

IRA HOME ENERGY REBATES REMEDIATION POLICY

In the event work deficiencies or unfair business practices are detected, Program representatives may recommend remedial actions. The remediation process is as follows:

1. If the Customer requests financial compensation, the Program will contact the Registered Contractor (RC) within two (2) business days after receiving the Customer's demand for compensation and determine if such compensation is warranted.
2. If compensation is determined to be warranted, the RC will contact the Customer within two (2) business days and offer to pay a reasonable fee for the repair and/or replacement of the improperly installed or damaged goods.
3. The compensation amount will be determined as follows: the RC may propose an amount, ask the Customer to propose an amount or ask the Customer to submit a repair estimate.
4. If the parties cannot agree to a reasonable compensation amount, the Program representative may be required to take further action, as necessary.