



Contractor Expectations

The success of Philadelphia Water’s Rain Check program is heavily dependent on the professionalism, reliability and expertise of our contractor network. This document is intended to provide consistency and clarity about what the Rain Check staff expects from contractors. Rain Check is committed to supporting the contractors and maintaining open communication. If you have any questions or concerns about the contents of this document, please let us know.

Training

- Contractors are expected to complete all required training before receiving leads through Rain Check. If contractors are unable to complete the training and demonstrate their grasp of the required skillset, they will not receive work from Rain Check.
- At least one employee trained by Rain Check to the standards listed below must be onsite for every Rain Check assessment, consultation, and installation. Firms should contact Rain Check before new employees are given Rain Check leads.
- Contractors commit to educating residents about the purpose of Rain Check and reasons for stormwater management. Contractors should be familiar with Philadelphia Water’s *Green City Clean Waters* plan and familiar with urban stormwater issues and management. PhillyWatersheds.org is a great resource for this.
- Contractors who need additional training/support should notify Rain Check.
- Rain Check trainings are not designed to be comprehensive in nature. Contractors are expected to bring a certain level of base knowledge and experience.
- Contractors who receive training funds as part of the Rain Check program are expected to complete the agreed upon training and work with Rain Check for at least one year. If they do not, Rain Check may ask for full reimbursement.

Tool/Service	Base knowledge expected	Minimum Training Required
Rain Barrel	Basic plumbing and carpentry skills, ability to analyze and prepare a site for installation	On-site training with Rain Check employee, understanding of PWD installation guidelines
Downspout Planter	Basic plumbing and carpentry skills, ability to analyze and prepare a site for installation	On-site training with Rain Check employees, understanding of PWD installation guidelines

Rain Garden	Experience designing and building rain gardens, including all applicable landscape professional skills	Rain Check rain garden training
Permeable Pavers	Experience installing interlocking pavers, preferably permeable pavers, including all applicable hardscaping skills	Attend the ICPI Paver Installer and the PICP Courses; work towards ICPI Certification and PICP Specialist Designation
Full-House Assessment	Familiarity with all major systems in a residential property, especially those related to stormwater management; knowledge of all available Rain Check tools	Complete Rain Check Assessor training

Contractor Availability

- Contractors should be able to devote at least four days per month to Rain Check work, especially during the busy season (Spring – Fall)
- If a contractor is unable to accept new Rain Check leads for a specific period of time, the contractor should notify the Rain Check team at least four weeks prior.
- Contractors should notify the Rain Check team with as much notice as possible before significant changes occur (e.g. staffing, ownership, commitment to Rain Check, etc.) with the business.
- Contractors may express preferences for certain neighborhoods and project types (among those they are qualified to install). We will try to accommodate these preferences, but remind contractors that this will likely lead to fewer total assignments than contractors who are able to travel citywide and install a variety of Rain Check tools.

Availability of Work

- The Rain Check team will do our best to communicate with contractors about work expectations. We will share any expected changes in work availability with as much advance notice as possible. Any significant program changes will be communicated to contractors at least four weeks prior to taking effect.
- The Rain Check team will assign work to contractors based on the contractor’s interest, demonstrated abilities, availability and the program’s needs.
- Customers who request specific contractors will be accommodated when feasible (assuming the requested contractor has been trained in the requested tool, and is in good standing with the program).

- If contractors have capacity for additional Rain Check assignments, they are encouraged to notify Rain Check.

Time expectations

- Contractors should contact the Rain Check participant within one week of receiving their consultation/assessment request.
- Contractors should be available to perform the consultation or assessment within three weeks of receiving the lead.
- Contractors should be available to perform the installation within three weeks of the consultation. In total, the installation should be completed within six weeks of receiving the lead, unless the participant delays the process.
- If contractors do not think they can meet these expectations for a specific lead, they should notify PHS immediately upon receiving the lead.

Customer Service

- Contractors represent Rain Check when working with Rain Check participants. It is therefore crucial that they exhibit high levels of professionalism, punctuality, reliability and quality customer service.
- Contractors may offer additional services to participants that fall outside the scope of Rain Check, so long as the participant agrees to the scope and cost of the additional work.

Insurance and Licenses

- Contractors must maintain the following insurance policies and licenses:
 - o Commercial General Liability
 - o Automobile Insurance
 - o Workers Compensation Insurance
 - o Philadelphia Contractor License (except assessors)
 - o Commercial Activities License

Note: Minimum coverage amounts can be found in the PHS Subcontractor Contract.

- Contractors will only be given leads when all of the proceeding policies/licenses are on file with Rain Check. It is the contractors' responsibility to notify Rain Check of renewed or expiring policies.

Equipment

- Contractor owns the necessary vehicles to transport materials to job sites.
- Contractor is responsible for providing all tools necessary for the installations they are assigned.
- Rain Check will provide rain barrels and downspout planters to contractors, but the contractors must arrange to pick them up.

Communication

- The Rain Check team invites contractors to offer us feedback, ask questions, and express concerns. We commit to keeping contractors “in the loop” and doing our best to make the program work well for contractors in the program.
- Three times a year, we will set up feedback calls with each contractor. We will share compliments and/or areas of concern we’ve observed or received from clients, and ask for your feedback on the program.