

Green Home Improvement Loan Contractor Instructions and Info Packet

If you have a customer using a Green Home Improvement Loan to purchase and/or install an **eligible product** from you, please review the following information before getting started. It includes an overview of our process, the documentation we'll need, and how payment works—so everything can move forward smoothly and without delays.

CORRESPONDENCE

- All documents related to specific loan applications should be sent to info@cleanenergycu.org.
- General questions and those about the below process can be sent to energyteam@cleanenergycu.org.
- Phone calls can be made to 720-479-7900.

LOAN AND PROJECT APPROVAL PROCESS

1. Customer applies for a Green Home Improvement Loan at www.cleanenergycu.org/apply (see details in the “Green Home Improvement Loan Instructions for Customers” which is linked on the final page below in the “Summary List of Available Documents” section).
2. Customer gets **pre-approved** based on the information they provided in their loan application.
3. Customer gets **fully approved** after the following tasks are complete:
 - Customer follows these **simple instructions** to become **member of Clean Energy Credit Union**.
 - Customer provides, and Loan Officer verifies, **voided check/banking information** for automatic loan payments.
 - Customer provides, and Loan Officer verifies, **proof of income** (e.g. pay stubs, W-2, tax returns, etc).
 - Customer or Contractor provides, and Loan officer approves, **Purchase/Installation Contract** fully executed and including the following:
 - Customer's name and site address.
 - Quantity, manufacturer, and model of the major equipment.
 - Line itemization cost of major equipment and work scope.
 - Workmanship warranty from the Contractor of at least 1 year.
 - Description of any additional scope of work.

PAYMENT TERMS AND PROCESS

100% after Project Completion: **We can not recommend beginning a project before the loan has been fully approved (see above requirements)**. Project completion is typically defined as passing inspection from the relevant authority having jurisdiction (AHJ), if one is required. The following are required for the loan disbursement:

1. **Loan fully approved (see above requirements)**.
2. **Invoice** to Customer for outstanding loan amount due (i.e. invoices should show the amount due that is net of – and ideally shows – all previous cash payments received by Contractor). Invoices should show the address where payments should be mailed to.
3. Inspection passed from the relevant AHJ, if one is required. Submission of passed inspection not required.
4. **Affidavit of Project Completion / Lien Waiver** that has been filled out and signed by Customer and Contractor.
5. **Loan Documentation signed by customer** – upon approving the project completion documents described immediately above, Clean Energy Credit Union will then send loan documents to Customer for their signature via DocuSign and submit payment directly to Contractor within net 15 payment terms.

CREDIT APPROVAL AND EXPIRATION POLICY

Credit Approvals and Loan Rate Expirations:

- Credit approvals and loan rates are valid for 6 months from an applicant's original pre-approval date. All loan proceeds need to be approved by Clean Energy CU for disbursement to the dealer within this 6-month validity period.
- After the 6-month validity period expires, customers can apply for a 4-month credit approval extension:
 - Clean Energy CU must do a hard credit pull – after obtaining explicit permission from the customer. Depending on the customer's credit circumstances, Clean Energy CU may need to ask for updated proof of income and/or re-underwrite the loan app more comprehensively. Extensions or re-approvals are not guaranteed.
 - Depending on current rates, the customer's loan rate may need to be adjusted,
 - The first extension application is free, but all subsequent extension applications incur a fee as per our [fee schedule](#).
 - Clean Energy CU includes language about the 6-month validity period in the footnotes of each pre-approval and full approval email that's similar to this: "The credit approval and loan terms associated with this loan application will be valid for up to six months from the date on which you were originally pre-approved. If your loan(s) are not funded/closed within this six-month time frame, your credit approval will expire, after which an extension may be possible - but not guaranteed - which may require your credit to be re-pulled and re-approved, your loan terms to be re-priced, and your income to be re-verified."

Recommendations for Installers:

- We recommend that you do NOT proceed with a customer's project installation unless both of these conditions are true: (1) the customer's loan application has been fully approved; and (2) you are confident that you can complete the project and get final documents approved for the final loan disbursement before the credit approval expires.
- We recommend that you submit all required documentation (as outlined above in the "Payment Terms and Process" section) AT LEAST one week in advance before the credit approval expiration date in order to ensure that there's enough time for Clean Energy CU to: (1) review the documents (which will not occur until all required documents have been provided) (2) flag any missing or non-compliant items for the Dealer to correct (if applicable); and (3) receive any corrected/updated/missing documents from the Dealer so that there's still time to review them and approve the loan disbursement before the expiration date.
- We recommend that you – or your customer – reach out to us in advance (i.e. well before commencing installation) if you're not sure whether the project can be fully completed before the 6-month expiration (or before the 4-month extension, if applicable).

Instructions for Customers to Apply for Credit Approval Extension:

- Customers will need to contact Clean Energy CU to explicitly authorize them to conduct a hard credit pull.
 - They can do so via email such as: *"The credit approval for my loan application has expired, and I would like to reapply. I hereby authorize Clean Energy CU to pull my credit, and I understand that I may have to provide updated proof of income, if requested. Thank you."*
- If the hard credit pull results in a credit score that has dropped by more than a nominal delta, then Clean Energy CU may need to ask for updated proof of income and/or re-underwrite the loan app more comprehensively.



FREQUENTLY ASKED QUESTIONS (FAQs)



Q: How long does it take for a Customer to get pre-approved?

A: Over 70% of loan applications are instantly pre-approved via the online portal's underwriting algorithms. Otherwise, the loan application needs to be manually reviewed which typically takes 1-2 business days, but sometimes during periods of high application volume it can take up to 3-4 days. For example, a high proportion of loan applications are often submitted over the weekend, so Clean Energy Credit Union often has a long queue to work through on Mondays.

Q: How long does it take for a Customer to go from pre-approved to fully approved?

A: It all depends on how quickly the Customer submits the required info and takes the required steps as described above in the "Process for Loan and Project Approval" section. The duration of this step is therefore largely outside the control of Clean Energy Credit Union.

Q: Are there any fees that a Customer must pay to Clean Energy Credit Union?

A: For secured loans only, yes, a Customer must pay a loan processing fee and a fee for filing the UCC-1 financing statement(s) for each closed/funded loan. Currently, the loan processing fee is \$150, and the UCC-1 filing fee is either \$100 or \$250 (or \$350 in CA, FL, IL, MD, TN, and PA) – depending on the borrower's and the project's particular attributes. These fee amounts are subject to change, and current loan fees and rates can always be found at [here](#).

Q: ~~What if the relevant Authority Having Jurisdiction (AHJ) doesn't require a permit or inspection?~~

A: That's OK. The [Affidavit of Project Completion / Lien Waiver](#) should still be signed to attest that the project is complete.

Q: How and when are payments made to the Contractor?

A: Checks are made payable to the Contractor and are sent via mail to the address that's shown on the submitted invoice. Payment terms are Net 15 starting from when Clean Energy Credit Union approves the required documents, and checks are cut with 24-48 hours of Customers signing their loan documents. Contractors may [request for payments to be made via ACH transfer](#) instead of via check by mail.

Q: Is a lien placed on the Customer's residence?

A: No, the loans are secured solely by the project equipment. That being said, Clean Energy Credit Union conducts a UCC-1 filing at both the State and County level.

RESOURCES & DOCUMENTS



Customer-Facing Informational Documents: The following documents can be used when communicating with prospective customers about Clean Energy Credit Union and its loan process:

- [Green Home Improvement webpage](#)
- [Green Home Improvement Loan Instructions for Customers](#)
- [List of Eligible Products for Green Home Improvement Loans](#)
- [Flyer about Clean Energy Credit Union](#)
- [More information about the eligibility requirements for joining the credit union](#)



Forms and Documents for Contractors: The following documents and their respective purposes are referenced above in pages 1-2 of these instructions:

- [Affidavit of Project Completion / Lien Waiver Form](#)
- [Example Monthly Loan Payment Calculator - Secured](#)
- [Example Monthly Loan Payment Calculator - Unsecured](#)