



Working with a Clean Energy Improvement Program (CEIP) Qualified Contractor

Choosing the right contractor is an important step when considering a clean energy improvement project. Alberta Municipalities, the CEIP program administrator, manages a list of contractors eligible to complete clean energy improvements through the Clean Energy Improvement Program.

Contractors listed on the CEIP Qualified Contractor Directory must adhere to the Qualified Contractor Terms and Conditions, Qualified Contractor Code of Conduct, and Issue Escalation Framework and the Marketing Guidelines. Contractors can apply to be listed on the CEIP Qualified Contractor Directory at any time.

[Click here](#) to view the
CEIP Qualified
Contractor Directory

Remember! The City and the Program Administrator do not endorse, guarantee, or warrant any particular CEIP Qualified Contractor or other market provider, manufacturer, product, labour, or system design. Participants are responsible for completing their own due diligence on their contractor.

6 tips for picking a CEIP Qualified Contractor

1. Make sure the contractor is listed in the CEIP Qualified Contractor Directory

Only CEIP Qualified Contractors are eligible to provide services to CEIP participants. If you prefer to work with someone who is not listed in the CEIP Qualified Contractor Directory, they can sign up to become a CEIP Qualified Contractor at ceip.abmunis.ca/contractor.

2. Check their license

Most contractors are required to hold a valid City of Calgary business license. Contractors that hold a business license have met The City's licensing requirements and are permitted to operate their business within Calgary. Without a valid business license, contractors are not able to obtain necessary construction and trade permits.

Use our tool to find or verify a [Licensed Trade Contractor](#)

3. Ask for quotes from at least 3 different contractors

It is recommended that you request quotes from at least three different CEIP Qualified Contractors before choosing one to work on your project. You should make sure that a quote is **valid for at least two months** to allow for sufficient time to submit your project application and have it reviewed and approved by the Program Administrator and The City.



4. Ask for references – and check them

Ask for a list of past jobs and contact information and call the contractor's previous clients. Seeing proof of satisfied customers can help to ensure that you are choosing a competent contractor.

If a contractor is not able to or refuses to provide a list of references, you should reconsider hiring them for your home renovations.

5. Verify their insurance

CEIP Qualified Contractors are required to have commercial liability insurance in case of property damage or injury. Ask your contractor for a certificate of insurance as proof they are insured.

6. Review terms of the Project Agreement

The Project Agreement is the agreement between the Program Administrator, a CEIP Qualified Contractor leading the installation of the clean energy improvement and the property owner(s), which defines the scope of the project and sets out the terms relating to the CEIP Qualified Contractor's services.

Make sure you fully understand and agree to your obligations and the obligations of the CEIP Qualified Contractor. You can review a sample of the Project Agreement on the [CEIP Qualified Contractor page](#). You may want to consider having the Agreement reviewed by a lawyer, as once you sign a contract it is legally binding.

What should I do if my contractor defaults or walks away from the project?

- Review the terms in the Project Agreement – if your CEIP Qualified Contractor is not able to complete your improvement you may be able to cancel the contract with your CEIP Qualified Contractor. If a payment was made to the CEIP Qualified Contractor, they may be required to return some of the payment if the cause of the Project Agreement termination meets certain criteria. You can review the dispute resolution process in the Project Agreement.
- If you need to take further action against the CEIP Qualified Contractor for a breach of contract, a few actions could be explored:
 - Contact the Better Business Bureau to file a complaint
 - Contact relevant associations (e.g., electrical contractor association)
 - Pursue legal action through civil action in provincial court
 - Submit a complaint through Service Alberta's Consumer Investigations Unit
- More information can be found here: [Consumer Complaints against Businesses](#)