

COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE OFFICE OF  
ENERGY AND ENVIRONMENTAL AFFAIRS  
**DEPARTMENT OF ENERGY RESOURCES**  
100 CAMBRIDGE ST., SUITE 1020  
BOSTON, MA 02114  
Telephone: 617-626-7300  
Facsimile: 617-727-0030

**Charles D. Baker**  
Governor

**Karyn E. Polito**  
Lt. Governor

**Kathleen A. Theoharides**  
Secretary

**Patrick Woodcock**  
Commissioner

May 1, 2020

Dear Home MVP contractor:

In light of the Baker Administration's recent extension of the non-essential business closure and stay-at-home advisory until May 18, 2020, **we are writing to extend DOER's request that you cease any in-person interactions with customers under Home MVP until May 18, 2020.** DOER's previously-issued clarifications to this request, outlined below, remain in effect:

- 1. Virtual Home Energy Audits:** Contractors may proceed with virtual home energy audits, in order to generate future work for when in-person restrictions are lifted. Keep in mind that CLEAResult needs sufficient documentation in order to complete the project approval process.
- 2. Virtual Quality Control Inspections:** In order to facilitate final project approval and payment to contractors, CLEAResult is working to institute remote or virtual quality control procedures where feasible.
- 3. Pre-approved Projects:** DOER advises against any in-person interactions with customers as stated above and in previous letters. However, for work done at the discretion of the contractor, with clearly documented customer consent, and in compliance with COVID-19 prevention procedures including appropriate social distancing, DOER will not withhold payment.
  - State guidance on construction sites is available here: <https://www.mass.gov/info-details/covid-19-employee-health-protection-guidance-and-prevention>
  - Please note that this applies only to projects and measures that were *previously submitted and approved* by CLEAResult. MVP contractors should not commence any *new* in-person audits or *new* installation work under the program.

More information can be found at <https://www.mass.gov/info-details/covid-19-prevention-and-treatment>:

- Practice social distancing; try to stay six feet away from others.
- Wash your hands often with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose and mouth.
- Clean things that are frequently touched (like doorknobs and countertops) with household cleaning spray or wipes.
- Cover your mouth when you cough or sneeze. Use a tissue or your inner elbow, not your hands. Stay home if you are sick and avoid close contact with others.
- Wear a face covering that covers your nose and mouth consistent with the DPH advisory: <https://www.mass.gov/news/advisory-regarding-face-coverings-and-cloth-masks>

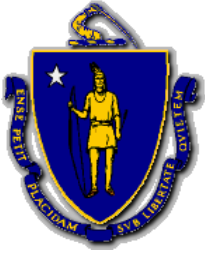
Economic resources available for small businesses are listed on the state website here: <https://www.mass.gov/info-details/covid-19-resources-and-guidance-for-businesses>.

In addition, resources compiled by Mass Save, including a link to a webinar that details available resources, are at <https://www.masssave.com/en/covid19-update/contractor-resources>.

Again, we recognize that these are difficult times. If we learn of any updates or additional resources, we will let you know. If you have questions in the interim please reach out to me (email is best) or to your contacts at CLEAResult.

Stay healthy,

Ian Finlayson  
Deputy Director  
Energy Efficiency Division  
[Ian.Finlayson@mass.gov](mailto:Ian.Finlayson@mass.gov)



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April 1, 2020

Dear Home MVP contractor:

In light of the Baker Administration's Order on COVID-19 issued on March 23rd, and in the interest of public health, **beginning March 24, 2020, and currently extended through May 4, 2020, DOER is asking you to cease any in-person interactions with customers under Home MVP.** This includes any scheduled or new home energy assessments, any pre-approved projects where work has not started, and work on existing projects except as explained in the paragraph below.

For existing projects where work is already underway (i.e., the project has received pre-approval and work has begun but is not yet complete), work should be suspended and postponed as of Tuesday, March 24<sup>th</sup>. However, if certain work must be completed before suspending (i.e. heating system has already been removed and replacement needs to be installed and commissioned), work may proceed at the discretion of you and your customer, while maintaining social distancing (i.e., all workers and customers stay approximately six feet apart). See <https://www.mass.gov/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19> for guidance on social distancing and other information related to COVID-19.

We recognize that this request to stop work is difficult, and we want to let you know that there are some economic resources available for small businesses listed on the state website here: <https://www.mass.gov/info-details/covid-19-resources-and-guidance-for-businesses>.

In addition, here are the recommended practices for COVID -19 prevention. More information can be found at <https://www.mass.gov/info-details/covid-19-prevention-and-treatment>:

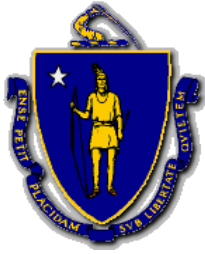
- Practice social distancing, try to stay six feet away from others.
- Wash your hands often with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose and mouth.

- Clean things that are frequently touched (like doorknobs and countertops) with household cleaning spray or wipes.
- Cover your mouth when you cough or sneeze. Use a tissue or your inner elbow, not your hands. Stay home if you are sick and avoid close contact with others.

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March 23, 2020

Dear Home MVP contractor:

In light of the Baker Administration's Order on COVID-19 issued today, and in the interest of public health, **beginning tomorrow March 24, 2020 through April 7, 2020, DOER is asking you to cease any in-person interactions with customers under Home MVP.** This includes any scheduled or new home energy assessments, any pre-approved projects where work has not started, and work on existing projects except as explained in the paragraph below.

For existing projects where work is already underway (i.e., the project has received pre-approval and work has begun but is not yet complete), work should be suspended and postponed as of Tuesday, March 24<sup>th</sup>. However, if certain work must be completed before suspending (i.e. heating system has already been removed and replacement needs to be installed and commissioned), work may proceed at the discretion of you and your customer, while maintaining social distancing (i.e., all workers and customers stay approximately six feet apart). See <https://www.mass.gov/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19> for guidance on social distancing and other information related to COVID-19.

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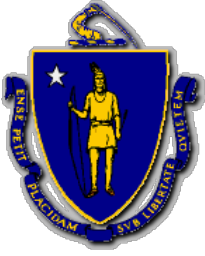
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April 23, 2020

Dear Home MVP contractor:

We are writing to update and clarify DOER's previous letters issued on 3/23/20 and 4/2/20 asking that you cease any in-person interactions with customers under Home MVP. **At this time, DOER continues to ask that Home MVP contractors postpone any in-person audits or work that require in-person interactions with customers under Home MVP until May 4, 2020.** In response to enquiries from contractors, DOER makes the following clarifications.

- 1. Virtual Home Energy Audits:** Contractors may proceed with virtual home energy audits, in order to generate future work for when in-person restrictions are lifted. Keep in mind that CLEAResult needs sufficient documentation in order to complete the project approval process.
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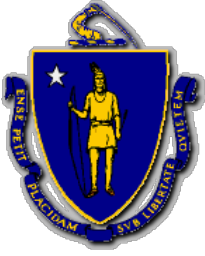
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