



Enhancing the Quality Assurance Oversight of HERS Ratings

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2016 RESNET CONFERENCE

Background

RESNET has initiated a comprehensive effort to enhance the consistency of HERS Index Scores. The pillars of RESNET's effort are:

- ▶ Qualified HERS Raters and Rating Field Inspectors
- ▶ Enhanced Quality Assurance of HERS Ratings
- ▶ Consistency in the Calculation of HERS Index Scores
- ▶ Robust RESNET Quality Assurance Oversight Infrastructure

It's all in the service of consistency, and having a defensible standard that ensures the legitimacy of our industry.

Without this holistic approach it is impossible to have national consistency. If one element is missing, the whole house collapses.

Background

2013 RESNET Fall Board Meeting Policies Approved

- ▶ RESNET certified Quality Assurance Designees must in the future:
 - ▶ Serve as agents of RESNET
 - ▶ Have neither a financial interest nor an employee/employer relationship with the entity performing the rating
 - ▶ Financial interest - "An ownership interest, debt agreement, or employer/employee/contractor relationship."
- ▶ RESNET standards maintain current requirement of annual rater QA - 1% field, 10% file
 - ▶ Modification to the standard to add additional oversight of HERS Raters when errors are found.

Where we are now

- ▶ Prior to public review and comment process, RESNET gave the HERS Industry a chance to review and vet the preliminary draft of the proposed standard.
 - ▶ Over 160 comments were received.
 - ▶ Staff reviewed and made modifications.
- ▶ The SDC 900 voted to submit the proposed modifications to the standard for public review and comment process.
- ▶ You are strongly encouraged to read and comment on the proposed modifications.

Proposed Changes - Housekeeping

- ▶ Standards modified to be more generic where possible and more specific to each Provider category where necessary
- ▶ Move the Provider accreditation and renewal process from Chapter 9 to Chapter 1
- ▶ Paragraph regarding allowable variances in HERS Index scores moved from the QA Field review section to the section on “non-compliance of reviewed ratings” so that it applies to both File and Field QA reviews
- ▶ For QA File and QA Field reviews, Rater's “annual total of ratings” are considered as all ratings entered into the National RESNET Registry (based on “date registered”) for a calendar year, (January-December)
- ▶ Most of Chapter 5 deleted
 - ▶ Process for amending Standards spelled out in the *RESNET Standards Development Policy and Procedures Manual for Non-ANSI-RESNET Standards*.
- ▶ New definitions for Appendix B

Proposed Changes - Providerships

- ▶ Two new Provider sub-categories under the Rating Quality Assurance Provider category
 - ▶ Direct Rating Quality Assurance Providers
 - ▶ Do ratings in-house (and can also have "outside" Raters)
 - ▶ Quality Agents (formerly QADs) are not employees of Provider
 - ▶ Provider will contract with third-party QA Agent
 - ▶ Renewal procedures will require participation in a special RESNET training
 - ▶ Third-party Rating Quality Assurance Providers.
 - ▶ Do not do ratings in-house
 - ▶ 100% of their Raters are third-party companies, with no financial "outside" the Providership, third-party companies
 - ▶ Quality Agents are employees of Provider

Proposed Changes - Providerships

- ▶ Providers may act as both Third-party and Direct Rating Quality Assurance Provider
 - ▶ Three “safety valves”
 - ▶ definition of financial interest is clearly spelled out and must be adhered to
 - ▶ RESNET will have greater oversight of all Third-Party Providers and Quality Agents
 - ▶ RESNET can exercise the right to not approve a Direct Provider’s choice of Quality Assurance Contractor(s) if it is believed that there is a conflict of interest (Paragraphs 103.1.2.1.1 and 103.1.2.2).
- ▶ In all Cases
 - ▶ QADs will be “agents of RESNET”

Proposed Changes – QADs → Quality Agents

- ▶ QADs are now Quality Agents, and will be “agents of RESNET”
- ▶ A group of trained, skilled, knowledgeable individuals working on behalf of RESNET and the Rating Industry
- ▶ QA Agents are mentors, trainers, educators
- ▶ Apply to become a QA Agent, Attend 2 Day Training
 - ▶ One day Classroom + One day In-Field
 - ▶ Training is designed to:
 - ▶ Assess knowledge of building science, testing equipment, ethics, ability to teach and communicate, and more

Proposed Changes – QA Process

- ▶ Requirements for pre-drywall QA Field Reviews
- ▶ Provisions for “Virtual” QA Field reviews
 - ▶ Allowance for one “centralized proctored rating QA events” in lieu of one QA Field review for Raters removed
- ▶ Percentage of variance allowed increased from $\pm 3\%$ to $\pm 5\%$, made “cumulative” rather than “net” change.
- ▶ Raters that conduct over 500 confirmed ratings in one year and do not have errors found for over a two year period will have a reduction in required QA reviews.
- ▶ Quality assurance protocol for multifamily projects from the *RESNET Guidelines for Multifamily Ratings*

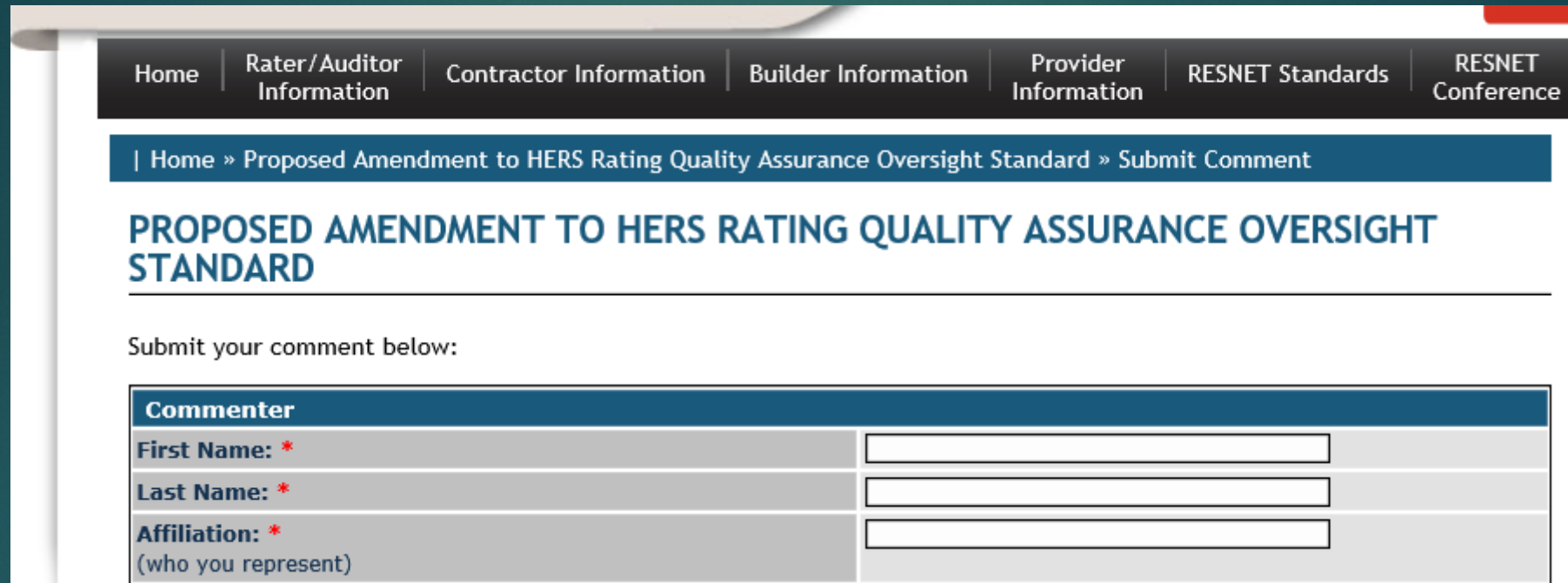
Proposed Changes – Conflict of Interest

- ▶ Home builders are explicitly prevented from conducting ratings on their own homes
- ▶ Standard Disclosure form not required for each home or unit in multi-family projects and production home communities
 - ▶ Provided to rating client prior to start of construction
- ▶ These and other changes have been incorporated into an update to the RESNET “Home Energy Rating Standard Disclosure” form
 - ▶ The revised form will be released for public comment after these amendments to the RESNET Standards have been finalized.

Timeline

- ▶ Public comment process open until April 25th
- ▶ Implementation of a “Pilot” QA Program in 2017
- ▶ Participants-
 - ▶ Three (3) Third-Party Providers (one Quality Agent each)
 - ▶ Three (3) Direct Providers
 - ▶ Three (3) QA Contractors (one Quality Agent each)
- ▶ Participant selection via RFP for Providers, RFQ for QA Contractors

Timeline



The screenshot shows a web page with a dark navigation bar at the top containing links: Home, Rater/Auditor Information, Contractor Information, Builder Information, Provider Information, RESNET Standards, and RESNET Conference. Below the navigation bar is a breadcrumb trail: | Home » Proposed Amendment to HERS Rating Quality Assurance Oversight Standard » Submit Comment. The main heading is "PROPOSED AMENDMENT TO HERS RATING QUALITY ASSURANCE OVERSIGHT STANDARD". Below the heading is the instruction "Submit your comment below:". The form is titled "Commenter" and includes three input fields: "First Name: *", "Last Name: *", and "Affiliation: * (who you represent)".

Commenter	
First Name: *	<input type="text"/>
Last Name: *	<input type="text"/>
Affiliation: * (who you represent)	<input type="text"/>

- ▶ Public comment process open until April 25th
- ▶ Submit a proposed change and justification on RESNET web site
- ▶ All comments will be considered by SDC 900

Change

- ▶ Can be hard
- ▶ Can potentially affect existing business models

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How can you have your concerns addressed?

- ▶ Read the proposed changes
 - ▶ Submit comments with proposed changes through the public review process
 - ▶ RESNET is a consensus-based organization, and this process is your means of influencing this transition
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- ▶ This is your opportunity to be heard!