

199—28.9(476) Arranging installation.

28.9(1) A participating utility will arrange installation of any program measure upon request by any eligible customer.

28.9(2) These arrangement services will consist of the following:

a. Distribute lists of contractors and suppliers from the master record to all customers requesting them;

b. Assist the customer in obtaining answers to questions regarding installation;

c. Advise low-income, elderly, and handicapped customers of existing special programs available to meet their needs in the area of installation of program measures; and

d. Provide materials and a program measure specifications sheet for those recommended program measures as determined by the auditor. The specification sheet will serve as a bid specification stating the exact need and the applicable standards to facilitate comparative bids. When soliciting bids from listed contractors, the eligible customer must present a bid specification to the contractor, on which the contractor may make the appropriate notations. (See appendix)

28.9(3) A participating utility will provide the arrangement service within 30 days from receipt of a request for the service.

28.9(4) A participating utility when arranging installation of program measures, shall not recommend, select or provide information regarding any supplier or contractor if such recommendation, selection, or information would unfairly discriminate among suppliers and contractors of program measures. Participating utilities that supply or install program measures may so inform the customers.

28.9(5) A participating utility, when arranging installation of program measures, is prohibited from discriminating unfairly among eligible customers, suppliers, contractors, or suggested measures.

28.9(6) A participating utility shall not arrange installation with any person not in the master record.

28.9(7) A participating utility shall not arrange, in conjunction with the plan, the installation of any measure that is not a program measure.