

As of October 1, 2014, the rating criteria for all Home Retrofit trade allies are as follows:

Customer service star

Home Retrofit trade allies will earn this star based on the volume of customer complaints reported to Energy Trust:

- 0-2 customer complaints = 1 star
- 3 customer complaints = ½ star
- 4 or more customer complaints = no star

Trade allies must comply with the customer service terms and conditions from enrollment forms 1171A: *Trade Ally Enrollment Application* and 371A: *Home Retrofit Trade Ally Addendum*.

Quality service star

Home Retrofit trade allies will begin with a quality service score of 95 points. This score is adjusted up or down based on the results of work quality verifications performed by Home Retrofit staff.

- A quality service score of 100 points or greater = 1 star
- A quality service score of 90-99 points = ½ star
- A quality service score of 89 points or less = no star

Work quality verifications evaluate measures installed in the home and confirm compliance with the [Energy Trust of Oregon Home Retrofit Specifications Manual](#). A trade ally's quality service score is adjusted according to the following criteria:

- Measure passes = 2.5 points
- Measure needs minor corrective action = -2.5 points
- Measure needs major corrective action = -5 points

Reference the Quality Management Policy¹ for more information on work quality verifications and distinguishing between minor and major corrective actions.

¹ https://insider.energytrust.org/wp-content/uploads/HES_POL_Quality_Management.pdf

Program service star

All Home Retrofit trade allies will begin with a program service score of 95 points. The program service score measures successful submission of complete incentive applications to the Residential program.

- A program service score of 100 points or greater = 1 star
- A program service score of 90-99 points = ½ star
- A program service score of 89 points or less = no star

A trade ally's program service score is adjusted according to the following criteria:

- An application containing all required information to process = 2.5 points
- An application containing missing information = -2.5 points
- An application which does not qualify = -5 points

Rating frequency

Trade ally ratings will be assessed twice a year, on April 1 and October 1. Scores are calculated using the previous twelve months of activity. Star ratings last the duration of the six-month period between rating assessment dates. Newly enrolled Home Retrofit trade allies must submit one successful incentive application in order to be listed on the website and earn their initial star rating.

For additional information

The Home Retrofit trade ally team can support your business in improving customer service, compliance with technical specifications and the successful submission of incentive applications.

The trade ally team is available Monday through Friday 8:00 a.m. through 5:00 p.m. PST by calling 1.866.365.3526 option 4, or by email at residentialta@energytrust.org.