



CLEAN WATER LOANS

**CONTRACTOR
ORIENTATION
PACKAGE**

Table of Contents



WELCOME

Thanks for joining the Craft3 family of clean water contractors!

CLEAN WATER LOANS

Learn about the Clean Water Loan and its rates and terms.

OVERVIEW

For more than ten years, Craft3 has financed septic system repairs for homeowners in Washington and Oregon. These loans help homeowners deal with unexpected septic repairs so they can stay in their homes and keep local waters clean. In some cases, we can finance connection to a nearby municipal sewer system.

CLEAN WATER PROJECTS

Projects vary, but we've included a sample workflow.

- **Project Workflow**

CONTACT & PAYMENT FORMS

We collect your contact information so we can keep in touch, and so you may receive disbursements promptly. Please complete the Contact Form and the Electronic Funds Transfer (EFT) form. Both are included in this document and available as separate downloadable and fillable forms on our website. We'll also need a completed [W-9](#). Because we take security seriously, we may verbally confirm information you have provided electronically.

ABOUT CRAFT3

WEB RESOURCES

The resources and materials in this document are also available on our Contractor Resources web page: www.craft3.org/tools/contractors



Hello!

Welcome to the Craft3 family of clean water contractors. We are excited to work with you and your customers. Together we can help homeowners make needed septic repairs and safeguard an important community resource: clean water.

Craft3 Clean Water Loans cover all eligible permitting, design, and installation costs. With competitive interest rates and lower rates for lower-income borrowers, our loans are accessible to most homeowners. And in some cases, they can also finance connection to a nearby municipal sewer.

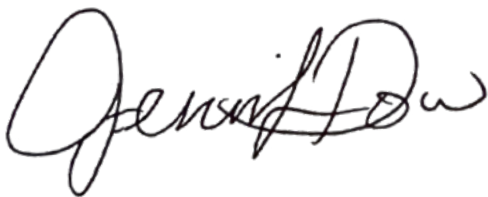
This program depends on contractors like you! We have helped more than two thousand homeowners in Oregon and Washington repair their septic systems, stay in their homes, and keep local waters clean. We appreciate your help in spreading the word and helping make sure homeowners know about our financing.

Our dedicated team of lenders supports you and your customers every step of the way. We can provide you with brochures and other marketing materials, as well as customized training.

Craft3 also lends to new and established businesses and we're often able to finance businesses that have been denied bank financing. If your business has financing needs, we'd love to learn more and see if we can help. Please call 888-231-2170, email LoanInquiry@Craft3.org or visit www.craft3.org/business-loans.

This Contractor Orientation Package includes everything you'll need to get started on a septic repair project financed by a Craft3 Clean Water Loan. Of course, if you have any questions, please reach out to me by phone or email.

Sincerely,



Jennifer Dow

Consumer Lending Lead
CleanWater@Craft3.org
888-231-2170 ext. 125

Clean Water Loans

Designed to meet homeowner needs and work seamlessly for you

Homeowners across Oregon are eligible to borrow up to the full cost of their septic repair or replacement, including all design, permitting and installation costs.

FOR CONTRACTORS

- No cost to participate
- Up to 50 percent of the total project cost is available up front
- Note: drain field rehabilitation (jetting or terra lifting) is not an eligible expense

LOAN FEATURES

- No upfront costs required
- Competitive interest rates with lower rates for lower-income borrowers
- Deferred payment options may be available for lower-income homeowners
- Includes a \$2,000 reserve to fund ongoing septic system maintenance

ELIGIBILITY

For homeowners to be eligible one of more of the following must apply:

- Their septic system is at least 25 years old
- Their septic system is failing
- They've been contacted by their local health jurisdiction
- They are under orders to fix their septic system

PROCESS




1. Customer completes an online application:
www.craft3.org/homeowner-loans/cleanwater/oregon
2. Contractor and customer work on a bid based on the approved design
3. Bid is provided to Craft3 and loan documents are prepared for customer signature
4. 50 percent of the bid amount is disbursed to the contractor upon loan signing and verbal approval by the customer
5. Remaining balance is paid upon work completion and county and homeowner approval



“I was in a critical situation that left me in a financial bind. Having the opportunity to work with Craft3 didn’t just save me financially, it’s given me peace of mind. My home is safe and secure – that wouldn’t have happened without Craft3. It is greatly appreciated.”
– Chris P.

Project Workflow

WHILE PROJECTS VARY, BELOW WE'VE OUTLINED THE TYPICAL STAGES. WE DESCRIBE EACH STAGE AND THE COLORS SHOW WHO IS RESPONSIBLE.

 Contractor  Homeowner  Craft3

1. APPLY FOR A LOAN

Homeowner completes an [online application](#).

Craft3 can answer questions and help with the application process. Paper applications are available upon request.

2. EVALUATE LOAN APPLICATION

Craft3 reviews the application. We communicate the credit decision to the homeowner in as few as three business days. In some cases, additional information may be required to make a credit decision.

3. SUBMIT PROJECT BIDS

Homeowner submits bid from contractor, with permitting fees itemized.

4. SIGN LOAN DOCUMENTS

Craft3 prepares loan documents and sends to customer via DocuSign.

Homeowner signs electronically via DocuSign. Paper loan documents are available upon request.

5. DEPOSIT TO CONTRACTOR

Once the permit is approved, **Craft3** notifies the contractor and makes the initial disbursement of 50 percent of the bid amount after verbal approval from the customer.

6. PERFORM WORK

Designer or Engineer creates design and submits it to the county for approval.*

Contractor repairs or replaces the septic system according to approved design and project proposal.

* HOMEOWNER: If Craft3 provided an advance to pay for the design, you will need to submit a bid from a septic installer upon permit approval. Send the bid to CleanWater@Craft3.org. Once received, Craft3 will send a deposit to the installer.

7. FINAL INVOICE

Contractor submits final invoice and health agency approval (i.e. ROC, COC, As Built) to CleanWater@Craft3.org to receive final payment.

8. FINAL PAYMENT

Craft3 will disburse the remaining loan balance to the contractor.

Contact & Payment Authorization Forms

Consistent with a Loan Agreement and Related Documents, Craft3's Borrower has authorized your company ("Company") to receive loan funds directly from Craft3 as payment for certain services or goods Company provides to Borrower. Craft3 therefore must remain up to date about information regarding Company's business and who is authorized to do business with Craft3, including account and contact information.

As a condition of Craft3 making any authorized payments directly to you, please provide the name, phone, and email address for each of the contacts below and indicate which are authorized to act on behalf of the Company.

COMPANY INFORMATION

Company Name: _____

Physical Address: _____

City: _____ State: _____ Zip: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Website: _____

Counties Served: _____

OWNER/BUSINESS MANAGER

☐

Authorized to make/approve changes for Company

Name: _____

Office Phone: _____ Email: _____

ACCOUNTS MANAGER

☐

Authorized to make/approve changes for Company

Name: _____

Office Phone: _____ Email: _____

SALES MANAGER

☐

Authorized to make/approve changes for Company

Name: _____

Office Phone: _____ Email: _____

OTHER

☐

Authorized to make/approve changes for Company

Name: _____

Title: _____

Office Phone: _____ Email: _____

Authorization Agreement for Electronic Funds Transfer

Company agrees that each authorized person listed above is an Authorized Representative and may: (a) act for the Company regarding the Company Payment Account identified below; (b) authorize and execute transactions involving the Company Payment Account, provided such transactions relate to previously-approved services or goods Company has provided to or on behalf of Borrower; and (c) designate in writing other individuals as Authorized Representatives to exercise the same authorities as described in this paragraph.

Company authorizes Craft3 to electronically or by other commercially reasonable means credit or debit the account described immediately below (“Company Payment Account”) as necessary to accurately execute the transactions agreed to by any Authorized Representative arising out of goods or services provided to a Borrower.

Company Payment Account

Name of Bank or other depository institution (“Bank”): _____

Bank Contact Information: _____

Account Holder (if not Company): _____

Account Type: _____

Routing Number: _____

Account Number: _____

NOTE: COMPANY ALSO MUST PROVIDE CRAFT3 WITH A COMPLETED W-9 AND A VOIDED CHECK. Please contact Craft3 at ConsumerPA@Craft3.org to inquire how to send this information securely.



Authorization Agreement for Electronic Funds Transfer

Continued

GENERAL PROVISIONS

Account and Authorized Representative Changes. Company agrees to promptly notify Craft3 in writing if any account information listed above is no longer accurate, or if Company suspects that any such information has been compromised or disclosed publicly or to any unauthorized person. Company also may change Company Payment Account information by written notice from its Authorized Representative.

Company agrees to promptly notify Craft3 in writing if any Authorized Representative is no longer authorized to perform any of the approved functions or if Company suspects that any Company-provided or sanctioned mode of communication or Company security measure has been compromised. Company also may authorize new Authorized Representatives by notifying Company in a writing signed by a then-existing Authorized Representative or Company officer.

Communications. Company is bound by, and Craft3 may rely upon, any communication or act, including telephone and email communications, purporting to be done by any Company partner, member, director, officer, employee, agent, or representative provided that Craft3 believes, in good faith, that the conduct is authorized to so act.

Indemnification. Except to the extent Craft3 engages in gross negligence or willful misconduct, Company must indemnify, defend, and hold harmless Craft3, including without limitation, its officers, directors, employees, and representatives, from and against all liabilities, damages, claims, obligations, demands, charges, costs, or expenses (including reasonable fees and costs of legal counsel and accountants) (collectively, "Liabilities") Craft3 incurs arising from or related in any way, whether directly or indirectly, to Craft3's transfer of any funds to or from a Company Payment Account initiated or made in connection with Company's provision of services or goods to or on behalf of Craft3's Borrower.

Limitation of Liabilities. TO THE MAXIMUM EXTENT PERMITTED BY LAW, CRAFT3 IS NOT LIABLE UNDER ANY CIRCUMSTANCES FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE, OR EXEMPLARY DAMAGES OR LOSSES OF ANY KIND ARISING OUT OF THE PAYMENT OR TRANSFER SERVICES OFFERED OR PERFORMED BY CRAFT3 IN CONNECTION WITH AGREEMENTS SET FORTH IN THIS CONTACT AND AUTHORIZATION FORM OR COMPANY'S INABILITY TO USE SUCH SERVICES FOR WHATEVER REASON, INCLUDING WITHOUT LIMITATION DAMAGES FOR LOSS OF PROFIT, GOODWILL, AND ANY AND ALL OTHER COMMERCIAL DAMAGES OR LOSSES, EVEN IF CRAFT3 HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Authorization Agreement for Electronic Funds Transfer

Continued

The person signing below is a duly authorized Company representative.
The agreements above are effective upon signature.

ACKNOWLEDGED AND AGREED:

Company Name: _____

Signature: _____

Print Name: _____

Title: _____

Date: _____

Note: This form as well as the EFT authorization form and a W-9 are all available individually at www.craft3.org/tools/contractors.

Community Crafted Lending

Craft3 is a non-bank nonprofit community lender. We work towards a thriving, just and empowered Pacific Northwest.

Craft3 helps homeowners across Oregon and Washington replace failing septic systems, finance energy upgrades, and build Accessory Dwelling Units (ADUs). We also lend to established nonprofits and growing and start-up businesses — including many that don't qualify for traditional loans.

SINCE INCEPTION, CRAFT3 HAS:

- Invested more than \$700 million in the region
- Made loans to more than 1,600 businesses
- Helped almost 7,000 homeowners make upgrades
- Assisted more than 120,000 low-income individuals





craft3

p: 888.231.2170 **w:** [Craft3.org](https://craft3.org)
s: linkedin.com/company/craft3

Craft3 is an equal opportunity lender, provider
and employer | NMLS ID 390159 | 07.01.23

Craft3 Clean Water Loans are offered
thanks to the support of many public and
private funders and organizations, including
the Department of Environmental Quality.

