

Company Accreditation HANDBOOK

VERSION 2.0



NABCEP[™]

Raising Standards. Promoting Confidence.

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1. INTRODUCTION

NABCEP Company Accreditation for Residential PV Installation Companies

NABCEP Company Accreditation program provides a way for residential renewable energy installation companies to distinguish themselves by adhering to a set of industry recognized best practices. The program establishes a set of benchmark requirements with respect to staffing and policies. Companies who qualify for accreditation will have to meet all the requirements set forth and pass a minimum of three (3) randomly selected inspections of completed installations.

NABCEP Accredited Residential PV Installation Companies will provide consumers a way to find companies that are committed to: high quality installation standards; hiring fully trained and qualified staff; safe work practices; and customer accountability.

SCOPE

Companies that receive the Accreditation will be primarily engaged in the installation of residential PV systems. Accreditation will be awarded to companies for each state or province they operate in. Companies that operate in multiple states or provinces will submit applications for each of those jurisdictions.

2. NABCEP COMPANY ACCREDITATION POLICY FOR RESIDENTIAL PHOTOVOLTAIC (PV) INSTALLATION COMPANIES

I. POLICY PURPOSE

This document establishes the NABCEP Company Accreditation Policy (Accreditation Policy or Policy) for residential solar photovoltaic (PV) installation companies. NABCEP accredits residential PV installation companies that satisfy specific criteria and standards related to the company's operations, programs, policies, and personnel. Each company receiving accreditation will be granted permission to use NABCEP Accredited Company™ trademark(s), consistent with NABCEP Trademark and Logo Use policy requirements.

II. POLICY SCOPE

The criteria and requirements contained in this Accreditation Policy serve as the means for evaluating a residential PV installation company's ability to provide quality photovoltaic technology services. Each NABCEP Accredited Company must agree to abide by the terms and conditions in the Accreditation Applicant Agreement, and comply with the requirements of this Policy.

III. COMPANY ACCREDITATION REQUIREMENTS

In order to be eligible for NABCEP Company Accreditation, an Applicant Company must satisfy the following requirements.

A. Applicant Company Operation Requirements. The Applicant Company must:

1. Provide appropriate proof that the firm has been operating as a residential PV installation business for at least one (1) year;
2. Operate in compliance with applicable laws and regulations governing business services and activities; and,
3. Operate in compliance with company policies required by this Policy.

B. Applicant Company Policy Requirements. The Applicant Company must maintain the following written policies and procedures with respect to its business operations:

1. **Customer Service Policy:** A customer service policy, which includes the following terms:
 - (a). Customer care standards, which explain how the company will meet customer needs and expectations.
 - (b). Service escalation procedures, which specifically explain how the company will handle and respond to customer satisfaction and service issues.

- (c). Dispute resolution procedures, which explain the process the company will use to resolve customer disputes and complaints.
 - (d). Warranty commitment terms, which explain the process used by the company to honor customer warranties for installed products.
 - (e). Termination of operations procedures, which explain how customers will obtain service, support, and warranty protection related to installed products after the company: ceases operations; ceases operations in customer's geographical area; or, is sold to a new or different owner, including changes in the type of business organization. Additionally, these procedures must also address how the company will service and support the customer if a product manufacturer ceases operations during the warranty period.
2. **Company Administrative Policy:** An organizational policy manual, which identifies office and administrative procedures.
 3. **Employee Policy:** An employee manual or employee handbook, which identifies: employment policies and practices applicable to company personnel; and, a company code of conduct, which establishes minimum conduct standards, including responsibilities owed to the company, customers, and the public.
 4. **Health and Safety Policy:** A company health and safety manual, which establishes appropriate rules and procedures concerning workplace safety, including rules related to: the reporting of health and safety problems, injuries, and unsafe conditions; risk assessment; and, first aid and emergency response. In addition, companies with more than ten (10) employees must maintain required OSHA 300, 300a, and 301 forms, or substantially equivalent government reporting forms, as required by applicable law.
 5. **Environmental Policy:** A company environmental policy, which explains how the company actively protects the environment.
 6. **Community Involvement Policy:** A company community involvement policy, which explains how the company promotes community involvement, including donated services and charitable contributions.
- C. **Applicant Company Personnel Qualifications Requirements.** The Applicant Company must currently employ staff with the following qualifications and/or training:
1. **Sales Manager Qualifications:** At least one (1) sales manager must: be certified as a NABCEP Certified PV Technical Sales Professional in good standing, or possess a substantially equivalent certification or credential as determined by NABCEP; or, be eligible for NABCEP Certified PV Technical Sales Certification, and receive NABCEP Certified PV Technical Sales Certification within one (1) year of the company's accreditation date.

2. **Sales Personnel Qualifications:** At least twenty percent (20%) of all company sales personnel must: have successfully completed the NABCEP PV Entry Level Examination, or substantially equivalent training and assessment as determined by NABCEP; or, be certified as a NABCEP Certified PV Technical Sales Professional or NABCEP Certified Solar PV Installer in good standing, or possess a substantially equivalent certification or credential as determined by NABCEP.
3. **Sales Personnel Qualifications:** All company sales personnel must complete training or coursework covering the NABCEP Entry Level Learning Objectives, through NABCEP Entry Level Exam Providers, or other qualified providers as determined by NABCEP, within six (6) months of their hiring date.

NOTE: Information concerning NABCEP Entry Level Learning Objectives can be found on the NABCEP Internet site, located at www.nabcep.org/entry-level-program-2/learning-objectives.

4. **Construction Supervisor Qualifications:** At least one (1) construction supervisor or manager in each State or Province in which the company conducts business must be a NABCEP Certified Solar PV Installer in good standing, or possess a substantially equivalent certification or credential as determined by NABCEP.
 5. **Installation Site Supervisor Qualifications:** The company must assign at least one (1), current NABCEP Certified Solar PV Installer, or an individual who possesses a substantially equivalent certification or credential as determined by NABCEP, to supervise each installation site, and who has successfully completed a construction-related, ten (10) hour training program recognized by OSHA, or a substantially equivalent training program.
 6. **Safety Officer Qualifications:** The company must maintain at least one (1) Safety Director or designated Safety Officer with verifiable safety qualifications and training.
 7. **Supervisor OSHA Certification:** All company personnel who supervise more than one (1) crew or group of installation workers must have successfully completed a construction-related, thirty (30) hour training program recognized by OSHA, or a substantially equivalent training program.
 8. **Installation Personnel OSHA Certification:** All installation crew or group members employed by the company for more than one (1) year must have successfully completed a construction-related, ten (10) hour training program recognized by OSHA, or a substantially equivalent training program.
- D. **Applicant Company Program Requirements.** The Applicant Company must maintain the following programs and related written documents:
1. **Quality Assurance Program:** A quality assurance (QA) program, and a document explaining the program, which is distributed to all company employees and customers, including all elements of the company's customer service policy and other quality assurance practices.

2. **Employee Training Program:** An employee training program, and a document explaining the program, which includes the following requirements:
 - (a). **Minimum Training Program Requirements:** The following training requirements apply to all company employees:
 - (1). At least six (6) hours of work-related training each year. Training shall be provided by NABCEP recognized training programs; or, ISPQ accredited training programs or substantially equivalent training programs.
 - (2). Ongoing, documented safety training conducted by the company, including safety meetings that occur at least once per month. The company must record and maintain a list of all employees participating in the training, and a description of all material covered during the training.
 - (b). **Installation Site Training Requirements:** The company must provide specific safety orientation and training to all company employees working at each installation site.
- E. **Applicant Company Design Review and Site Assessment Requirements.** The Applicant Company must satisfy the following requirements related to project design review and PV installation site assessment:
 1. **Design Review:** All plans, drawings, or other documents submitted to a government agency or other regulatory body, related to a permit or other permission to perform installation work, must be reviewed by a current NABCEP Certified Solar PV Installer, or other qualified professional with at least two (2) years, active, full-time employment experience in the solar industry. Qualified professionals may include: electrical, mechanical, or structural engineers; licensed journeymen or master electricians; or, other similarly qualified professionals, as determined by NABCEP.
 2. **Site Assessment:** All potential PV installation sites must undergo a site assessment consistent with the NABCEP Certified PV Technical Sales Job Task Analysis.
- F. **Applicant Company Insurance and Tax Filing Requirements.** The Applicant Company must satisfy the following requirements related to insurance and corporate tax filings:
 1. **Insurances:** The company must maintain current and appropriate business insurances, including liability insurance, workers compensation insurance, and commercial vehicle insurance. In addition, the company must provide NABCEP with appropriate Certificates of Insurance confirming the existence and terms of such insurance policies.
 2. **Corporate Tax Filings:** The company must confirm that all required governmental tax filings have been completed and submitted to the appropriate tax agencies. An authorized company representative must verify the completion of such filings by submitting a Tax Filing Verification Form found in the Application Appendix to NABCEP.

- G. Applicant Company OSHA TCIR Rate:** The Applicant Company must maintain an OSHA total case incident rate (TCIR) of 5.00 or less, or similar rate based on a substantially equivalent, accepted measure used to report workplace injuries.
- H. Applicant Company Customer Record Requirement:** The Applicant Company must maintain appropriate customer records, including, but not limited to, accurate and complete records concerning: purchased PV equipment; residential PV installations; equipment service; as-built drawings; and, product and service warranties.
- I. Applicant Company Field Audit Requirement:** The Applicant Company must accept sample field audits of the company's PV installation work to ensure compliance with NABCEP Accreditation requirements. Such audits will be performed by NABCEP approved, third party auditors, at company's expense.

IV. APPLICATION FOR ACCREDITATION

A residential PV installation company seeking accreditation under this policy (Applicant) must submit a complete NABCEP Company Accreditation Application, satisfy all requirements of this Policy, and pay all applicable Application fees. An Accreditation Application is provided on the NABCEP Internet site, located at www.nabcep.org.

Upon receipt of an Accreditation Application, NABCEP will perform a preliminary review of the Application and notify the Applicant Company of any deficiencies. NABCEP reserves the sole and exclusive right to: engage in audit activities to ensure an Applicant's compliance with the requirements of this Policy; request additional information; and, determine whether an Applicant has satisfied the applicable standards and requirements necessary for NABCEP Company Accreditation.

Following the rejection, denial, or withdrawal of an Accreditation Application, the Applicant may reapply for accreditation, unless such a reapplication has been prohibited by NABCEP.

V. CONFIDENTIALITY OF ACCREDITATION APPLICATIONS

NABCEP acknowledges that, as part of the accreditation process, it will receive confidential and proprietary information of the Applicant, which includes information contained in the Accreditation Application, company policies, and information or materials designated as such by the Applicant, or which would reasonably be considered confidential and private (Applicant Confidential Information). NABCEP will take reasonable measures to maintain the confidentiality of Applicant Confidential Information, including measures at least as protective as those it uses with respect to its own confidential information.

NABCEP will not, without the Applicant's express consent or a valid legal requirement: use Applicant Confidential Information for any purpose other than its review of Applicant for compliance with the Company Accreditation Policy; or, disclose such confidential information to third parties or any employee, agent, or representative who does not have a valid business reason to review such confidential information. NABCEP will release Applicant Confidential Information when legally required to do so by a court or government agency order.

VI. ACCREDITATION PROGRAM FEES AND CHARGES

The NABCEP Board of Directors will determine and establish all fees and charges related to the Company Accreditation Program, which may be modified from time to time by NABCEP. In order to be processed and reviewed, an Accreditation Application must be accompanied by the complete payment of all NABCEP application fees and related charges, as set forth in the NABCEP Company Accreditation Application. Accreditation Application fees and charges are not refundable to the Applicant Company.

VII. ACCREDITATION CONDITIONS AND MAINTENANCE

- A. Compliance with Legal Requirements:** A NABCEP Accredited Company must comply with applicable laws and regulations governing business services and activities, as well as company policies required by this Policy.
- B. Effective Period of NABCEP Accreditation:** NABCEP Company Accreditation will remain in effect for a period of three (3) years as long as the Accredited Company satisfies the requirements of this Policy and other applicable NABCEP policies, and pays all annual Accreditation Program fees and charges.
- C. Company Audits:** As a condition of NABCEP Accreditation, each Accredited Company authorizes NABCEP, or its authorized representative, to audit company activities and records related to the requirements of this Policy, and agrees to make available all requested personnel or records, consistent with applicable law.
- D. Field Audits:** As a condition of NABCEP Accreditation, each Accredited Company must accept field audits of the company's PV installation work to ensure continued compliance with the requirements of this Policy, at the company's expense. These audits will be conducted by a NABCEP approved auditor.
- E. Use of Authorized NABCEP Accreditation Marks:** An authorized NABCEP Accreditation Mark(s) and logo may be used by a NABCEP Accredited Company in good standing, consistent with NABCEP policy requirements.
- F. Termination or Suspension of Accreditation:** In the event that a NABCEP Accredited Company fails to satisfy the requirements of this Policy, or other applicable NABCEP policies, accreditation may be terminated, revoked, suspended, or conditioned, as determined by NABCEP consistent with NABCEP policies.
- G. Reporting of Company Modifications:** All modifications of any aspect of the Accredited Company relating to a requirement under the Company Accreditation Policy, including, but not limited to, related changes in company operations, policies, personnel, or programs, must be reported to NABCEP within sixty (60) days of such modification. To report such a company modification, an Accredited Company must complete and submit to NABCEP, a Company Modification Form found in the Application Appendix located on the NABCEP website at www.nabcep.org.

VIII. RENEWAL OF ACCREDITATION

- A. Accreditation Renewal.** A NABCEP Accredited Company may request renewal of its accreditation by submitting a timely Renewal Application to NABCEP. The Renewal Application must demonstrate that the Accredited Company continues to satisfy all of the requirements and conditions set forth in this Policy, and any other requirements identified by NABCEP. Among other conditions of accreditation renewal, the Accredited Company must:
1. Continue to satisfy, and be in compliance with, all NABCEP policies and procedures;
 2. Pay all Accreditation Program fees and charges when due; and,
 3. Demonstrate compliance with any other specific Accreditation Program requirements, as required by NABCEP.

IX. TERMINATION OF COMPANY ACCREDITATION/FEES

- A. Voluntary Accreditation Termination.** A NABCEP Accredited Company may voluntarily terminate its accreditation by providing written notice to the NABCEP Executive Director. The notice must state the effective date of the termination.
- B. No Refund of Accreditation Fees.** NABCEP Company Accreditation Program fees and charges paid by a company are non-refundable in the event of a voluntary or involuntary termination of NABCEP Accreditation.

3. CODE OF ETHICS AND STANDARDS OF CONDUCT FOR NABCEP ACCREDITED COMPANIES

NABCEP is dedicated to providing and implementing appropriate professional standards designed to serve the public, consumers, and the solar photovoltaic (PV) installation industry. In support of its mission, NABCEP develops, maintains, administers, and promotes a high-quality accreditation program for residential solar PV installation companies.

Through its Company Accreditation Program, NABCEP accredits residential PV installation companies that satisfy specific criteria and standards related to the company's operations, programs, policies, and personnel. Regardless of any other professional affiliation, the Code of Ethics and Standards of Conduct for NABCEP Accredited Companies (Code) applies to: residential solar PV installation companies that are accredited by NABCEP (NABCEP Accredited Companies); and, each residential solar PV installation company seeking accreditation (Applicants). The Code serves as the minimal ethical practice guidelines and enforceable conduct rules for the professional behavior of NABCEP Accredited Companies and Applicants for accreditation.

I. RESPONSIBILITIES RELATING TO LEGAL REQUIREMENTS

Each NABCEP Accredited Company and Applicant must:

- Comply with all applicable laws and regulations regulating business services and activities.
- Refrain from any behavior that violates legal standards, including all Federal and State criminal laws, regulatory laws, and agency regulations.

II. RESPONSIBILITIES TO NABCEP/COMPLIANCE WITH ORGANIZATIONAL POLICIES AND RULES

Each NABCEP Accredited Company and Applicant must:

- Act consistent with all applicable NABCEP policies, standards, and requirements, including all NABCEP Company Accreditation Program policies.
- Provide accurate, truthful, and complete information to NABCEP.
- Cooperate with NABCEP concerning ethics and other policy matters, including the submission of all required information in a complete and timely manner.
- Report to NABCEP apparent violations of this Code of Ethics by Accredited Companies and Applicants upon a reasonable and clear factual basis.

III. RESPONSIBILITIES TO CUSTOMERS AND THE PUBLIC

Each NABCEP Accredited Company and Applicant must:

- Deliver competent and appropriate installation and related services in a timely manner.
- Recognize the company's limitations related to the ability to deliver competent services, and provide services only when qualified. The Accredited Company/Applicant is responsible for determining such limitations based on training, experience, and other relevant considerations.
- Make a reasonable effort to provide appropriate referrals to qualified service providers when unable to provide competent services.
- Maintain and respect the confidentiality of private and otherwise sensitive customer information obtained in the course of business activities, unless: the information is reasonably understood to pertain to unlawful activity; a court or governmental agency lawfully directs the release of the information; the customer expressly authorizes the release of specific information; or, the failure to release such information would likely result in serious physical harm to customers and/or the public.
- Use occupational credentials properly, and provide truthful and accurate representations concerning qualifications, training, experience, competency, and the performance of services.
- Provide truthful and accurate representations to customers, potential customers, and the public.
- Provide customers and potential customers with all necessary information concerning the nature of proposed services, products, and the related costs and fees.
- Recognize and respect the intellectual property rights of others.
- Act in an accurate, truthful, and complete manner.
- Provide services based on customer requests and needs, avoiding unnecessary and unauthorized services.
- Disclose to customers and potential customers significant circumstances that could be construed as a conflict of interest or an appearance of impropriety.
- Avoid conduct that could cause a conflict of interest with a customer or a potential customer.
- Assure that a real or perceived conflict of interest does not compromise legitimate interests of a customer or a potential customer, and does not influence or interfere with occupational or service judgments.
- Follow all company safety and health procedures with respect to all installation and related activities.

4. COMPANY ACCREDITATION MARK USE POLICY

I. MARK OWNERSHIP

The following accreditation marks related to the NABCEP Company Accreditation Program (NABCEP Accreditation Marks) are owned and controlled by NABCEP:



NABCEP Accredited Company™

NABCEP retains all trademark and other ownership rights related to the NABCEP Accreditation Marks. NABCEP may create and use additional accreditation marks and trademarks, as it deems appropriate.

II. AUTHORIZED USE OF NABCEP ACCREDITATION MARKS

The NABCEP Board of Directors grants limited permission to qualified residential solar photovoltaic (PV) installation companies accredited by NABCEP (Accredited Companies) to use specific NABCEP Accreditation Marks. An Accredited Company must satisfy all applicable NABCEP Company Accreditation Policy requirements and related directives of NABCEP, prior to the use of a NABCEP Accreditation Mark. Consistent with applicable law and corporate policies, NABCEP will ensure that the Accreditation Marks are displayed and otherwise used properly, as such use represents NABCEP Company Accreditation to the public.

III. COMPANIES AUTHORIZED TO USE THE ACCREDITATION MARKS/ ACCREDITED COMPANY RESPONSIBILITIES

Use of the Accreditation Marks is limited strictly to those PV installation companies that are valid NABCEP Accredited Companies in good standing. Each Accredited Company accepts and assumes sole responsibility for understanding and satisfying all applicable organizational and legal requirements related to the use and display of the Accreditation Marks. Among other requirements, the Accredited Company is responsible for ensuring that the use of any Accreditation Mark in business related materials, including advertisements or Internet websites, is consistent with this Policy, and is not in conflict with applicable laws. NABCEP assumes no responsibility concerning the interpretation or application of such legal requirements.

An Accredited Company is prohibited from using a NABCEP Accreditation Mark in any manner not authorized by this Policy. An Accredited Company is prohibited from making any public statement or representation related to NABCEP Company Accreditation that brings NABCEP into disrepute, or that is materially false.

NABCEP shall not be liable or otherwise responsible for any claims, complaints, suits or damages whatsoever, relating to an Accredited Company's use or display of an Accreditation Mark that is contrary to this Policy, or other NABCEP directive(s).

IV. NON-ASSIGNABILITY AND NON-TRANSFERABILITY OF THE ACCREDITATION MARK

Permission to use a NABCEP Accreditation Mark is limited specifically to the Accredited Company, and may not be transferred to, assigned to, or otherwise used by, any other person, organization, business, or entity.

V. APPEARANCE AND PROPER USE OF THE ACCREDITATION MARK

Each Accredited Company may use the NABCEP Accreditation Marks on business related materials, including, but not limited to, advertisements or Internet websites, consistent with the following rules:

- A. Proper Use.** Each Accredited Company must use the Accreditation Mark only in conjunction with the company accredited by NABCEP. Additionally, an Accreditation Mark should always be used in its entirety, and must always appear with the appropriate subscript/superscript “®” or “™” trademark symbol.

With respect to other affiliation marks and/or logos, the Accreditation Mark may be located near these other marks or logos, but must remain separate and distinct so as to avoid confusion concerning the source of the accreditation, and to avoid the appearance that other marks, accreditations, credentials, designations, or organizations are associated with, or endorsed by, NABCEP.

- B. Examples of Proper Uses and Appearances of the Accreditation Marks.** Proper uses and appearances of the Accreditation Marks include, but are not limited to, the following examples.

- **Proper Use Example No. 1:**



- **Proper Use Example No.2:**

ABC Solar Company
NABCEP Accredited Company™
2012/PV Installation

Any questions concerning the proper use of Accreditation Marks should be submitted to the NABCEP Executive Director in writing.

VI. NON-INTERFERENCE WITH USE OF THE MARKS BY OTHER ACCREDITED COMPANIES

An Accredited Company may not prohibit, restrict, or otherwise limit the authorized and appropriate use of the Accreditation Mark(s) by another Accredited Company.

VII. VIOLATION REPORTING RESPONSIBILITIES

An Accredited Company has the responsibility to report the unauthorized use, misuse, or other violation of this Policy to NABCEP in a timely manner, including any circumstances where: the use of a Accreditation Mark is related to a company that is not accredited by NABCEP, including an Applicant for NABCEP Company Accreditation; or, an Accreditation Mark is used improperly by an Accredited Company.

VIII. POLICY VIOLATIONS AND RELATED MATTERS

NABCEP reserves, and may use, the full range of legal remedies and accreditation-related sanctions available under applicable laws and corporate policies to protect the Accreditation Marks. Infringement of any Accreditation Mark, or improper use of an Accreditation Mark, will be challenged. Accredited Companies and Applicants for NABCEP Company Accreditation are required to cooperate fully in the review and resolution of such matters.

Following receipt of information that an inappropriate or unauthorized use of an Accreditation Mark may have occurred, NABCEP will determine if responsive action(s) will be taken in accordance with this Policy and applicable Federal and State laws.

IX. ACCREDITATION ACTIONS AND DECISIONS RELATED TO MARK MISUSE BY AN ACCREDITED COMPANY OR APPLICANT FOR NABCEP COMPANY ACCREDITATION

NABCEP will review and resolve all complaints and other matters concerning potential violations of this Policy by Accredited Companies, consistent with the NABCEP Accreditation Deficiency and Appeals Policy.

All mark misuse complaints and other matters concerning potential violations of this Policy by an Applicant seeking NABCEP Accreditation will be reviewed and resolved by the Executive Director. If the Executive Director determines that an Applicant has violated to terms of this Policy, NABCEP reserves the right to deny and reject the Applicant's NABCEP Accreditation Application, or issue other appropriate corrective conditions and/or sanctions. An Applicant may request an informal review of an adverse decision by submitting a written request for review to NABCEP.

In addition, the NABCEP Executive Director may refer cases of accreditation mark misuse, infringement, or other similar matters to appropriate agency.

5. ACCREDITATION DEFICIENCY AND APPEALS POLICY

This NABCEP Accreditation Deficiency and Appeals Policy (Appeals Policy) establishes the process by which NABCEP will review and resolve all matters involving: a possible failure of a NABCEP Accredited Company to satisfy a requirement of the Company Accreditation Policy; a complaint received by NABCEP concerning an Accredited Company; and, any other dispute related to the Company Accreditation Program.

I. NOTICE OF POTENTIAL ACCREDITATION DEFICIENCY

The NABCEP Executive Director or his/her designee (Executive Director) will issue a Notice of Potential Accreditation Deficiency (Deficiency Notice) to an Accredited Company where: the Accredited Company may have violated, or not satisfied, a requirement of the NABCEP Company Accreditation Policy; or, the Accredited Company otherwise is the subject of a complaint or dispute related to its activities or services relevant to the Company Accreditation Policy.

II. CIRCUMSTANCES FOR ISSUING A DEFICIENCY NOTICE

The circumstances under which the Executive Director may issue a Deficiency Notice include, but are not limited to, the following:

- An Accredited Company violates, or acts contrary to, the NABCEP Company Accreditation Policy;
- An Accredited Company fails to comply with a condition of NABCEP Company Accreditation;
- An Accreditation Application, Renewal Application, or Company Modification Report Form, contains a material misrepresentation.
- An Accredited Company makes a material misrepresentation concerning its activities and/or services, including public misrepresentations related to the Company Accreditation Policy;
- An Accredited Company fails to remit required Accreditation Program fees and charges to NABCEP; or
- Other good and reasonable cause exists and supports the issuance of sanctions or corrective actions under this Policy.

III. RESPONSE TO DEFICIENCY NOTICE

Within thirty (30) days of the mailing date of a Deficiency Notice, the Accredited Company must: respond to each identified deficiency; provide all relevant information and materials; and, otherwise satisfy all requirements set forth in the Notice. Following the timely submission of a complete and accurate response to the Notice, all deficiency matters will be resolved by the Executive Director pursuant to this Policy Section.

IV. FAILURE TO RESPOND

In the event that the Accredited Company does not provide a timely, complete, and accurate response to a Deficiency Notice, the Executive Director may issue any sanction(s) or corrective action(s) authorized by this Policy, or any other applicable NABCEP policy. The Accredited Company must comply fully with all sanctions and corrective actions issued by the Executive Director.

V. ACCREDITATION ACTIONS

Based on an objective and complete review of the information received, the Executive Director, in his/her sole discretion, will determine whether a Company Accreditation Policy deficiency exists, or whether the Deficiency Notice will be dismissed. Upon the finding of a deficiency, the Executive Director will determine the severity of such deficiency(ies), and issue an Accreditation Deficiency Decision. The Executive Director may issue one or more of the following actions:

- A. **Continued Company Accreditation with conditions.**
- B. **Accreditation Probation.** The term of Company Accreditation probation will be for a period of at least six (6) months, and a maximum of thirty-six (36) months. Following the expiration of a final probation order, the Executive Director will determine if the Accredited Company has satisfied the terms of probation in full, and verify that the probation has been completed. If an Accredited Company satisfies all probation terms, it will be reinstated to full Accreditation status. If the Accredited Company has not satisfied the terms of probation in full, the Executive Director will determine whether the probation order will continue, and/or issue additional, appropriate sanctions or conditions.
- C. **Accreditation Suspension.** The term of a Company's Accreditation suspension will be for a period of at least six (6) months, and a maximum of thirty-six (36) months. During the suspension period, the Company may not use any NABCEP Company Accreditation Marks, or represent itself as being accredited by, or affiliated with, NABCEP. After a final Suspension Order issued under this Policy has expired, a Company may submit a Request for Accreditation Reinstatement to the Executive Director (Reinstatement Request), pursuant to this Policy.
- D. **Accreditation Revocation.** Following revocation of a NABCEP accreditation, a Company may re-apply for accreditation after five (5) years following the date of the final revocation by submitting a Reapplication Petition pursuant to this Policy.

VI. ACCREDITATION DEFICIENCY DECISION APPEALS

An Accredited Company may appeal an adverse Accreditation Deficiency Decision to the NABCEP Appeals Committee, under the following circumstances: the Accredited Company was found to have failed to satisfy a NABCEP accreditation requirement or condition; or, the Accredited Company was the subject of an adverse NABCEP Accreditation Deficiency Decision.

VII. NABCEP APPEALS COMMITTEE/FIRST APPEAL

- A. NABCEP Appeals Committee.** At least three (3), disinterested representatives of NABCEP will be appointed to serve as the NABCEP Appeals Committee to resolve appeals. Following receipt, and in the first instance, appeals will be received and considered by the Appeals Committee. In the event of a possible conflict of interest, or other appropriate basis for referral, the Appeals Committee may refer the matter to the Executive Director to reassign the appeal for initial review and resolution.
- B. Appeals Committee Review and Actions.** The NABCEP Appeals Committee will conduct a preliminary review of an Accreditation Deficiency Decision appeal, including the collection and consideration of all relevant information and materials submitted by the Accredited Company. Following such review, the Appeals Committee may take any of the following actions:
1. Require that the Accredited Company provide relevant documents or information necessary to consider and resolve the appeal;
 2. Request other parties to provide information relevant to the Accreditation Deficiency appeal; or,
 3. Issue a formal resolution of the appeal, which will include a written Appeal Committee Decision (Committee Decision), which: affirms an adverse decision, in whole or in part; or, denies or dismisses an adverse action, in whole or in part. The Committee Decision may include any appropriate corrective or remedial action(s), and/or disciplinary sanction(s).

VIII. NABCEP BOARD OF DIRECTORS/FINAL APPEAL

- A. Board of Directors Appeals/ Time Requirements.** In the event that an Accredited Company is dissatisfied with a Committee Decision, the Accredited Company may request a final appeal by submitting a written request to the Chair of the NABCEP Board of Directors, consistent with the requirements of this Policy Section. Such appeal communication must be received by NABCEP within thirty (30) days of the date of the Committee Decision. If no such appeal is submitted to NABCEP, the Committee Decision will be final and binding.

- B. Contents of Appeal to the Board of Directors.** In order to be considered, an appeal to the Board of Directors must provide the following information in an appropriate, clear, and detailed manner:
1. A statement of the reasons for the appeal, which specifically explains the appeal positions of the Accredited Company;
 2. A statement that describes the portion(s) of the Appeals Committee Decision challenged by the Accredited Company, including a specific description of any findings, conclusions, or remedial actions which the Accredited Company believes to be in error;
 3. A statement that describes the findings, conclusions, or actions that the Accredited Company requests from the Board of Directors;
 4. References to all NABCEP policies and rules that the Accredited Company believes may apply to the resolution of the appeal; and,
 5. Accurate copies of all written documents or other materials that the Accredited Company believes are relevant to, and support, the appeal.
- C. Board of Directors Review and Decisions.** The NABCEP Board of Directors will review a complete appeal in closed session, usually within ninety (90) days of receipt. Thereafter, the Board will resolve and decide the appeal based on the record, and include a summary of its findings in the Final Appeal Decision. The Board may affirm, modify, or reverse a Committee Decision based on its findings, and issue its Final Appeal Decision to the Accredited Company.
- D. Finality of Board Decisions and Resolutions.** All Board Final Appeal Decisions will be final and binding on the Accredited Company. No additional appeals are permitted.

IIX. REINSTATEMENT AND REAPPLICATION PROCEDURES FOLLOWING SUSPENSION OR REVOCATION

- A. Suspension Orders/Reinstatement Requests.** After the expiration of the suspension period, the Company may submit a Request for Accreditation Reinstatement to the Executive Director (Reinstatement Request), consistent with the requirements of this Policy Section. The Executive Director will review the Reinstatement Request and prepare a recommendation to the NABCEP Board of Directors concerning the Request.
- B. Revocation Orders/Reapplication Petition.** Five (5) years after a Company's accreditation was revoked, a Company may submit a Petition for Permission to Reapply for Accreditation to the Executive Director (Reapplication Petition), consistent with the requirements of this Policy Section. The Executive Director will review the Petition and prepare a recommendation to the NABCEP Board of Directors concerning the Petition.

- C. Contents of Reinstatement Requests and Reapplication Petitions.** Reinstatement Requests and Reapplication Petitions must include the following information: a statement of the reasons the Company believes the Reinstatement Request or the Reapplication Petition should be granted, including the reasons that the Company should now receive, or be eligible for, accreditation; and, copies of any relevant materials which the Company relies on to support its Request or Petition.
- D. NABCEP Board of Directors Reinstatement Request and Reapplication Petition Review.** Within ninety (90) days after a complete Reinstatement Request or Reapplication Petition is submitted, or as soon after as is practical, the NABCEP Board of Directors will review the Request or Petition, including the recommendation from the Executive Director. Each Request or Petition will be considered by a quorum of the Board in a closed meeting. During this meeting, the Board will review the information presented by the Company, and any other relevant information, and determine the final outcome of the Request or Petition by majority vote.
- E. NABCEP Board of Directors Reinstatement Request and Reapplication Petition Decisions and Orders.** Within thirty (30) days after the NABCEP Board of Directors has completed its review of a Reinstatement Request or Reapplication Petition, or as soon as is practical, the Board will prepare and issue a Decision and Order concerning the Request or Petition. The final Board Decision and Order will indicate whether the Request or Petition is granted, denied, or continued to a later date. If appropriate, the Board Decision and Order will indicate any conditions of accreditation, or accreditation renewal. While no appeal of the Board Decision and Order is permitted, the Company may submit a new Request or Petition pursuant to this Section, two (2) or more years after the issuance of the Board Decision and Order.

6. FEE SCHEDULE FOR COMPANY ACCREDITATION

This fee schedule reflects the charges that a company must pay to apply for NABCEP Company Accreditation along with the fees they would pay annually and upon renewal. Each Accreditation would be issued for a three-year period.

I. APPLICATION FEE

This fee covers the cost of application review and processing by NABCEP staff. Companies that operate offices in multiple states or provinces would need to submit applications for each state or province in which they operate. This requirement is intended to ensure that the staffing and training requirements are met at all company locations.

II. ANNUAL FEE

This fee is based on company size. The first year's annual fee will be due upon approval of the Accreditation Application. Each of the following two annual fees will be due in advance on the anniversary of the approval of the Accreditation Application. Companies that wish to pay three years Accreditation fees in advance will be accorded a 10% discount in the fees. Companies that do not wish to disclose the Applicant Company size must pay the maximum annual fee.

III. RENEWAL

Each Accredited Company will be required to re-apply for accreditation every three years. There will be an application fee levied for each re-application.

IV. SITE AUDITS

During the initial and renewal application processes site audits will be randomly conducted on the Applicant Company's installations. Site audits will be conducted in each state or province in which the company operates an office to ensure consistent installation quality in multiple jurisdictions. There will be three (3) site audits required for the initial application and two (2) audits for renewal applications. In addition NABCEP may choose to audit company installation sites any time during the accreditation period if customer complaints prompt an inquiry into the accredited company's practices or installation quality.

V. FEES

| | |
|---------------------|--------------|
| Initial Application | \$500 |
| Renewal Application | \$300 |
| Site Audits (each) | \$375 |

Annual Fees (based on gross company sales)

| | |
|---------------------------------|----------------|
| Sales \$100,000 - \$999,999 | \$500 |
| Sales \$1,000,000 - \$2,999,999 | \$1,000 |
| Sales \$3,000,000 - \$4,999,999 | \$2,000 |
| Sales \$5,000,000 - \$9,999,999 | \$3,500 |
| Sales \$10,000,000 and over | \$5,000 |
