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2021 Minnesota Power HVAC Contractor Participation Requirements

Purpose of Participation Requirements

Minnesota Power provides residential heating and cooling (HVAC) program contractor participation requirements as a service to its residential customers to do our best to ensure that all contractors promoting the program are knowledgeable about program requirements and are providing right fit options and utilizing quality installation practices. Contractor enrollment is required in order to offer a Minnesota Power Residential HVAC rebate, and contractors are required to complete the rebate forms for the customer and submit them for redemption.

Minnesota Power will review these requirements periodically. Participating contractors will be notified of potential changes and encouraged to provide feedback.

Steps to Become a Participating Minnesota Power HVAC Contractor

In order to become a Participating Minnesota Power HVAC Contractor for the Minnesota Power rebate program, you must perform the following:

1. Complete and submit the Minnesota Power participation agreement/memorandum of understanding (MOU) and agree to its requirements.
2. Supply information on the MOU regarding your contractor bond or license as applicable under state and local requirements.

Steps to Maintain Participating Minnesota Power Contractor Status

1. Contractor must maintain the MOU with Minnesota Power and bond/license to conduct business. MOU renewal is required every two years.
2. Contractor must not have any incomplete customer status results that go unfilled per year without justifiable reason.
3. Rebate applications will be monitored and you may be contacted to remedy any incomplete submissions.
4. Rebate applications that are missing required information (e.g. missing invoice, missing field collection form) will be considered to have an incomplete status. Contractor must supply missing information, or an explanation as to why this is unattainable, for consideration within 20 days of the request.
5. Contractor must achieve an overall customer service survey rating of 3.5 (average) or above.
6. A customer experience survey is sent with every rebate check. Should customer experience scores fall below 3, the affected contractor will be asked to supply a signed customer service statement. A second offense will result in removal from the program.

Steps to Reinstatement as Participating Minnesota Power HVAC Contractor

If a contractor does not meet the Minnesota Power participating contractor requirements, they will be moved to a “non-active” status. The contractor will be removed from the program website and any submitted rebates will be held for payment. The contractor may no longer represent their company as a Minnesota Power participating contractor. Contractor may fulfill the requirements listed under “Steps to Become a Participating Minnesota Power HVAC Contractor” and reapply at any time. Reinstatement is at the discretion of Minnesota Power.

A copy of this document and the MOU are available at www.mnpower.com/HVACportal.