Mass Save® Home Energy Services Process

As of April 2011

Mass Save Operations Main Processes

a) Customer Interaction Process

b) Home Performance Contractor (HPC) Process

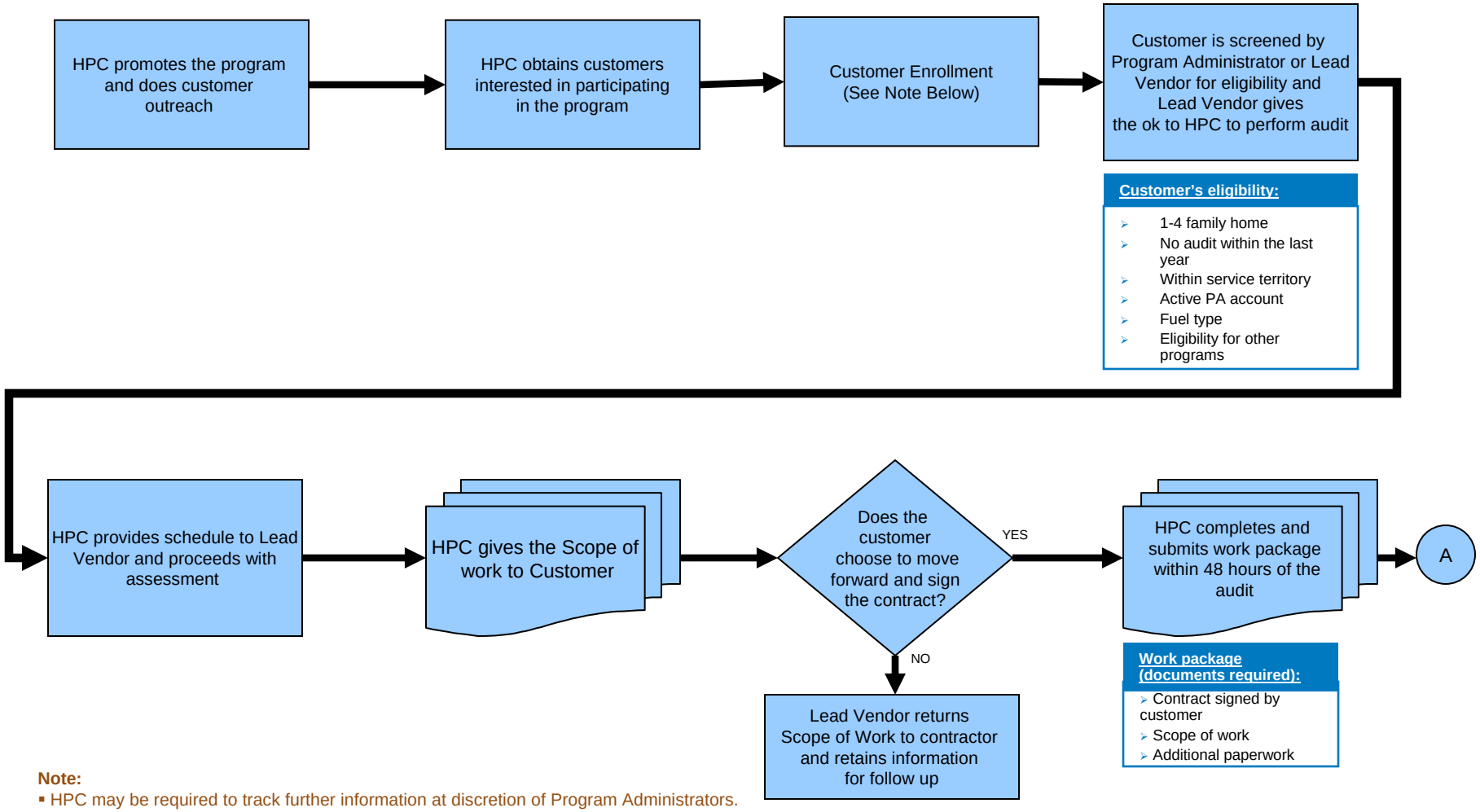
c) Independent Installation Contractor (IIC) Process

Note: Program Administrators reserve the right to modify the process and program without prior notice

Mass Save Operations Main Processes

	Customer entry point		
Process Steps	**Lead Vendor / Program Administrator**	**Home Performance Contractor (HPC)**	**Independent Installation Contractor (IIC)**
Customer outreach	**Call Center Lead Vendor / Program Administrator**	**HPC**	**IIC**
Energy Assessment	**Lead Vendor**	**HPC**	**Lead Vendor**
Installation	**Assigned Contractor**	**HPC**	**IIC**
Quality Assurance/ Quality Control (QA/QC)	**Lead Vendor or Third party QA/QC Vendor**	**Lead Vendor or Third party QA/QC Vendor**	**Lead Vendor or Third party QA/QC Vendor**

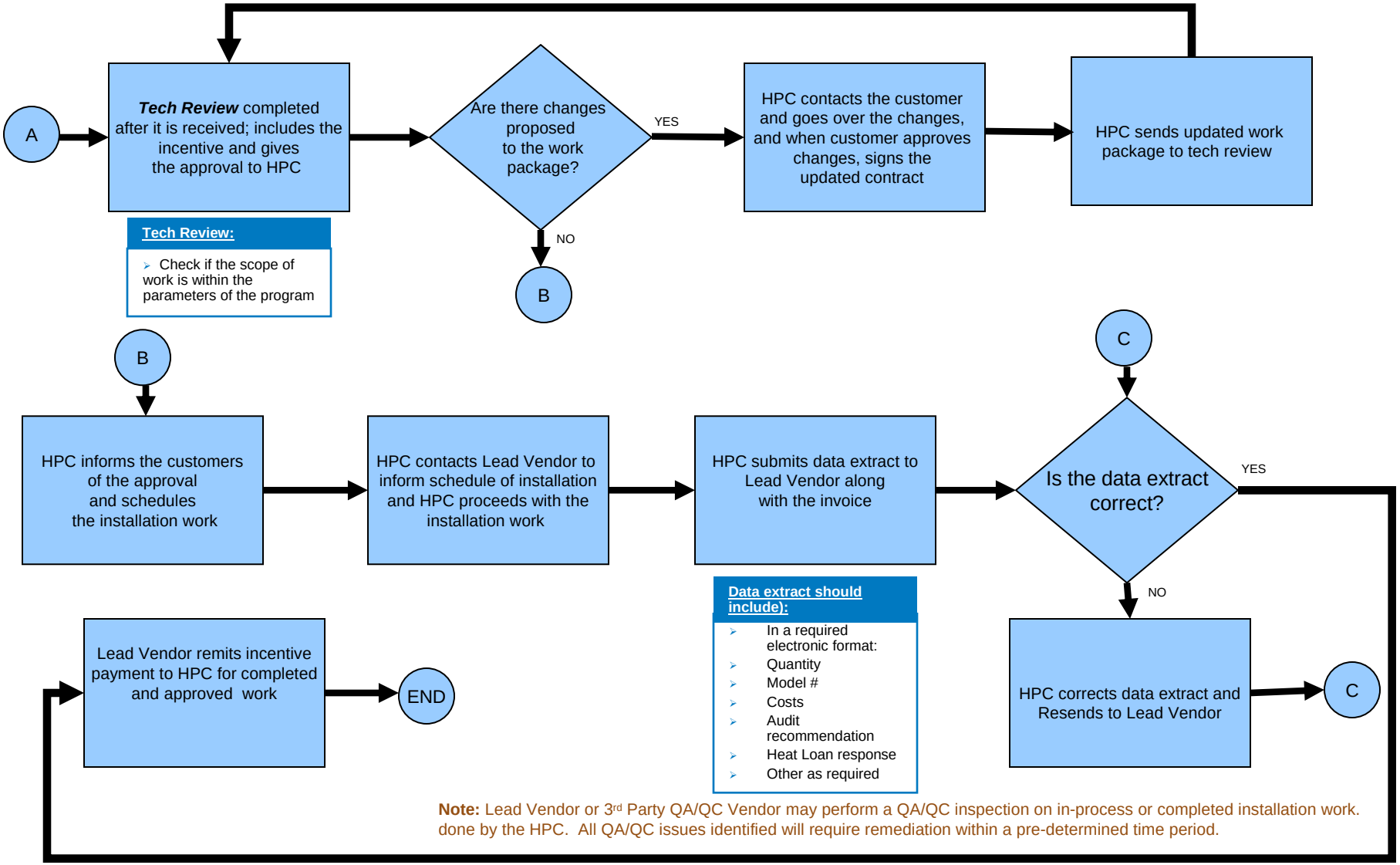
Home Performance Contractor (HPC) Process



Note:

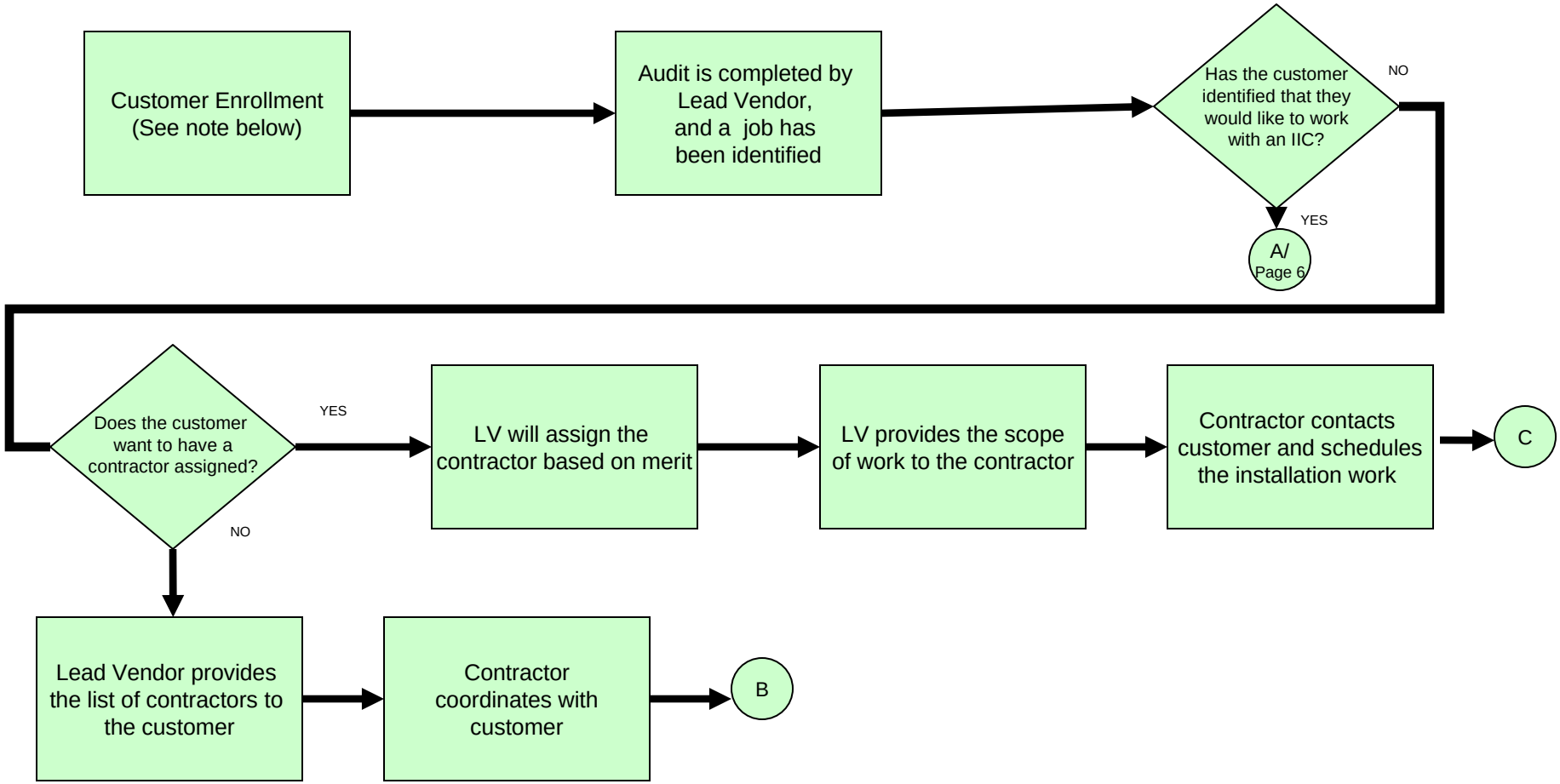
- HPC may be required to track further information at discretion of Program Administrators.
- Natural gas heating customers are served by their participating gas utility. Non-heat gas customers are served by their electric provider.
- Calls to Mass Save phone number are answered by the Lead Vendor call center for National Grid/ NStAR/Berkshire / WMECO/NE Gas customers.
- Calls to Mass Save phone number are answered by their respective utility/program administrator call center for Columbia, Unitil, and Cape Light Compact customers.

Home Performance Contractor (HPC) Process cont.



Note: Lead Vendor or 3rd Party QA/QC Vendor may perform a QA/QC inspection on in-process or completed installation work. done by the HPC. All QA/QC issues identified will require remediation within a pre-determined time period.

Independent Installation Contractor (IIC) Process



Note:

- IIC may be required to track further information at discretion of Program Administrators.
- Natural gas heating customers are served by their participating gas utility. Non-heat gas customers are served by their electric provider.
- Calls to Mass Save phone number are answered by the Lead Vendor call center for National Grid/ NSTAR /Berkshire / WMECO/NE Gas customers.
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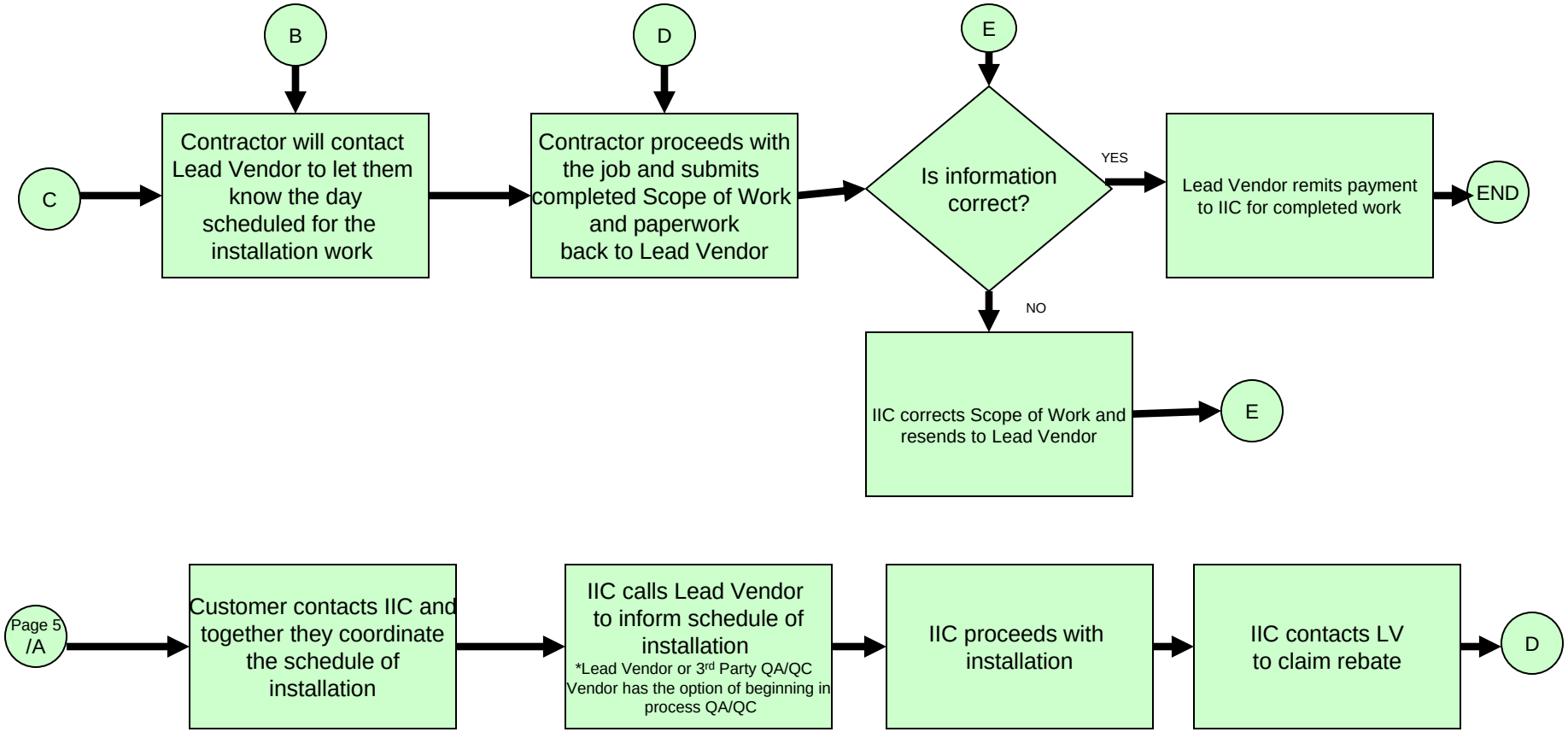
Independent Installation Contractor (IIC) Process cont.



Note:

- Lead Vendor or 3rd party QA/QC Vendor may perform a QA/QC inspection on in-process or completed installation work done by the IIC. All QA/QC issues identified. will require remediation within a pre-determined time period. Payment may or may not occur before QA/QC is completed.
- IIIC will work with Lead Vendor on any amendments to scope of work at any point within the process.
- At enrollment, customer may be tagged by contractor, customer may choose a contractor to work with or Lead Vendor assigns a contractor based on merit.