



Helping people live sustainably

Job Description **Registered Energy Advisor** February 23rd 2021

- Term of contract:** Ongoing part-time piecework
- Hours:** Will Vary. Volume of work will range from 0 – 5 days per week depending on the number of audits and auditors available. Each basic audit takes 2-3 hours on-site plus an additional 2 hours for home office reporting and providing reporting information to Reep’s customer service team. Mileage is included in the fee schedule.
- Training:** For Trainees: A Foundation Exam must be successfully completed prior to training. Additional post exam training is mandatory.
For Current Registered Energy Advisors: Additional training from Green Communities Canada is required.
- Reporting to:** Energy Programs Manager

Background

Reep Green Solutions is an environmental charity that helps people in and around Waterloo Region live sustainably. We work to empower people with the practical tools, knowledge, and capacity for action to make sustainable living the norm. Current focus areas are home energy efficiency, water conservation, healthy yards, and waste reduction. In short, we work together with the community on practical solutions for addressing and adapting to climate change.

Position Summary

The **Registered Energy Advisor (REA)** will cover the **primarily Waterloo Region, with some business in surrounding areas such as Guelph, Stratford** for the delivery of the EnerGuide Rating System (ERS15) audits. As a member of our friendly and dedicated team of energy professionals, you are responsible for delivering audits, encouraging homeowners to make deep retrofits in their homes, qualify for incentives, and reduce greenhouse gas emissions. **Your work will contribute directly to achieving our new intended impact:** By 2030, people impacted by Reep Green Solutions have taken 10,000 meaningful actions to collectively shift our community to a resilient, low carbon future.

Remuneration is offered on a per-file basis at an industry-competitive rate. Compensation is dependent on file volume and advisor availability, but this is projected to be a part-time position in the range of \$15 000 – \$20 000 annually, with potential for more, depending on demand. This work is appropriate for someone with the flexibility to work when needed, with no guarantees on the number of audits that can be provided.

Tasks and Responsibilities:

Reep Green Solutions Duties

Reep Green Solutions shall carry out the following duties:

1. Provide copies of the current Policies on SharePoint.
2. Supply training for the most current version of software to be used, if required, and any ongoing training updates and materials.
3. Supply a blower door and window low-e tester, and reepgreen.ca e-mail address. If a laptop computer is required, Reep can also provide that. **Note that there are some tools/materials necessary to complete audits that should be provided by the employee:** e.g. ladder, flashlight.
4. Conduct Quality Assurance on a random basis.
5. Maintain insurance for advisors for any damage done in the client's home that is not the result of negligence, or for any personal injury to advisors or clients as a result of the work that is not the result of negligence.
6. Receive all requests for bookings and undertake scheduling of visits with the clients.
7. Forward scheduling information to Advisors within a reasonable period of time before scheduled appointments for EnerGuide Rating System evaluations.
8. Marketing and promotion of the EnerGuide Rating System program, and supportive marketing and promotion of the Enbridge Gas Home Efficiency Rebate program (with Enbridge Gas).
9. Submission of EnerGuide Rating System files to Green Communities Canada, and weekly tracking sheets to Enbridge Gas.

Registered Energy Advisor Duties

The Advisor shall carry out the following duties:

1. Complete *EnerGuide Rating System* residential energy efficiency evaluations as set forth in training and following all NRCan and GCC guidelines and policies.
2. Complete Enbridge Gas Home Efficiency Rebate evaluations as set forth in the service agreement and RFI with Enbridge Gas.
3. Encourage and conduct follow-up audits with residential customers as needed.
4. Security: The Advisor is responsible for ensuring that his/her equipment is kept secure at all times. Equipment should never be left in the Advisor's vehicle overnight. Should the Advisor need to make a stop during the day (e.g: to pick up a fresh ink cartridge at Staples), he/she must insure the equipment is secure. All equipment should be covered while in the vehicle. If these security measures are not heeded, the Advisor will be responsible for all replacement costs.

Scheduling

5. Make available at least 1 timeslot per week outside regular business hours.
6. Provide the Reep Green Solutions office with a schedule of the Advisor's availability on the first of each month for the subsequent three month period or as instructed.
7. Work within the scheduling requirements of the Customer Service team (i.e. once the advisor has offered a timeslot to Reep Green Solutions for booking, the timeslot is not withdrawn or changed by the Advisor; working a regular schedule that allows for easy switching of appointments between Advisors).
8. Notify the office immediately and with at least 48-hours notice if the Advisor will be unable

to complete a scheduled visit due to an emergency (it is understood that there are emergency situations where 48-hours notice may not be possible).

Customer Service

9. Bring the proper forms and literature for each appointment (as per service agreement with Enbridge Gas)
10. Promote and properly represent associated information to be delivered to the homeowners (i.e. educational materials, flyers for other Reep programs, etc.)
11. If customers have not already chosen a contractor, advise customers to obtain a minimum of 3 quotes when contracting work, as required by the Enbridge Gas Home Efficiency Rebate program.
12. When requested during energy evaluations, direct clients to Reep Green Solutions' online Participating Contractors List.
13. Complete all work in a courteous and honest manner that is consistent with the goodwill of Reep Green Solutions and our partners, including Enbridge Gas, Kitchener Utilities, and Green Communities Canada.
 - a. Note: Kitchener Utilities is not a partner in the Enbridge Gas Home Efficiency Rebate program. Therefore most Kitchener residents are not eligible for incentives. Kitchener Utilities is a valued partner of Reep Green Solutions offering their customers \$60 towards the cost of a home energy evaluation. We will make sure our customers are informed about that contribution that their utility makes to the cost of their evaluation."
14. Conduct work in such a way as to not compromise the safety of the client, Reep Green Solutions staff or any other persons involved.
15. Provide appropriate identification to the client when requested.
16. Get client signature on the file copy of appropriate consent form.
17. For fee-for-service work collect the appropriate fees from the homeowner by cheque or cash.
18. Notify the Energy Manager and Customer Service immediately of any customer complaints or issues.
19. Respond to customer and contractor queries or conflict situations within 48 hours in a professional and constructive manner. Inform the Customer Service coordinator and the Executive Director/Energy Manager in writing about the resolution of the query or conflict.

Administration

20. Attend training and staff meetings as required.
21. Respond to and attend to all issues arising from the Reep Green Solutions office, the Enbridge Gas office and the Green Communities Canada Quality Assurance promptly and within the allotted timeframe.

Technical

22. The Advisor will ensure that all pilot lights are lit and that both the furnace and hot water tank are properly functioning prior to leaving the client's house. A \$50 relighting service fee will be charged to the Advisor if he/she fails to attend to clients promptly.

File Submission

23. For Enbridge Gas Home Efficiency program, complete the E Assessment Tracking Form for

- each customer as outlined in the Enbridge Gas training session and the service agreement.
24. For Enbridge Gas Home Efficiency Rebate program, upload all required electronic documents to Reep Green Solutions office within 3 business days, to enable fulfillment of our filing requirements with Enbridge Gas. Keep Customer Service informed of any delays.
 25. In case of any “no show” appointments related to Enbridge Gas program, the advisor will contact Customer Service immediately by phone and/or by email marked urgent, if outside of regular office hours, to ensure weekly tracking for Enbridge Gas is up to date and accurate.
 26. For non-Enbridge Gas energy services: At the end of every weekly submission period, and no longer than 14 days after completion of the visit in case of a delayed file submission, the Advisor will submit all electronic files, including PDF copies of homeowner reports, scanned data collection forms, and pictures, for each completed client file, to the Reep Green Solutions office. If a submission is delayed, the advisor will inform the office in writing in form of notes in the Evaluation Tracking Sheet about the reasons for the delay. It is mainly the advisor’s responsibility to ensure that file submissions are in accordance with NRCAN guidelines and get to NRCAN within 30 days after the audit date.
 27. At the end of every weekly submission period, the Advisor will submit to the Reep Green Solutions office the client fees collected during that period, as well as the Evaluation Tracking Sheets documenting the results of all evaluation activities. This includes the total number of D-Labels, E-Labels, etc. that were completed and cancellations for which the Advisor is seeking compensation.

Pricing for Services

The setting of clients’ fees is the sole responsibility of Reep Green Solutions. The Advisor will be notified of the price to be charged on the schedule prior to the visit. An additional fee will be charged to the client for larger homes according to the Client Fee Schedule in effect at the time.

The amount of the large house surcharge will be determined by the booking office at the time of the scheduling of the visit. If the Advisor determines, upon visiting the client’s home, that the fee has been set incorrectly, he will notify the client of the correct fee before beginning the evaluation. If a dispute arises with the client, the Advisor will not conduct the evaluation and it will be treated as if it were a cancellation and the advisor will be compensated as described above (see “Cancellations”).

No other fee will be charged to the client by the Advisor under any circumstance.

Confidentiality

The Advisor shall keep all information received as to the business carried on by Reep Green Solutions and with respect to clients confidential, including, but not limited to, Reep procedures, budgets and business plans, client names and contact information, client reports and *EnerGuide for Houses* scores and recommendations. This obligation shall continue after termination of this agreement.

Other Terms

As a Registered Energy Advisor employed by Reep Green Solutions, you shall not do any of the following:

- Provide *EnerGuide Rating System* services for any delivery agent other than Reep Green Solutions unless specifically agreed to in writing by the Executive Director.

- Be employed outside of Reep Green Solutions without disclosing (in writing) potential conflicts of interest that arise from an employment outside of Reep Green Solutions. The intent is to ensure that the advisor's employment outside of Reep Green Solutions does not compete with our services and products. Conduct any outside business or personal business with the client during an evaluation. Only the business of Reep Green Solutions or an authorized Reep Green Solutions partner will be conducted during an evaluation. Any personal or outside business conducted during an evaluation will be considered a breach of this contract and will result in immediate termination. **This includes direct verbal and/or written contractor referrals.**
- Reep may amend these duties at its discretion following consultation with the Advisor.

Qualifications and Skills Required

- Preferences will be given to candidates who are Registered Energy Advisors and recently active Certified Energy Advisors.
- A detailed knowledge of the HOT2000 program is required, as well as building construction knowledge. A key attribute is strong customer service, computer and communications skills, both verbal and written.
- Candidates must have their own cell phone, digital camera, laptop, scanner, high-speed internet at home, and access to a vehicle. Additional small items required are a step ladder, pliers, flashlight, tape measure, short extension cords, and a retractable knife.
- Candidates should be willing to work some evening and Saturday appointments.
- Must be able to lift boxes of inventory, climb ladders and be in a general state of good physical fitness.
- Strong interpersonal and social marketing skills and a demonstrated commitment to environmental goals.
- Possession of a valid Ontario driver's license and access to a reliable vehicle with liability insurance of not less than \$1 000 000 is required.

Health & Safety Requirements during COVID-19:

Our priority is to ensure the health and safety of our staff, clients and our community. Reep Green Solutions is following the public health guidelines with regards to COVID-19. We have strict safety protocols in place for our advisors and continue to adapt our operations accordingly on an ongoing basis.

- Reep will provide training and clear guidelines about what is expected from our REAs during COVID-19. See <https://reepgreen.ca/covid/> for an introduction to our protocols.
- REAs are required to follow Reep's COVID safety protocols in all proceedings, keeping the Energy Manager informed immediately of any concerns or inability to follow protocol.