



# Income Qualified Offering - Single Family CORE Program Ally Requisites

As a CORE Program Ally, you have received additional training from Program staff in order to complete Energy Audits that meet the needs of the Program. With this training, you work more closely with participants in the Income Qualified Offering as they make their journey through the Program. As such, you have committed to maintain a high standard of integrity in your work practices and communications when dealing with the participants and the Program.

Participation in the Ameren Illinois Energy Efficiency Programs is voluntary. The requisites listed below apply to your participation, in addition to those guidelines laid out in the Income Qualified Offering - Single Family Program Requisites document.

## CORE PROGRAM ALLY REQUISITES

- » Must attend a CORE Program Ally Orientation presented by Program staff and complete subsequent site-based Program Energy Audit training in the presence of Program staff.
- » Use only ethical and fully-disclosed marketing (approved by Program Marketing) and communications and refrain from any practices that could be construed as deceptive or misleading.
- » All Income Qualified Single Family customers with potential projects will receive Program Energy Audit (based from BPI) with disclosure of all available energy efficiency measures that the customer is eligible for under the current Program guidelines as outlined in the Available Residential Measures Guide for the current program year; prioritizing building envelope upgrades.
- » Ensure the safety of the homes in which you operate by accurately performing all necessary health and safety testing to include full Combustion Appliance Zone (CAZ) testing as detailed in the BPI 1200 Standard and adhere to the Fuel Distribution System Inspection (FDSI) procedure located at [AmerenIllinoisSavings.com](http://AmerenIllinoisSavings.com).
- » Ideal response time for information requests and communications from Program staff is within 2 business days.
- » Abide by the Program established time line and ensure that projects are completed (Incentive Payment Request submitted) in a reasonable time frame not to exceed 90 days of referral from the Program.
- » Work Scope modifications due to site conditions that were not discovered during the Program Energy Audit must be granted program approval prior to occurring and by documented via a detailed Change Order along with final Incentive Payment Request paperwork.
- » All correspondences from your company listed email address will be treated as Confirmation of Response when the Program requests information or a confirmation of the receipt of Program communications.

## QUALITY

- » All equipment used in the performance of Program-related work will be maintained and calibrates as per manufacturer's recommendations.
- » Your participation as CORE Program Ally within the Income Qualified Single Family Offering comes with additional responsibility. Failure to comply with all program requirements may result in a reduction of your allocation, suspension or removal of your CORE Program Ally designation, and/or suspension or removal from Program Ally network.