



Ten Questions to Ask Before You Hire a Home Energy Auditor or Contractor

In any hiring decision, asking the right questions in advance can save you time, money and headaches. Here are questions to ask a prospective home energy auditor:

1. What credential do you have, and when does it expire? Will you show me your certification?
2. Will you show me proof of insurance for Worker's Compensation and general liability? *(You may want to consider calling the insurance company to be sure the policy is active.)*
3. Do you have a business license or a contractor's license? (some locales requires it)
4. Will you give me three references? *When you check references (which you must do!) ask detailed questions about the work...did they have a full audit done? Were they satisfied with the report they received? Was the contractor prompt? Was the contractor working independently or was he associated with a vendor such as an HVAC company?*
5. Have you had any unresolved complaints with the Better Business Bureau or the South Carolina Department of Labor, Licensing and Regulation? *(Check with the BBB to be sure the answer you receive is accurate.)*
6. Are you a member of any professional organizations? *(This may give an indication of how committed the contractor is to professional development.)*
7. Where is your company headquartered?
8. How many employees do you have? Are your employees hired legally?
9. How long will the inspection take, and when will I receive a report?
10. What forms of payment do you accept and when do you expect to receive payment?

If you are hiring a contractor to carry out an auditor's recommendations, consider these points as well:

1. Carefully define the scope of work you want to have done. Write down as many details as possible.
2. Be specific about when you want the work completed.
3. Add more specific questions when you speak to references, including:
 - a. What type of work did they have done?
 - b. Did the contractor start and complete work as promised?
 - c. Did the contractor clean up after workers, properly supervise subcontractors?
 - d. If the reference home is close by, you may want to ask if you can come to look at the work.