



# Commercial Refrigeration Efficiency

## Trade partner application

Company name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Contact name \_\_\_\_\_ Email \_\_\_\_\_

Contact name \_\_\_\_\_ Email \_\_\_\_\_

Contact name \_\_\_\_\_ Email \_\_\_\_\_

Phone \_\_\_\_\_ Mobile \_\_\_\_\_

Area(s) of Expertise \_\_\_\_\_

### Trade partner description

A participating trade partner with the Commercial Refrigeration Efficiency program is a contractor or distributor who collaborates with this program, comprised of CLEAResult and Xcel Energy staff, to provide energy-saving commercial refrigeration options and corresponding rebates for Xcel Energy customers. Trade partners submitting applications with appropriate supporting documentation who meet the requirements agree to participate according to the guidelines detailed in the Rules for Continued Trade Partner Eligibility.

Participating trade partners receive benefits including but not limited to: ongoing training with both custom and prescriptive rebate applications, interpretation of specific refrigeration projects or refrigeration technologies with available program rebates, eligibility to appear on a customer facing "trade partner directory" and assistance from CLEAResult with completing and submitting all rebate paperwork to Xcel Energy in an efficient manner.

### Requirements

The accuracy of rebate applications submitted by participating trade partners is critical to the success of the program. Any incomplete or inaccurate applications submitted for rebate could be detrimental to the continued program offering. Therefore, the Xcel Energy Commercial Refrigeration Efficiency program holds participating trade partners to high standards.

- Xcel Energy projects installed by the participating trade partner must pass the post inspection. The program staff will conduct the post inspection for the first three rebate applications submitted to the program. Subsequently, the program reserves the right to conduct on-site inspection prior to rebate payment to confirm the following:
  - Equipment types installed meet program specifications noted on rebate application.
  - Equipment quantities noted on invoice and rebate application are confirmed as being installed and operational while on-site.
  - Correct problems if necessary.
- Fully and accurately completed projects
  1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_
- The program implements a "three-strike" policy for any projects that have failed inspection:
  - The first failed inspection will result in a verbal warning to the contractor from the program manager.
  - The second failed inspection will result in a written warning to the contractor from the program manager and possible removal from the program's Trade Partner Directory or customer opt-in process.
  - The third failed inspection will result in the trade partner suspension period. During the suspension period, the program will create an action plan with the trade partner to improve application submittal accuracy. Additionally, a minimum of 5 program applications submitted may be inspected to confirm accuracy, prior to rebate payment. If the quality of the applications submitted is still not improved, the program manager will evaluate further participation, including, but not limited to: removal from the Trade Partner Directory, disallowed participation in the opt-in process, or participation in Xcel Energy's portfolio of rebate programs.
- No outstanding customer complaints within a calendar year
  - All complaints must be expeditiously resolved in a manner considered acceptable by the program manager. If contractor fails to remedy a complaint within a reasonable timeframe it will result in removal from the program.
- The program manager, with Xcel Energy approval, reserves the right to terminate agreement with a participating contractor for any reason deemed harmful to achieving the goals of the program

Direct your questions and completed trade partner application to the Xcel Energy Commercial Refrigeration Efficiency program, **877.287.2250** or **xcelcre@clearesult.com**.