

QUALITY ASSURANCE



Quality Assurance of Home Energy Ratings Is Paramount to the Success of the Rating Industry



RESNET's quality assurance oversight of HERS Raters begins while they are still candidates and lasts throughout their work as certified HERS Raters:



➤ All Rater candidates must accurately complete five probationary ratings overseen by a RESNET Candidate Field Assessor.

- ✓ At least **3** of the **5 probationary ratings** shall be accomplished using field verification of all rated features of the home, and completed in the presence of the Candidate Field Assessor.

➤ Once certified, the HERS Rater must undergo the following quality assurance oversight activities annually:

- ✓ **10 % of all homes rated** must be file reviewed by a certified RESNET Quality Assurance Designee.
 - A non-biased selection of homes is reviewed, accounting for new and existing homes, geographic location, builder, trade contractor, variety of floor plans, etc.
- ✓ **1% of all homes rated** must be field reviewed by a certified RESNET Quality Assurance Designee.
 - Each home selected for a QA field review for each HERS Rater shall be randomly selected from as many different builders and communities as possible.

➤ RESNET reviews **100% of Provider's annual QA reports** to ensure compliance with the RESNET Standards. RESNET conducts in-field and online QA reviews to ensure that **50% of all Rating Providers and their staff are evaluated and mentored annually** and real-time reviews are conducted via the RESNET Registry and QA Genie Program.

➤ HERS Raters are governed by the RESNET Code of Ethics, Rating Standards of Practice, and Compliance Complaint Resolution Process.

- ✓ Non-compliance may **result in corrective and/or disciplinary actions** as required.

As home energy ratings are adopted into building codes and recognized by the appraisal and real estate industries, RESNET strives to ensure that our Quality Assurance Program is, and remains, **the Gold Standard for the industry.**

