

# QUEST Subscriber Services

## Terms of Agreement

QUEST is a national non-government organization that works to accelerate the adoption of efficient and integrated community-scale energy systems in Canada by informing, inspiring, and connecting decision-makers. QUEST undertakes research, communicates best practices, convenes government, utility, private-sector and community leaders, and works directly with local authorities to implement on-the-ground solutions. QUEST recognizes communities that have embraced these principles by referring to them as Smart Energy Communities.

### QUEST Commitment

Through our Subscriber Services, QUEST aims to provide an independent forum for sharing ideas on policy, research and best practices among businesses, policy-makers and other stakeholders. Our events and meetings create a confidential and constructive environment in which knowledge transfer, sharing of idea and building of networks is made possible.

QUEST agrees to provide Subscriber Services focusing on our three primary areas of engagement:

**CONNECT** - Targeted introductions and relationship building with practitioners throughout the QUEST network achieved through:

- Invitation only Meetings
- Working Group and Chapter events
- Conferences and Regional Events (such as our regional QUEST*talks*)

**EDUCATE** - Quarterly updates on programs and research activities in Smart Energy Communities through the QUEST regional and national newsletters, on our new website and through:

- Market Intelligence
- Tools and Research
- Advisory Services

**INFLUENCE** - Build awareness among decision-makers to set policy and take actions that advance Smart Energy Communities including:

- Policy and Regulations
- Industry and Innovation
- Priorities and Strategy

QUEST delivers a quality subscriber experience through our many events and activities. Subscribers are also encouraged to reach out directly to our team to comment on, provide insights to, and generally connect on issues that are seen to be relevant or significant to the industry and individual subscribers in particular.

Our team is available to assist where appropriate and based on our individual areas of expertise. QUEST also has a broad range of affiliated experts and Senior Associates that can be engaged and contracted with to provide insights on emerging issues, as part of our enhanced services.

## Subscriber Engagement

Subscriber organizations are encouraged to nominate a minimum of 2 individuals, including people from all organizational levels with either management or technical expertise, to participate in QUEST activities to ensure strong engagement within your organization and to enable the full benefits of enhanced networking opportunities. Our working groups are an effective way to promote professional development within your technical and business development teams. PLUS level subscribers routinely engage their C-suite executives at our invitation only Smart Energy Leaders' Dialogue events convened a minimum of 3 times annually, in different locations across Canada.

Subscribers are encouraged to bring guests to participate at QUEST events, as an opportunity to learn more about our operations prior to considering joining QUEST as a subscriber or sponsor; and to recommend speakers or industry experts they would like to see present at working group meetings.

Subscription, as indicated in this agreement, will be for an initial term of 12 months from the date of invoice. Annual renewal notices/invoices will occur automatically thereafter unless you notify QUEST otherwise in writing (e.g. by email to [info@questcanada.org](mailto:info@questcanada.org)). Payment of renewal notices/invoices will indicate your acceptance of the subscription agreement and subscriber services/benefits as modified by QUEST and in place for the renewal period.

Subscribers are expected to actively participate in meetings by:

- contributing to discussions at meetings and during networking events,
- acting as session speakers, where specific subject matter expertise is requested,
- providing input on topics of discussion and particular policy issues to be addressed,
- offering input into the development of meeting topics and agenda items,
- providing recommendations of appropriate speakers and guest presenters, and
- attending the full and complete meeting either in person or via conference bridge, whenever feasible.

Most working groups meet a minimum of 6-8 times per year. These meetings are designed to provide systematic and progressive exploration of the key issues that are relevant to smart energy communities to ensure the development of healthy, affordable, resilient and prosperous places where people can work, live and play. Subscribers may, from time to time, be requested to review research materials being developed by or with the support of QUEST. These efforts are intended to enhance the value of the events and activities planned for subscribers and to assist in setting priorities for QUEST for each year and beyond.

## Subscriber Benefits

By renewing your support as a QUEST Subscriber, you will secure the following:

- Exclusive **Subscriber profile** in the annual Smart Energy Communities Catalogue -- including 75-word write-up, logo, contact information, and areas of expertise -- distributed online and in print through the national QUEST network
- Access to QUEST's national, provincial & regional **working groups** that provide opportunities for in person introductions, communication of your business services, knowledge management and information exchange, as well as highlights from industry events and real-time notification of market intelligence for various markets in Canada
- Exclusive **participation in specialized meetings** focusing on developing consistent messaging for policy makers and regulators across Canada
- Discounted membership/registration to QUEST **partner organizations** including CaGBC, APPRO and many others
- Reinforcement for your organization's activities and **key messages through QUEST channels**, including social media, newsletters, media releases, presentations, web content, webinars, and research (depending on subscriber level)
- Advance notice for registration and exhibiting at all QUEST events, such as the regional **QUESTtalks events** to be delivered across Canada

For the specific benefits currently applicable for your subscription type/level, please refer to the QUEST website and the online subscriber portal. QUEST retains the sole right and discretion to change at any time the specific benefits applicable for your subscription type/level, as well as the general subscription structure. Please do not hesitate to contact QUEST if you require further information or have questions about your specific subscription and its benefits.

## Payment and Other Terms

QUEST subscription types and offerings are available in detail when you login to your subscriber portal on our website (e.g. basic, expansion, ultimate or PLUS levels), and you can upgrade at anytime throughout the year. Payment terms are net 30 days from the date of invoice, and subscriptions are non-refundable. Monthly reminders will be sent out for overdue accounts, and QUEST has the right to suspend or cancel an overdue account's subscription(s) at any time (e.g. no longer eligible to attend Working Group meetings or other QUEST subscriber only events). Only Subscribers who are in good standing as of March 31 will be included in that year's annual Smart Energy Communities Catalogue.

In joining QUEST as a Subscriber, your organization recognizes its alignment with [QUEST's mission, vision, values and principles](#), which support the development of Smart Energy Communities. More information on QUEST's principles and your specific obligations as a subscriber can be found on our new website [www.questcanada.org/services](http://www.questcanada.org/services).

For clarity, this agreement is the entirety of your agreement with QUEST regarding subscriber services. It supersedes any previous subscriber services agreement you had with QUEST, and you may modify this agreement only in writing with QUEST's consent. The laws of Ontario govern this agreement, and Ontario's courts/tribunals have exclusive jurisdiction to determine any related disputes. If a court/tribunal determines any part of this agreement to be unlawful or unenforceable, the rest of this agreement remains in force.

Thanks you for your support of QUEST and the continued development of Smart Energy Communities, and please acknowledge and agree to the terms of your subscription by returning an executed copy of this agreement or by signing up for your subscription through the QUEST website, through the online subscriber portal at [www.questcanada.org/login](http://www.questcanada.org/login).

Signed by:

---

Tonja Leach  
Executive Director  
QUEST  
Date:

---

Subscriber Name:  
Job Title:  
Organization Name:  
Date: