

COMPANY INFORMATION			
My company is applying to be a participating contractor in the following programs (check all that apply): <input type="checkbox"/> AEP Texas CoolSaver Program			
Business Name:		Contact Name:	
Business Address:			
City:		State:	Zip:
Email:		Office Phone:	Mobile Phone:
CERTIFICATION(S) & EXPERIENCE			
I am currently certified and have received training in the following areas (check all that apply):			
<input type="checkbox"/> TDLR A/C Contractor		<input type="checkbox"/> I have attached a copy of the certification to this application	
		TDLR # _____	
I currently own and use the following tools required to perform A/C diagnostics (check all that apply):			
<input type="checkbox"/> iManifold toolkit		<input type="checkbox"/> iConnect toolkit	
		<input type="checkbox"/> Other _____	
I am currently experienced and ready to perform the following services. I acknowledge that some of these program measures require additional training verification (check all that apply):			
<input type="checkbox"/> Lighting Controls and Retrofits	<input type="checkbox"/> HVAC/Chiller Controls and Equipment Replacement	<input type="checkbox"/> VFD and Motor Retrofits and Installation	<input type="checkbox"/> WWTP Upgrades
<input type="checkbox"/> Window Film Installation	<input type="checkbox"/> Data Center Upgrades	<input type="checkbox"/> Industrial Process or Equipment Upgrades	<input type="checkbox"/> Other:
<input type="checkbox"/> Refrigeration Retrofits	<input type="checkbox"/> Kitchen Upgrades and Appliances	<input type="checkbox"/> Air Compressors	
BUSINESS CAPABILITY:			
I confirm that I have the following to demonstrate business capability (select one and provide requested information):			
<input type="checkbox"/> Satisfactory Dun and Bradstreet Rating		DUNS ID: _____	
Or at least TWO of the following:			
<input type="checkbox"/> Banking reference*		<input type="checkbox"/> Three professional/trade references*	
		<input type="checkbox"/> Principals of Company have satisfactory credit score/no outstanding liens/judgments*	
*Use table below to complete required reference or principal information			
Banking Reference:			
Email:		Phone:	
Address:			
Reference/Principal Name 1:			
Email:		Phone:	
Address:			
Reference/Principal Name 2:			
Email:		Phone:	
Address:			
Reference/Principal Name 3:			
Email:		Phone:	
Address:			

Disclosure of Prior Participation	
List any individual(s) including owners, principals, shareholders, associates and employees affiliated with the Contractor that has previously participated in, or are currently participating in, an AEP Texas Energy Efficiency Program	
	Program Name:
Email:	Phone:
Name 2:	Program Name:
Email:	Phone:
Name 3:	Program Name:
Email:	Phone:
Name 4:	Program Name:
Email:	Phone:

INSURANCE:		
<ul style="list-style-type: none"> Commercial General Liability (\$1,000,000 per event of bodily injury, property damage or personal injury or death) Automotive Liability (\$1,000,000 combined single limit, including coverage over owned, non-owned and hired vehicles) Workers' Compensation (in accordance with statutory minimums) and Employer's Liability (no less than \$1,000,000 per event of injury or death each accident) <p>If any policy of insurance required is subject to a general aggregate limit, then such aggregate limit shall be at least twice the event limit.</p>	<input type="checkbox"/> Yes	<input type="checkbox"/> Copy is Attached
<p>My company is a registered Nonsubscriber with the Texas Department of Insurances' Division of Workers' Compensation. (If "No," then you <u>must</u> provide evidence of Workers' Compensation coverage on your COI.)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Program Overview

From January 1, 2024, until December 31, 2024, CLEAResult is implementing the CoolSaverSM Program (the "Program") to encourage high performance tune-ups or replacements of HVAC units installed on residential and commercial buildings located within AEP Texas' ("AEP Texas") service territory.

The Program focuses on training participating contractors on industry best practices using the Program toolkit and applying these practices quickly in the marketplace. The Program is designed to overcome market barriers that prevent residential and commercial customers from receiving high performance A/C and heat pump system tune-ups or replacements. The Program overcomes market barriers by providing incentives, paid to contractors, to help customers pay for system corrections or replacements and by providing incentives, training on best practices, and discounts on high quality tools for contractors to use in conducting high performance system tune-ups and replacements.

Enrollment Instructions

Step 1: Complete a Contractor Participation Agreement.

Step 2: Complete a W-9.

Step 3: Submit completed Contractor Participation Agreement, W-9, certificate of insurance, and copies of required licenses and/or training certificates (if applicable) via email or mail:

Email: roel.garza@clearesult.com

Mail: AEP Texas CoolSaver Program
CLEAResult
4301 Westbank Dr
Building A – Suite 300
Austin, TX 78746

After your Agreement is received, a Program representative will contact you to confirm receipt and continue the enrollment process. Contractors do not become participating contractors until they complete required administrative and field trainings and receive confirmation of participation from the Program manager. Contractor eligibility is at the sole discretion of the Program. Participation in the Program and this Contractor Participation Agreement are subject to the CLEAResult Standard Terms and Conditions for Participating Contractors.

MARKETING RESTRICTIONS

Once you receive a fully-executed copy of your Agreement, you may use this phrase in marketing to describe your entity as a Participating Contractor: “(Entity name) is a Participating Contractor in the CoolSaver A/C Tune-up Program sponsored by AEP Texas.” You may not describe your firm as “approved”, “certified”, “accredited”, or “recommended” by AEP Texas, and you may not use any other descriptive term that might imply a special relationship with AEP Texas or imply that AEP Texas warrants the abilities or work of the Participating Contractor. You may not make any reference to AEP Texas in any advertisement that makes claims about or refers to a specific level of energy savings and dollar savings that customers may expect from energy efficiency products and services offered, except as specifically authorized by CLEAResult subject to Section 8 of the attached CLEAResult Standard Terms and Conditions for Participating Contractors. Under no circumstances may you use the AEP Texas logo or any content found on the AEP Texas website or social media pages (including but not limited to LinkedIn, Twitter, YouTube, and Facebook) on your website. You **may not** represent yourself as CLEAResult employees in the field, nor communicate in any way that you work on behalf of AEP Texas or CLEAResult.

CONTRACTOR AGREED AND ACCEPTED	
I have read and understood the Contractor Participation Agreement and the CLEAResult Standard Terms and Conditions for Participating Contractors and certify that the information I have provided is true and correct.	
Signature:	Date:
Name (printed):	Title:
CLEAResult CONSULTING INC. AND/OR AN AFFILIATE THEREOF AGREED AND ACCEPTED	
Signature:	Date:
Name (printed):	Title:

These CLEAResult Standard Terms and Conditions for Participating Contractors and the Contractor Participation Agreement (collectively, the “**Agreement**”) are made and entered into by and between CLEAResult Consulting Inc., a Texas corporation and/or an affiliate thereof (“**CLEAResult**”), and _____ (“**Contractor**”). CLEAResult administers the CoolSaverSM Program (the “**Program**”) on behalf of AEP Texas, Inc. (“**Sponsor**”) to administer services to eligible end use customers (each, a “**Customer**”). CLEAResult and Contractor may be referred to in this Agreement individually as a “**Party**” and collectively as the “**Parties**.” In consideration of the mutual covenants and agreements set forth below, the adequacy and sufficiency of which are hereby acknowledged, the Parties hereby agree as follows:

1. **TERM AND TERMINATION.** This Agreement is effective upon the date it is executed by both Parties and will continue for the duration of the Program (the “**Program Period**”), unless terminated in accordance with the provisions in this Agreement. In addition, all incentives paid under this Program are available on a first-come, first-served basis until allocated funds are depleted; therefore, this Program may be modified or terminated at any time without notice. Contractor agrees that CLEAResult may terminate this Agreement at any time and for any reason, including, without limitation, for Contractor’s noncompliance with the Program guidelines, any law, or any provision of this Agreement. Upon termination of this Agreement, Contractor shall immediately cease participating in the Program, including but not limited to any applicable use of Program materials, logos or other advertising tools, equipment and incentive forms. CLEAResult will not pay Contractor for post-termination activity including but not limited to any incentives dated and submitted after the date of termination or for any costs incurred by the Contractor post-termination. In the event of termination for cause, Contractor shall be liable to the Program for any and all damages sustained by reason of the default that gave rise to termination. In the event either party terminates this Agreement, CLEAResult shall have the right to assign to another contractor the responsibility for completion of any work not completed by Contractor prior to the effective date of termination or any work that fails to meet quality standards prior to the effective date of termination. Contractor hereby agrees that CLEAResult shall be entitled to deduct from unpaid amounts earned by Contractor as of the effective date of termination, the amount of any claims or damages CLEAResult may have against Contractor under this Agreement or otherwise. If the amount of CLEAResult’s claims or damages against Contractor exceeds the unpaid amount earned, CLEAResult shall notify Contractor, and Contractor shall pay CLEAResult the difference within thirty (30) days after receipt of such notification. Termination of this Agreement shall not relieve Contractor of any warranties or other obligations expressed herein which by their terms are intended to extend beyond termination.
2. **SMART DEVICE DATA AND LOCATION (GPS) SERVICE.** Contractor agrees to maintain an active data plan and enable location services on smart devices used in connection with the Program. Contractor acknowledges that project applications submitted without location services enabled are not eligible for payment under the Program.
3. **ELIGIBILITY.** The Program determines eligibility of contractors at its sole discretion. CLEAResult may request from Contractor verification of its eligibility requirements at any time during the Program Period.
4. **CONFIDENTIALITY.** Contractor will have access to Confidential Information (as defined below) by participating in this Program. Contractor will not use any Confidential Information of CLEAResult for any purpose other than as needed to perform Contractor’s obligations in the Program. Contractor will hold all Confidential Information of CLEAResult in strict confidence and will not disclose any Confidential Information to any person other than to its employees and independent contractors who: (a) have a “need to know;” (b) have been advised of the confidential and proprietary nature of the Confidential Information; and (c) have signed a written agreement that is as protective of the Confidential Information as that set forth in this Section; except as compelled by court order or otherwise required by law. If Contractor is required by law to disclose Confidential Information, Contractor will immediately notify CLEAResult and cooperate with CLEAResult to obtain a protective order or other appropriate remedy to maintain the confidentiality of the information. Contractor agrees to comply with the Data Security Policy, attached and incorporated as Exhibit A. The term “**Confidential Information**” means all Customer data and all information and materials relating to CLEAResult’s business, in whatever form or medium, disclosed to or received by Contractor, whether visually, by perception, orally or in writing, whether disclosed before or after the Effective Date, and whether or not specifically marked or otherwise identified as “Confidential” or “Proprietary,” including, but not limited to, all Program toolkits and apps (e.g., iManifold), and all summaries and notes prepared by or on behalf of Contractor, except that “Confidential Information” does not include any information that Contractor demonstrates: (i) has become generally available to the public without breach of this Agreement; (ii) Contractor later received from another person who did not violate any duty of confidentiality; or (iii) Contractor developed without use of any Confidential Information by persons who were not exposed to the Confidential Information.
5. **PROGRAM PROVISIONS AND SUPPORT.** CLEAResult will provide the following: (a) Program-sponsored training conducted during regular business hours (holidays excluded), and attended solely by Contractor’s personnel, unless otherwise agreed by the Parties; (b) marketing content to allow the Contractor to communicate the benefits of the Program to eligible Customers; and (c) Customer data.
6. **USE OF INTELLECTUAL PROPERTY.** Contractor shall not use the trademarks, logos or other intellectual property of CLEAResult, Sponsor or any of their affiliates without prior written approval by CLEAResult or Sponsor, as applicable. Please see the Contractor Co-Branding Terms and Conditions, attached and incorporated as Exhibit B, for further details.
7. **INSURANCE AND LICENSING.** Contractor shall provide CLEAResult with all applicable certificates of insurance before performing any work for the Program. Contractor will provide CLEAResult with updated insurance certificates as appropriate but no less frequently than every time the auto policy is renewed or modified. Contractor shall provide CLEAResult with at least thirty (30) days’ prior written notice before an insurance policy required by this Agreement is reduced, cancelled, or expires. At all times during the Program Period, Contractor, and its agents and subcontractors, shall retain all necessary licensures, certification, training, and other requirements as deemed necessary by state law, the Program policies and guidelines, and all relevant documentation pertaining to the installation of the energy efficiency measures,

- and will provide immediate access to such documentation to CLEAResult and Sponsor upon request. This includes but is not limited to appropriate liability insurance, permits, licensure, or certification information, installed equipment model and serial numbers.
8. **INDEPENDENT CONTRACTOR.** Contractor is an independent contractor in relation to CLEAResult and Sponsor, and is voluntarily participating in the Program to deliver the services as outlined by the Program directly to Customers. This Agreement shall not create the relationship of employer and employee, a partnership, or a joint venture. CLEAResult and Sponsor shall not control or direct the details or the means by which Contractor performs any services under this Agreement. Contractor will pay all of its administrative, overhead, and other costs, including withholding taxes, social security, unemployment, disability, health, workers' compensation, or other insurance coverage.
 9. **INCENTIVE PAYMENT.** Contractor acknowledges that incentives will be paid by Sponsor only if: (a) Customer(s) and installed measure(s) or services meet the Program eligibility requirements and the requirements outlined by the Program; (b) measures are installed in eligible project sites; and (c) measures are installed at a project site that has not received incentives from any other of Sponsor's energy efficiency programs for the same measure(s). Contractor understands that Sponsor, in its sole discretion, may withhold incentive payments committed to a Customer and Contractor if a project site is proven ineligible or a project otherwise does not comply with the requirements set forth by the Program.
 10. **CONTRACTOR CONDUCT.** Contractor agrees to pursue referral leads resulting from the Program's marketing and communications efforts and must make a good faith effort to provide, in a timely fashion, services to these leads in accordance with the Program guidelines and this Agreement. Contractor recognizes that any leads received as a result of the Program's efforts constitute a Program benefit. Contractor understands that participation in the Program does not constitute an endorsement of any kind on the part of CLEAResult or Sponsor. Contractor shall not state or imply any such endorsement, either directly or indirectly, in written or verbal form. Contractor shall not knowingly misrepresent any information concerning the Program, its purpose, policies, incentives, and procedures, or its role in the Program or relationship with CLEAResult or the Sponsor. Contractor shall not mislead any Customer about the availability of Program incentives or misrepresent its role in the incentive award process. Only Sponsor or CLEAResult, on behalf of Sponsor, in its sole discretion, can approve or reallocate Program incentives for a Customer. Contractor will keep a Customer's home as free as possible from waste materials while performing work. After completing work, Contractor will clean the work area, removing all waste materials, tools, and supplies. Contractor shall not cause damage to a Customer's premises. Contractor will not knowingly use any defective, second quality, or previously used materials.
 11. **AUDITING, MONITORING AND VERIFICATION.** CLEAResult and/or Sponsor will audit and monitor some or all Program services performed by Contractor to ensure compliance with Program requirements and to verify the energy savings achieved through the Program. Contractor agrees to cooperate with CLEAResult and Sponsor, as necessary. Contractor also agrees to remedy any issue(s) arising from auditing and monitoring results at no additional cost within the timeframe provided by the Program. If Contractor becomes involved in a dispute with a Customer over any aspect of Contractor's services under the Program, Contractor shall work with CLEAResult to resolve the dispute amicably. Contractor shall, at a minimum, follow the Customer Complaint Resolution Process set forth in [Exhibit C](#). If such action fails to produce an outcome acceptable to the Customer and Contractor, CLEAResult may engage another contractor to perform the necessary repairs and Contractor will be responsible for all associated costs related to such resolution. CLEAResult or Sponsor may perform quality control on any or all work performed by Contractor, with or without notice to Contractor, and by any means CLEAResult or Sponsor may select, including accompanying Contractor to a Customer's location. Failure of Contractor to meet quality standards will be grounds for termination of this Agreement. Contractor shall use its best efforts to obtain Customer cooperation in allowing CLEAResult or Sponsor access to the Customer's location for this purpose.
 12. **REPRESENTATIONS, WARRANTIES, AND COVENANTS.** Contractor, its employees, agents and subcontractors, represent and warrant that: (a) the services performed for a Customer through the Program shall be performed in a good workmanlike, skilled, and professional manner; (b) the services shall comply in all material respects with the specification and other requirements set forth in each applicable contract with a Customer and in strict accordance with the Program and this Agreement; (c) Contractor's performance of the services shall not violate any applicable law, rule, regulation, contracts with third parties, and/or any third-party rights, including, without limitation, any copyright, trademark, trade secret, or patent or similar right; (d) Contractor is the lawful owner or licensee of any intellectual property, software applications or other materials used by Contractor in the performance and delivery of the services and has all rights necessary to convey to Customer the unencumbered ownership of all work product that results from the services; (e) Contractor shall represent to Customer that all services under this Agreement are provided by Contractor alone, and not by CLEAResult or Sponsor and neither CLEAResult nor Sponsor is responsible for Customer complaints or damages; and (f) Contractor is and shall remain in compliance with all labor and employment laws, including but not limited to those prescribing standards for wage and overtime pay, employee benefits, workplace health and safety, labor relations and rights of uniformed service members.
 13. **INDEMNITY; LIMITATION ON DAMAGES.** Contractor shall defend, protect, indemnify, and hold harmless Sponsor and CLEAResult, their respective officers, directors, agents, and employees, and each of their parents and affiliates, and each of their respective officers, directors, agents, and employees (collectively, the "**Indemnified Parties**") from and against any and all claims, losses, expenses, attorneys' fees, damages, demands, judgments, causes of action, suits, and liability in tort, contract, or any other basis and of every kind and character whatsoever ("**Claims**") arising out of Contractor's, or its agents or subcontractors, acts or omissions, including but not limited to any violation of labor or employment laws, incident to or related in any way to, directly or indirectly, the services provided in connection with the Program, this Agreement and/or the Program. Contractor acknowledges and agrees that with respect to any Claims brought against the Indemnified Parties, Contractor will be required to waive as to the Indemnified Parties any defense it may have by virtue of the Workers' Compensation Laws of any state, to the extent allowed by law. CLEAResult AND SPONSOR SHALL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL OR

CONSEQUENTIAL DAMAGES ARISING OUT OF OR RELATED TO THIS AGREEMENT OR THE PERFORMANCE OF THIS AGREEMENT, INCLUDING BUT NOT LIMITED TO, LOSS OF ANTICIPATED REVENUE, PROFITS, OR GOODWILL, WHETHER ARISING IN NEGLIGENCE, BREACH OF CONTRACT, OR UNDER STATUTE OR RULE. Contractor shall represent to Customer that all services under this Agreement are provided by Contractor alone, and not by CLEAResult or Sponsor. Contractor acknowledges and agrees that CLEAResult and Sponsor make no representation or warranty and assume no liability with respect to quality, safety, performance, or other aspect of any design, system, or product provided pursuant to this Agreement, and CLEAResult and Sponsor expressly disclaim any such representation, warranty, or liability. Nothing in this Agreement shall be construed to create any duty to, any standard of care with reference to, or any liability to any third-party on behalf of CLEAResult or Sponsor. Contractor is solely responsible for any damage incurred by Customer as a result of Contractor's services under the Program. Neither CLEAResult nor Sponsor is responsible for Customer complaints or damages. The parties agree that Sponsor is a third-party beneficiary of this Section.

14. **NOTICE.** Any notice required to be given under this Agreement shall be deemed given when placed in the mail and mailed by overnight registered mail via a nationally-recognized courier (e.g., USPS, FedEx, UPS) and postage prepaid. Notice to CLEAResult shall be to Attn: Legal Department, 100 SW Main St., Suite 1500, Portland, OR 97204. Contractor shall also send a courtesy copy of the notice to the Program at the e-mail address above. Notice to Contractor shall be to the address provided above.
15. **MISCELLANEOUS.** This Agreement shall be governed by and construed under the laws of the State of Texas, without regard to conflict of law rules. Any dispute or claim that relates to this Agreement, its interpretation or breach, or to the existence, scope, or validity of this Agreement or this arbitration provision, shall be resolved by arbitration by the American Arbitration Association in accordance with its Commercial Arbitration Rules and judgment upon the award rendered pursuant to such arbitration may be entered in any court with jurisdiction. The parties acknowledge that mediation helps parties settle their disputes and any party may propose mediation whenever appropriate through the American Arbitration Association or any mediator selected by the parties. Any dispute or claim for which a party seeks injunctive relief, even if contrary to the language of this Section, may be brought in the state and federal courts in Travis County, Texas, and such courts shall be the proper and exclusive forum for any such action. Contractor shall not assign this Agreement, in whole or in part, voluntarily or involuntarily (including a transfer to a receiver or bankruptcy estate) without the prior written permission of CLEAResult. Contractor may not delegate or subcontract Contractor's duties under this Agreement without the prior written permission of CLEAResult. CLEAResult may assign its rights and delegate its duties under this Agreement to any third party at any time without Contractor's consent. If any provision of this Agreement is invalid or unenforceable in any jurisdiction, the other provisions in this Agreement shall remain in full force and effect in such jurisdiction and shall be liberally construed in order to effectuate the purpose and intent of this Agreement. The invalidity or unenforceability of any provision of this Agreement in any jurisdiction shall not affect the validity or enforceability of any such provision in any other jurisdiction. The failure of either Party to enforce strict performance by the other of any provision of this Agreement, or to exercise any right available to the Party under this Agreement, shall not be construed as a waiver of such Party's right to enforce strict performance in the same or any other instance. This Agreement supersedes all previous signed agreements between the Parties and sets forth the entire agreement of the Parties with respect to the subject matter hereof and may not be altered, changed abridged or amended other than in writing signed by the Parties.

Exhibit A

Data Security Policy

Contractor agrees that its collection, management and use of CLEAResult Data, as defined in Section 1 below, during the Term shall comply with this Data Security Policy. Capitalized terms not defined in this Data Security Policy are as defined in the Contractor Participation Agreement between CLEAResult and Contractor (the “**Agreement**”).

1. CLEAResult DATA. CLEAResult Data shall mean:
 - a. All data or information provided, transferred, uploaded, migrated or otherwise sent to Contractor by or on behalf of CLEAResult, any client of CLEAResult, or any customer of any client of CLEAResult; and
 - b. Any account number, forecast, or other similar information disclosed to or otherwise made available to Contractor by or on behalf of CLEAResult, any client of CLEAResult, or any customer of any client of CLEAResult.

2. USE AND STORAGE OF CLEAResult DATA.
 - a. Contractor may receive CLEAResult Data for the purposes of performing its obligations under the Agreement. Subject to the terms of the Agreement, CLEAResult grants Contractor a personal, non-exclusive, non-assignable, non-transferable limited license to use the CLEAResult Data solely for the limited purpose of performing its obligations under the Agreement during the Term. Contractor shall disclose CLEAResult Data only to its employees with a need to know such information for the performance of the Agreement and subject to the terms of this Data Security Policy. Contractor agrees to protect CLEAResult Data with at least the same degree of care used to protect its own most confidential information.
 - b. Contractor agrees that CLEAResult Data will not be (i) used by Contractor for any purpose other than that of performing Contractor’s obligations under the Agreement, (ii) disclosed, sold, assigned, leased or otherwise disposed of or made available to third parties by Contractor, (iii) commercially exploited by or on behalf of Contractor, or (iv) provided or made available to any third-party without prior written authorization from CLEAResult.
 - c. Contractor will comply with (i) all applicable international, federal, state, provincial and local laws, rules, regulations, directives and governmental requirements currently in effect and as they become effective relating in any way to the privacy, confidentiality or security of CLEAResult Data (“**Privacy and Data Security Law**”), (ii) all applicable industry standards concerning privacy, data protection, confidentiality or information security, and (iii) all applicable provisions of every Contractor privacy policy, statement or notice and every CLEAResult privacy policy, statement or notice that is provided to Contractor in writing.
 - d. Contractor shall not store, maintain or process any CLEAResult Data outside the country.
 - e. Contractor shall not store, maintain or process any CLEAResult Data in any cloud service or facility without the express prior written consent of CLEAResult, which consent may be withheld at the sole discretion of CLEAResult.

3. CLEAResult SYSTEM ACCESS. Contractor agrees that it may have access to CLEAResult Data on CLEAResult’s network, including but not limited to any server, intranet, or other type of information storing and sharing device or conduit owned or operated by CLEAResult (the “**CLEAResult Network**”), solely for the purpose of meeting its obligations under the Agreement. Contractor agrees that access for other purposes, or the use of the CLEAResult Network to access other networks, is strictly forbidden and that Contractor is responsible and liable for all damages or unauthorized access resulting from these actions. Such activity will result in the discontinuation of any and all connections to the CLEAResult Network. Contractor agrees that any use of the CLEAResult Network will be solely for necessary business purposes. In accordance with CLEAResult’s existing network usage policies, Contractor and its employees shall not access any gambling, pornography or hate or violence sites; introduce any viruses, worms, Trojan horses or other bugs or errors in the network; or forward any chain letters, executable “ready to run” files or other files that may cause damage to CLEAResult, its system or the CLEAResult Network. CLEAResult reserves the right to monitor Contractor’s use of the CLEAResult Network. Contractor further agrees that any information that it obtains from access to the CLEAResult Network is CLEAResult Data. CLEAResult and Contractor agree that, in the event of a breach or threatened breach of this Section, CLEAResult shall be entitled to specific performance of the provisions of this Data Security Policy and the Agreement, including an injunction prohibiting any such breach. Any such relief will be in addition to and not in lieu of any other appropriate relief in the way of money damages or otherwise. CLEAResult reserves the right, in its sole discretion, to terminate Contractor’s access to and use of the CLEAResult Network at any time, for any reason, and without notice to Contractor.

4. SECURITY CONTROLS.
 5. In addition to any other requirements set forth herein, Contractor will establish and implement appropriate administrative, technical and physical safeguards (i) to ensure the security and confidentiality of CLEAResult Data, (ii) to protect against any anticipated threats to the security or integrity of CLEAResult Data, and (iii) to ensure that CLEAResult Data is not disclosed contrary to the provisions of this Section or any applicable Privacy and Data Security Law.
 - a.

- b. In addition to the specific requirements of this Section, Contractor will develop, implement and maintain a comprehensive data and systems security program (“**Security Program**”). Such Security Program shall include, but shall not be limited to, reasonable and appropriate technical and organizational security measures, procedures and practices against the destruction, loss, unauthorized access or alteration of CLEAResult Data, including but not limited to:
- Written policies regarding information security, disaster recovery, third-party assurance auditing, penetration testing;
 - Password protected workstations at Contractor’s premises, any premises where the Contractor is performing its obligations under the Agreement, and any premises of any third-party who has access to CLEAResult Data;
 - Encryption of Confidential Information, as defined in the Agreement, including but not limited to, any personally identifiable information of clients of CLEAResult or their customers; and
 - Measures to safeguard against the unauthorized access, destruction, use, alteration or disclosure of any CLEAResult Data including, but not limited to, restriction of physical access to CLEAResult Data, implementation of logical access controls, sanitization or destruction of media, including hard drives, and establishment of an information security program that at all times is in compliance with the current standard requirements in the industry.
- c. CLEAResult shall have the right to monitor Contractor's compliance with the terms of this Section. During normal business hours and with twenty-four (24) hours prior notice, CLEAResult or its authorized representatives may inspect Contractor's facilities and equipment and any information or materials in Contractor's possession, custody or control, relating in any way to Contractor's obligations under this Section.
- d. In the event CLEAResult determines Contractor has not complied with this Section, CLEAResult shall provide written notice to Contractor describing the deficiencies. Contractor shall have sixty (60) calendar days from receipt of such notice to cure. If Contractor has not cured the deficiencies within sixty (60) calendar days, CLEAResult may cancel the Agreement.
6. **SECURITY MAINTENANCE.**
- Prior to CLEAResult’s first transfer of CLEAResult Data to Contractor, Contractor shall provide CLEAResult with documentation satisfactory to CLEAResult that it has undertaken a Security Program.
 - Contractor shall provide CLEAResult written notice of any material change in its Security Program.
 - Contractor and CLEAResult agree to meet upon request of CLEAResult to evaluate the Security Program and to discuss, in good faith, means by which the parties can enhance such protection, if necessary.
 - Contractor shall update its Security Program, including procedures, practices, policies and controls so as to keep current with applicable industry standards.
7. **SECURITY BREACH.** Contractor shall notify CLEAResult immediately (and, in any case, within twenty-four (24) hours) in writing of any actual, threatened or imminent breach of this Section (regardless of whether there is any identified disclosure, compromise, loss, or damage to CLEAResult Data) or any other unauthorized use, disclosure or acquisition of or access to, or loss of any CLEAResult Data of which Contractor becomes aware. Such notice will summarize in reasonable detail the effect on CLEAResult, if known, of the breach or unauthorized use, disclosure or acquisition of, or access to, or loss of any CLEAResult Data and the corrective action taken or to be taken by Contractor. Contractor will promptly take all necessary corrective actions, and will cooperate fully with CLEAResult in all reasonable and lawful efforts to prevent, mitigate or rectify such breach or unauthorized use, disclosure, acquisition, access or loss, all at Contractor’s sole expense, including developing and distributing notices, in writing, to affected persons as required by applicable law, rule, regulation or order or as CLEAResult may otherwise deem necessary or advisable.
8. **NO WAIVER.** The failure of either party to enforce strict performance by the other of any provision of this Data Security Policy, or to exercise any right available to that party, shall not be construed as a waiver of such party’s right to enforce strict performance in the same or any other instance.

Exhibit B

Contractor Co-Branding Terms and Conditions

Contractors participating in AEP Texas' CoolSaverSM Program are permitted to co-brand with CoolSaver if they have a complete, fully executed AEP Texas 2024 CoolSaver Program (Program) Contractor Participation Agreement on file with CLEAResult and agree to these terms and conditions.

Promotion and Advertising Requirements

We encourage Contractors who participate in the Program to promote the incentives that AEP Texas customers can receive through the program. When promoting the Program, Contractors:

- Must present ALL co-branded advertisements (including printed ads, television ads, website content, radio scripts, business cards, or marketing collateral) to CLEAResult for review and approval. If changes are required after review, the edited version must be approved by CLEAResult before use.

Logo Guidelines

- Contractors may use the CoolSaver logo on contractor-produced materials and on their company websites. The following disclaimer language must be used on print and online materials wherever the CoolSaver logo appears.

Required Disclaimer Language

CoolSaverSM is provided by AEP Texas as part of the company's commitment to reduce energy consumption and demand. [Contractor Name] participates in the CoolSaver Program Contractor Network as an independent contractor. For more information, visit <http://aepTexasEfficiency.com>.

Communication in the Field

Contractors may promote AEP Texas' programs to customers by distributing program marketing materials that are developed by AEP Texas or by the Contractor that have been approved by CLEAResult and AEP Texas.

AEP Texas does not endorse any contractor; therefore, written or verbal communication implying an endorsement is prohibited.

Contractors may link their company websites to <https://www.aeptexasEfficiency.com/coolSaver-ac-tune-up-program/> if they meet AEP Texas' co-branding criteria as outlined above.

Obtaining Access to the CoolSaver Logo

Contractors who wish to use the CoolSaver logo must request the logo directly from CLEAResult by submitting this document. CLEAResult will verify the contractor's paperwork prior to releasing the logo.

If Contractor agrees to the terms and conditions outlined above, please sign, date, and return via e-mail or mail to:

Roel Garza
Roel.Garza@CLEAResult.com
Phone: 956-342-4551

Terms & Conditions

The program reserves the right to request materials utilizing the CoolSaver logo from contractor and contractor agrees to supply such materials. If upon inspection it is determined that contractor has inaccurately used the logo or misrepresented their participation in the program, CLEAResult and/or AEP Texas reserves the right to remove contractor from the program.

By signing below, contractor acknowledges the terms and conditions of using the CoolSaver logo and agrees to comply with all terms and conditions.

<i>Contractor Company</i>	
<i>Representative Name</i>	
<i>Representative Title</i>	
<i>Date</i>	

<i>For Office Use Only</i>	
Current Paperwork on file	<input type="checkbox"/> Yes <input type="checkbox"/> No
Logo Release Date	
Verified and Released By	

Exhibit C

Customer Complaint Resolution Process

Through participation in the CoolSaver Program, participating contractors and technicians will interact with the valued customers (“Customers”) of participating Retail Electric Providers. Through this interaction, Contractor agrees that each of its technicians or employees that enters a participating Customer’s home or business, or speaks with a participating Customer will be provided customer service training and mentoring that will reinforce the Program’s request to respect the customer and their property in an effort to minimize the potential for customer complaints.

In the event a Customer should have a concern over any aspect of the Contractor’s service, Contractor will work with the CLEAResult to resolve the issue, including, but not limited to, taking the following steps to resolve the issue:

1. CoolSaver Program Customer calls and concerns are to be addressed in a courteous and timely manner.
2. The Contractor will notify CLEAResult of the Customer concern and proposed steps and timeline for resolution.
3. The Contractor will take any and all relevant actions to remedy CoolSaver Program Customer concerns.
4. In the event the Contractor is not qualified (or restricted by the Customer) to repair any damages caused during the Contractor’s service, the Contractor will alert CLEAResult who will work with customer to make arrangements with an alternative qualified contractor(s) to repair the damage.
5. Any necessary repairs or services needed to remedy the situation will be performed at the original Contractor’s expense.
6. CLEAResult will be notified in the event CoolSaver Program Customer complaints are unable to be resolved.

The Contractor is aware that if problems persist, corrective action will follow that may include probation or removal of the technician and/or contractor from the program.