



Contractor Commitment Agreement

This agreement outlines the expectations and commitments required of contractors working with the West Virginia Office of Energy (WVOE) and its partners. It establishes a framework for delivering high-quality services, maintaining safety and communication standards, ensuring transparent pricing, and prioritizing energy efficiency practices. Additionally, it defines the contractor's service commitment following federally funded training, reinforcing the importance of professionalism, compliance, and sustainable impact. By signing this agreement, the contractor acknowledges these responsibilities and agrees to uphold the standards necessary for the success of WVOE's initiatives.

Commitment to Excellence

The contractor agrees to deliver services of the highest quality, ensuring all work meets or exceeds industry standards.

- **Screening:** The Contractor hereby authorizes the West Virginia Office of Energy to utilize their personal information to conduct background screenings against the Federal Do Not Pay database and applicable state registries for debarment, suspension, or exclusion.
- **Safety Compliance:** The contractor commits to adhering to all safety regulations and best practices to protect both workers and clients.
- **Communication:** The contractor will maintain clear, respectful, and timely communication with WVOE, clients, and all project stakeholders.
- **Punctuality:** The contractor agrees to honor commitments, including arriving on time for appointments and completing projects within agreed timelines.

Transparent Pricing

- **Detailed Quotes:** The contractor will provide clear and detailed quotes, avoiding hidden fees or unexpected costs.
- **Competitive Pricing:** The contractor commits to offering competitive pricing while ensuring fair compensation for quality work.

Commitment to Energy Efficiency

- **Promotion:** The contractor agrees to promote and use energy efficient sources in all projects where feasible.
- **Innovation:** The contractor commits to staying informed about and incorporating the latest energy efficiency technologies and practices.
- **Energy Efficiency:** The contractor will prioritize energy-efficient solutions in all home improvement projects.
- **Sustainability:** The contractor agrees to implement sustainable practices to minimize environmental impact.



Service Duration

The Contractor agrees to accept project work on behalf of the West Virginia Office of Energy, its affiliates, and associated partners for a minimum duration of two (2) years following the completion of any certification courses funded in full or in part by federal funds. This commitment is intended to ensure the investment made in the Contractor's professional development is directly applied to advancing state and partner objectives in energy efficiency, sustainability, and other mission-critical goals. Specifically, the Contractor acknowledges and agrees that:

- **Commitment Period:** The two-year service period begins on the date the federally funded certification course(s) are successfully completed and verified by WVOE or an approved training partner.
- **Scope of Work:** During this period, the Contractor will prioritize and actively accept relevant project work assignments as offered by WVOE and its designated partners, including but not limited to energy audits, efficiency upgrades, renewable energy installations, and other approved tasks aligned with program objectives.
- **Quality and Compliance:** The Contractor agrees to maintain a high standard of quality, professionalism, and compliance with state and federal guidelines in all project work assignments, with a focus on delivering value and sustainable outcomes as per program guidelines.
- **Continuity and Impact:** By committing to this duration, the Contractor contributes to the stability and continuity of WVOE's programs, helping ensure that the knowledge, skills, and competencies gained through federal training investments are maximally leveraged for the benefit of West Virginia's communities.
- **Termination and Consequences:** Should the Contractor terminate their involvement before the two-year period, WVOE reserves the right to seek reimbursement for the training costs or to take other remedial actions, except where early termination is mutually agreed upon due to unforeseen circumstances or as permitted under the agreement.

Data Sharing and Privacy

The Contractor agrees to uphold the highest standards of integrity and privacy when handling customers' Protected Personal Information. This includes implementing robust safeguards to prevent unauthorized access, disclosure, or misuse of sensitive client data gathered during the course of project work. By prioritizing the confidentiality of customer information, the Contractor ensures a professional and secure service environment that aligns with the program's commitment to excellence and trust.

Furthermore, the Contractor acknowledges and provides full authorization for WVOE and its designated partners to use the Contractor's personal information for administrative and compliance purposes. This includes screening for debarment, verifying eligibility, and monitoring program participation to ensure full compliance with state and federal guidelines.



Contractor Training and Certification Guidance

The Contractor Training and Certification Guidance Manual will accompany this document. By signing below, the contractor acknowledges receipt of the Contractor Training and Certification Guidance document and agrees to the terms outlined within.

Signatures

This agreement is binding upon the parties and their respective successors and assigns. Any amendments to this agreement must be made in writing and signed by both parties. By signing this agreement, the contractor acknowledges their commitment to the outlined principles and agrees to uphold these standards in all projects undertaken in collaboration with the West Virginia Office of Energy and its partners.