



Setting the Standards for
Home Energy Efficiency

Recommendations of RESNET Quality Improvement Task to the RESNET Board on Enhanced Quality Assurance

October 20, 2014

I Software Oversight Fixes

The task force recommends the RESNET Board adopts the recommendation of the Software Fixes Working Group with an amendment of moving “Stories above grade” on Table 5.1(1) a “Warning” from the recommended “Error”

II Additional Quality Assurance Oversight if Errors are Found in the Quality Assurance Review

As a result of comments received on RESNET staff’s draft proposal, the task force voted that there is not enough time to resolve all the issues and be able to submit a recommended policy to the RESNET Board at its meeting on November 3, 2014. It is recommended that the RESNET Board task the RESNET Quality Improvement Quality Assurance Working Group with reviewing RESNET staff’s proposal and the comments and draft a revised proposal.

III Quality Assurance Oversight

After reviewing the industry input and the options developed by the Quality Improvement Task Force the task force developed a hybrid approach taking elements from all of the above. The task force unanimously adopted the following recommendations:

1. RESNET would administer quality assurance review centrally of homes in the Registry by RESNET staff using the XML data sent the Registry from the rating software. The file reviews by Quality Assurance Providers will still be maintained.
2. Direct Rating Providers

Definition of Direct Rating Provider:

If the Provider either receives fees from recipient of the rating or provider's staff provides the inspection feeding the results into the Registry and producing the rating report then the provider is considered a "Direct Rating Provider".

Maintain current infrastructure of "Direct Rating Providers with the following changes:

- QAD/QA Contractors are agents of RESNET
 - Are trained by RESNET
 - Are certified by RESNET
 - Can be have their certification revoked by RESNET for cause
- Every provider must have independent Quality Assurance Designee "QA Contractor" with no financial ties to the Provider
- RESNET will provide list of RESNET approved QADs/QA Contractors for the Provider to select
- RESNET will:
 - Establish a rigorous credentialing process of vetting, approving, and validating QAD's/QA Contractors;
 - Establish uniform QA processes that QAD's/QA Contractors are responsible for and ensure comprehensive training of the QAD's/QA Contractors;
 - RESNET will work to implement measures that address non-disclosure and conflicts of interest between QAD's/QA Contractors and those receiving quality assurance.
 - RESNET will continue the annual monitoring of providers to ensure documentation of QA process.

3. Third Party Providers

Definition of Third Party Providers

Does not directly provide rating services is considered "Third Party Providers".

Third Party Providers are exempted from the above except that their QAD's will have to go through the process below:

- QAD's are agents of RESNET
 - Are trained by RESNET
 - Are certified by RESNET
 - Can be have their certification revoked by RESNET for cause
- RESNET will:
 - Establish a rigorous credentialing process of vetting, approving, and validating QAD's;
 - Establish uniform QA processes that QAD's/QA Contractors are responsible for and ensure comprehensive training of the QAD's/QA Contractors;
 - RESNET will continue the annual monitoring of providers to ensure documentation of QA process.

4. This process would go through a two year trial cycle. After the second year RESNET will contract out to an independent third party to conduct a compliance audit of the effectiveness of the model. If the audit finds that components of the system is not working and does not meet the objectives of RESNET or the good of the industry, RESNET then can proceed to replacement or modification of this process.
5. The RESNET QI Task Force will oversee RESNET staff developing implementation plan and serve as the nucleus of the working group under the Standard Development Committee 900 – Quality Assurance in developing standard changes to implement decision.
6. There will be a transparent process for RESNET's cost for implementation Quality Assurance and credentialing. RESNET will report to the accredited Providers the cost of its carrying out the requirements of quality assurance oversight.