (Policy #1020).

Any exception to this policy needs to have approval from the CIMS Coordinator

Need

There may be times when a customer wishes VEIC as their EEU to provide their customer-specific information to a third party for the benefit or convenience of the customer. Consistent with our goals of customer service and efficiency, we would want to respond positively to such customer requests, but need to assure that the confidentiality of customer information is adequately protected.

Background

All VEIC staff and contractors have signed an agreement regarding the handling of confidential information that prohibits providing customer-specific information to any party for non-EEU purposes (see "General Confidentiality Guidelines" at G:\Efficiency Utility\Confidentiality\CIMS General Confidentiality Guidelines Memo.pdf). Under these

confidentiality guidelines, we have agreed to “access, use, or disclose Confidential Information only for the purposes of implementing” EEU services.

Application Examples

A customer may request their EEU to provide electric consumption history or prior audit results to an energy service provider who is working for them outside any work on an EEU project. The EEU may have such information readily available from prior work with the customer and having the EEU provide this information to the energy service provider may be useful, as well as far more convenient and efficient for the customer. As a matter of customer service, we can honor such requests, but only in response to a specific, written request.

Audience: Who Needs to Understand the Policy?

- **The Confidential Information Systems (CIMS) Coordinator**
- **All staff and contractors with access to customer information covered by the CIMS who may be in communication with customers**

Implementation Plan

By whom (and when) are noted in bold following each implementation step.

This Policy shall be distributed to:

- **All affected staff (by HR Generalist at time of hire as part of new staff orientation and ongoing annually through key policy training).**
- **Contractors (by VEIC staff member who is responsible for obtaining contractor’s signature on the contract at time of contract execution).**

This revised policy shall be communicated to all existing staff, by the CIMS Coordinator (**within 30 days of approval by Executive Leadership Team**).

Senior Management Team approval date:	January 17, 2006
Effective date	January 30, 2006
Revision date	October 22, 2012
Revised Policy Executive Leadership Team Approval Date	November 30, 2012

ATTACHMENT G: GENERAL CONFIDENTIALITY GUIDELINES MEMO



To: Individuals handling confidential data
From: CIMS Coordinator
Date: January 11, 2018
RE: EFFICIENCY VERMONT CONFIDENTIAL INFORMATION

By the authorization provided in 30 V.S.A § 209(d)(5), the Vermont Public Utility Commission (“Commission”) issued an Order of Appointment to Vermont Energy Investment Corporation (“VEIC”) to operate Efficiency Vermont, a statewide Energy Efficiency Utility. VEIC is required to have access to electric utility customer information in order to carry out its responsibilities as a statewide EEU and to strictly protect that information and certain information developed in the course of implementing the EEU from unauthorized disclosure. In order to do so, VEIC has established a Confidential Information Management System (“CIMS”) to ensure that there are appropriate protections in the collection, processing, storage and retrieval of Efficiency Vermont Confidential Information by VEIC, its Contractors and other authorized individuals and entities.

The basic underlying principles of the CIMS is to ensure that Efficiency Vermont Confidential Information is only used by VEIC, its Contractors and other authorized individuals or entities for the purpose of implementing Efficiency Vermont energy efficiency services. Thus, no Confidential Information should be made available to the public or provided to individuals or entities who will not be using the Confidential Information for Efficiency Vermont purposes unless authorized in writing by the customer.

This memo provides procedures and guidelines for the handling of Efficiency Vermont Confidential Information.

CONFIDENTIAL INFORMATION

For purposes of the CIMS, “Confidential Information” is defined as any information which identifies a specific customer by name, address or email address, phone number, utility account number, utility data, or any Efficiency Vermont project information that is specific to an individual customer, including but not limited to sub-metering data, project costs, saving estimates, incentive amounts, or specific energy efficiency measures or manufacturing attributes. Efficiency Vermont may release a customer’s name or other customer-specific information with the customer’s consent or when the customer’s information is sufficiently anonymized or aggregated. However, if it is possible to trace or distinguish the customer from a collection of aggregated data, then such aggregated data shall be considered Confidential Information. For example, if a collection of data for a town aggregated by customer class allowed an individual to determine Confidential

Information about a specific customer because there was clearly only one customer in a particular class, then that customer-class data should be treated as Confidential Information.

Confidential Information is not restricted in format and may include any information that meets the above definition whether disclosed orally, in writing or by inspection of tangible objects. By way of example and not limitation, this may include written or printed documents, electronic data on computer disks, tapes, or any other medium, drawings, schematics, or any other tangible item. Once it has been determined that information is Confidential Information, it is subject to the procedures detailed in this CIMS.

THE CIMS COORDINATOR

VEIC has established the position of the “CIMS Coordinator” to maintain the adequacy of current procedures and guidelines to ensure that the regulatory obligations with respect to the handling of Confidential Information are met.

Specifically the CIMS Coordinator is responsible for:

1. Supporting Efficiency Vermont management in establishing procedures to ensure that there are appropriate protections in the collection, processing, storage and retrieval of Efficiency Vermont Confidential Information;
2. Determining whether or not data or any particular item of information is or is not Confidential Information as defined above;
3. Conducting investigations into any alleged compromises, incidents and / or problems regarding Confidential Information and reporting the results of such investigations to the managers or director of Efficiency Vermont;
4. If the results of such investigations determine that Confidential Information was actually improperly released, the CIMS Coordinator shall immediately notify the Vermont Department of Public Service’s (“Department”) Chief of Consumer Affairs & Public Information (or other person as may be designated by the Department). All prudent steps will be taken to (a) retrieve such Confidential Information from the unauthorized receiving party and (b) ensure that no further Confidential Information is improperly disclosed. In addition, the CIMS Coordinator shall be responsible to inform VEIC management if a security breach has occurred so that VEIC can provide such notice as may be required under the Security Breach Notice Act, 9 V.S.A. §§ 2430 *et. seq.*, including notice to customers of the release of their “personally identifiable information” as defined under 9 V.S.A. §§ 2430(5) as the same may be updated or superseded from time to time;
5. Ensuring that all VEIC employees hired for the purpose of carrying out Efficiency Vermont’s statewide responsibilities (“EVT staff”) are provided with adequate training such that they fully understand the CIMS procedures and guidelines;
6. Revising or modifying CIMS procedures as deemed necessary to ensure the continued

safeguarding of Confidential Information. The CIMS Coordinator shall gain approval of the Efficiency Vermont Director prior to implementing any CIMS modifications. The CIMS Coordinator will inform the Department's Chief of Consumer Affairs & Public Information (or other person as may be designated by the Department) of the changes; and

7. Ensuring that all Efficiency Vermont staff are provided with training on CIMS modifications and as needed refresher training regarding the operation of CIMS.

MANGAGEMENT OF CONFIDENTIAL INFORMATION

As outlined in Efficiency Vermont's CIMS Plan, any recipient of Confidential Information shall be responsible for ensuring that:

- a) Access to Confidential Information is restricted in accordance with the requirements of the CIMS;
- b) Recipient has been provided adequate training such that they fully understand the terms and conditions contained herein;
- c) All paper copies of Confidential Information are securely stored and when disposed of shall first be shredded;
- d) Visitors to recipient's office are not allowed access to any Confidential Information unless they are specifically authorized in accordance with the CIMS;
- e) Portable, laptop, notebook, personal data assistants, tablet computers, smart phones and other transportable computers containing Confidential Information are not be left unsecured at any time; and
- f) If Confidential Information is stored electronically, the following minimum password provisions shall apply for access to such Confidential Information:
 - i. Users shall choose passwords that are difficult to guess;
 - ii. Passwords must be nine characters in length or greater;
 - iii. Passwords must contain any two of the following: alpha, numeric, capitalization, characters.
 - iv. Passwords must not be a dictionary word or include personal names;
 - v. Passwords must not be written down or left in a place where unauthorized persons might discover them;
 - vi. Under no circumstances, shall users share or reveal their passwords to anyone at all; and

vii. Passwords and credentials that grant access to Confidential Information must not be used as credentials for personal accounts.

NOTICE

Recipient shall notify VEIC's CIMS Coordinator (cimscoordinator@veic.org) immediately upon:

- a) Discovery of any unauthorized use or disclosure of Confidential Information, or any other breach of CIMS by the recipient or his/her assigns, employees, consultants, affiliates or related parties; or
- b) Discovery that a system or network security has been compromised, or there is a substantial reason to believe that it may have been compromised.

With respect to any such event Recipient shall cooperate with VEIC, the Department and the Commission in every reasonable way to help regain possession of any improperly disclosed or accessed Confidential Information and prevent its further unauthorized use or disclosure.

ATTACHMENT H: CONFIDENTIALITY PROTECTIVE AGREEMENT

This PROTECTIVE AGREEMENT is made by and between the Vermont Energy Investment Corporation (“VEIC”) and (the “Recipient”), effective as of .

WHEREAS, on February 12, 2016, the Vermont Public Utility Commission (the “Commission”) issued an Order of Appointment to VEIC in Docket No. 8455 to operate Efficiency Vermont, a statewide Energy Efficiency Utility (“EEU”);

WHEREAS, VEIC is required to have access to electric utility customer information in order to carry out its responsibilities as a statewide EEU and to strictly protect that information and certain information developed in the course of implementing the EEU from unauthorized disclosure; and

WHEREAS, VEIC maintains a Confidential Information Management System (“CIMS”), to provide appropriate protections in the collection, processing, storage and retrieval of information that is customer-specific;

WHEREAS, pursuant to the CIMS, VEIC, its Contractors and any other individuals or entities that have access to, handle or use Efficiency Vermont Confidential Information are required, prior to gaining access to such Confidential Information, to agree (1) to abide by the guidelines contained in the CIMS and (2) not to provide any Confidential Information to affiliates not directly involved with Efficiency Vermont activities.

NOW THEREFORE, the parties hereto agree as follows:

1 CONFIDENTIAL INFORMATION AND MATERIALS

- a) “Confidential Information” means any information which identifies a specific customer by name, address or email address, phone number, utility account number, utility data, or any Efficiency Vermont project information that is specific to an individual customer, including but not limited to sub-metering data, project costs, savings estimates, incentive amounts or specific energy efficiency measures or manufacturing attributes.
- b) “Confidential Information” is not restricted in format and may include any information that meets the above definition whether disclosed orally, in writing or by inspection of tangible objects. By way of example and not limitation, this may include written or printed documents, electronic data on computer disks, tapes or any other medium, drawings, schematics, or any other tangible item.
- c) Once it has been determined that the information is Confidential Information, it is subject to the procedures detailed in the CIMS and this Protective Agreement.

2 RESTRICTIONS ON SHARING CONFIDENTIAL INFORMATION

The Recipient shall limit access to Confidential Information to only those of the Recipient’s employees, authorized representatives, or subcontractors who (a) have a need to know the Confidential Information for the Recipient to fulfill its obligations and duties to Efficiency Vermont

or for a purpose specifically authorized by the Commission, and b) have signed a protective agreement containing confidentiality obligations at least as restrictive as those contained herein.

3 MANAGEMENT OF CONFIDENTIAL INFORMATION:

The Recipient shall be responsible for ensuring that:

- a) Access to Confidential Information is restricted in accordance with the requirements of this Agreement;
- b) All of the Recipient's employees, representatives and subcontractors who will have access to Confidential Information have been provided adequate training such that they fully understand the terms and conditions contained herein;
- c) All paper copies of Confidential Information are securely stored and when disposed of shall first be shredded;
- d) All reasonable security precautions are taken when accessing and handling Confidential Information, which shall in any event be as great as the precautions the Recipient takes to protect its own confidential information;
- e) Visitors to the Recipient's office are not allowed access to any Confidential Information unless they are specifically authorized in accordance with this Agreement;
- f) Portable, laptop, notebook, personal data assistants, tablet computers, smart phones and other transportable computers containing Confidential Information are not to be left unsecured at any time; and
- g) If Confidential Information is stored electronically, the following minimum password provisions shall apply for access to such Confidential Information:
 - i. Users shall choose passwords that are difficult to guess;
 - ii. Passwords must be nine characters in length or greater;
 - iii. Passwords must contain any two of the following: alpha, numeric, capitalization, characters;
 - iv. Passwords must not be a dictionary word or include personal names;
 - v. Passwords must not be written down or left in a place where unauthorized persons might discover them;
 - vi. Under no circumstances, shall the users share or reveal their passwords to anyone at all; and
 - vii. Passwords and credentials that grant access to Confidential Information must not be used as credentials for personal accounts.

4 NOTICE

The Recipient shall notify VEIC's CIMS Coordinator (cimscoordinator@veic.org) immediately upon:

- a) Discovery of any unauthorized use or disclosure of Confidential Information, or any other breach of this Agreement by the Recipient or his/her assigns, employees, consultants, affiliates or related parties; or
- b) Discovery that a system or network security has been compromised, or if there is a substantial reason to believe that it may have been compromised.

With respect to any such event Recipient will cooperate with VEIC, the Department of Public Service and the Commission in every reasonable way to help regain possession of any improperly disclosed or accessed Confidential Information and prevent its further unauthorized use or disclosure.

5 REMEDIES

- a) The Recipient understands and acknowledges that any disclosure or misappropriation of any of the Confidential Information in violation of this Agreement may cause VEIC irreparable harm, the amount of which may be difficult to ascertain and, therefore, agrees that VEIC shall have the right to apply to a tribunal of competent jurisdiction for an order restraining any such further disclosure or misappropriation and for such other relief as VEIC may request. Such rights shall be in addition to remedies otherwise available to VEIC at law or in equity.
- b) Any willful or deliberate disclosure or unauthorized use of Confidential Information with the clear intent of violating this Protective Agreement by a VEIC Contractor or any of its employees, authorized representatives or subcontractors is grounds for immediate default termination.

6 MISCELLANEOUS

- a) This Agreement constitutes the entire Agreement between the parties with respect to the subject matter hereof. It shall not be modified except by a written agreement dated subsequent to the date of this Agreement and signed by both parties.
- b) None of the provisions of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of VEIC or their agents, or employees, unless such waiver is in writing signed by VEIC. No waiver of any provision of this Agreement shall constitute a waiver of any other provision(s) or of the same provision on another occasion. Failure of either party to enforce any provision of this Agreement shall not constitute waiver of such provision or any other provisions of this Agreement.
- c) If any action at law or in equity is necessary to enforce or interpret the rights or obligations arising out of or relating to this Agreement, the prevailing party shall be entitled to recover reasonable attorney's fees, costs and necessary disbursements in addition to any other relief to which it may be entitled.
- d) This Agreement shall be construed and governed by the laws of the State of Vermont, and both parties further consent to jurisdiction by the state and federal courts sitting in the State of Vermont.
- e) If any provision of this Agreement shall be held by a court of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions shall remain in full force and effect. Should any of the obligations of this Agreement be found illegal or unenforceable as being too broad with respect to the duration, scope or subject matter thereof, such obligations shall be deemed and construed to be reduced to the maximum duration, scope or subject matter allowable by law.
- f) If the Recipient is an organization that employs more than one individual then this Agreement shall be strictly adhered to by all individuals, subcontractors and consultants employed by such organization that have access to Confidential Information.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement by their duly authorized representatives as of the date first set forth above.

VEIC By:

Signature: _____ Date: _____

Printed Name _____

Title _____

RECIPIENT By:

Signature: _____ Date: _____

Printed Name: _____

Title: _____

Organization Name:

Review Copy

