

# **Adopted Chapter Ten of RESNET Standards**

June 29, 2012

## **1000 RESNET STANDARD FOR ENERGYSMART PROJECTS AND ENERGYSMART CONTRACTORS**

### **1001 PURPOSE**

This standard defines a framework for designating contractors as RESNET EnergySmart Contractors, defines an EnergySmart Project, and establishes requirements for the final verification and quality assurance review of an EnergySmart Project.

### **1002 RELATIONSHIP TO STATE LAW**

There may be instances in which state laws or regulations differ from these provisions. In such instances, state law or regulation shall take precedence over these provisions.

### **1003 SCOPE**

This document details:

- 1003.1** Requirements for Contractor Education and Qualification Providers;
- 1003.2** The process by which a contractor shall receive and maintain designation as a RESNET EnergySmart Contractor;
- 1003.3** The process by which RESNET EnergySmart Contractors working in partnership with a certified RESNET Comprehensive Home Energy Rating System (CHERS) Rater or Building Performance Auditor (BPA) must complete an EnergySmart Project;
- 1003.4** The requirements of an EnergySmart Project.

## **1004 PARTICIPANTS' ROLES AND RESPONSIBILITIES**

### **1004.1 RESNET**

Residential Energy Services Network (RESNET) is responsible for the following:

- 1004.1.1 Accreditation of Contractor Education and Qualification (CEQ) Providers
- 1004.1.2 Quality Assurance Review of Accredited CEQ Providers
- 1004.1.3 Quality Assurance Review of Accredited Rating Providers

1004.1.4 Develop a National EnergySmart Contractors test. The competency categories covered on the 50 question multiple-choice test and the percentage of questions devoted to each category are as follows:

- 1004.1.4.1 Air sealing (10%)
- 1004.1.4.2 Client communication (6%)
- 1004.1.4.3 Combustion safety (6%)
- 1004.1.4.4 Ducts/distribution (10%)
- 1004.1.4.5 Energy fundamentals (10%)
- 1004.1.4.6 Ethics (6%)
- 1004.1.4.7 Health/safety (6%)
- 1004.1.4.8 Insulation (10%)
- 1004.1.4.9 Lighting/appliances (4%)
- 1004.1.4.10 Moisture management (10%)
- 1004.1.4.11 Structure (6%)
- 1004.1.4.12 Ventilation (6%)
- 1004.1.4.13 Heating/AC (10%)

#### **1004.2 Contractor Education and Qualification (CEQ) Provider**

- 1004.2.1 The CEQ Provider must be an accredited RESNET Rating Provider or Home Energy Audit Provider in good standing.
- 1004.2.2 The CEQ Provider must have a staff member or representative with at least 10 years of residential construction or home improvement contractor experience.
- 1004.2.3 The CEQ Provider must provide its EnergySmart Contractor Registry to RESNET.
- 1004.2.4 The CEQ Provider is responsible for the Quality Assurance review of the EnergySmart Contractors.
- 1004.2.5 The CEQ Provider must have written policies and procedure for designating EnergySmart contractors in accordance with the following provisions:
  - 1004.2.5.1 EnergySmart Contractor course: Develop and provide an initial eight (8) hour RESNET Accredited Qualified EnergySmart Contractor course that covers the following topics:
    - a. The importance of EnergySmart Contractors
    - b. The house as a system
    - c. Building science basics/ building shell fundamentals
    - d. Energy efficiency concepts

- e. Energy related consequences of inefficient construction design and application
  - f. Introduction on how a Rater/Auditor utilizes air leakage testing, duct leakage testing, and IR technology during energy audits
  - g. Understanding and completing scopes of work as defined in the RESNET combustion appliance testing and writing work scope contained in Chapter 8 of RESNET Standards
  - h. Work order, sequences and priority of work, and respect for other contractors
  - i. Introduction to RESNET Standards and RESNET Code of Ethics
  - j. Quality Homes (QH) Standard
- 1004.2.5.2 Continuing Education: Provide at least four (4) hours of Continuing Education (CE) courses per year that are relevant to energy efficiency, home improvement contracting, standards updates, technology updates, new incentive programs, retrofit lessons learned and/or other topics deemed applicable and appropriate by the CEQ Provider.
- 1004.2.5.3 Delisting: Delist an EnergySmart Contractor that does not renew every three (3) years.
- 1004.2.5.4 EnergySmart Contractor Agreement: Enter into a written agreement with each EnergySmart Contractor, and send an unexecuted copy of the agreement to RESNET. The agreement shall contain, at a minimum, the following:
- a. A written commitment by the EnergySmart Contractor to comply with the guidelines in the RESNET EnergySmart Contractor Pledge and Code of Ethics.
  - b. A requirement for the EnergySmart Contractor to inform clients about the CEQ Provider's complaint process.
  - c. A requirement for the EnergySmart Contractor to provide the client with a disclosure statement for jobs not performed to industry standards.
  - d. A requirement for the EnergySmart Contractor to inform the CEQ Provider within 60 days if EnergySmart Contractor's representative leaves the company or is replaced.
- 1004.2.5.5 Complaint Resolution Officer: Have signed agreement with a dedicated Complaint Resolution Officer (CRO) to conduct Non-Compliance Resolution in accordance with Section 1006.5.4. The CEQ Provider shall have sixty (60) days to notify RESNET if the CRO leaves the CEQ Provider, or be subject to suspension

of accreditation under provisions of Section 908 of the Mortgage Industry National Home Energy Ratings Standard.

1004.2.5.6 Written EnergySmart Contractor discipline procedures, including:

- a. Probation and minimum requirements for duration and corrective action
- b. Suspension of certification and minimum requirements for duration and corrective action that at least meet 1006.4.5
- c. Termination of certification

1004.2.5.7 EnergySmart Contractor Registry: Maintain an EnergySmart Contractor Registry that contains EnergySmart Contractors' representative's name, company name, mailing address, voice phone number, fax number, and email address.

1004.2.6 Reciprocity with the Air Conditioning Contractors of America (ACCA): RESNET shall recognize contractors trained and designated by ACCA to be EnergySmart Contractors.

### **1004.3 Complaint Resolution Officer (CRO)**

1004.3.1 Shall manage and resolve consumer and Rater/Auditor complaints about EnergySmart Contractors and EnergySmart Contractor or Rater/Auditor complaints about the CEQ Provider.

1004.3.2 Shall submit complaints against the CEQ Provider to RESNET to the attention of the Executive Director.

### **1004.4 EnergySmart Contractor**

1004.4.1 EnergySmart Contractors must be designated as such by a CEQ Provider in accordance with Section 1004.2.5 of this standard<sup>1</sup>.

1004.4.2 EnergySmart Contractors must be licensed in the state(s) in which they conduct business if that state requires a license.

1004.4.3 An EnergySmart Contractor company shall assign an employee as its representative. The EnergySmart Contractor's representative shall:

1004.4.3.1 Take an initial accredited eight (8) hour Qualified Contractor Course from a RESNET accredited CEQ Provider.

1004.4.3.2 Pass the RESNET National EnergySmart Contractors test administered by a CEQ Provider.

1004.4.3.3 Enter into a written agreement with the CEQ Provider in which the EnergySmart Contractor agrees to comply with the program

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<sup>1</sup> EnergySmart Contractors providing HVAC services must be recognized ACCA QA Program Participants within 90 days of the adoption of this standard.

requirements contained in the RESNET Standards and RESNET Code of Ethics.

- 1004.4.3.4 Complete a minimum of four hours of Continuing Education annually delivered by the CEQ Provider.
- 1004.4.3.5 Renew with the CEQ Provider not less than every three years. Failure to do so will result in the EnergySmart Contractor being deleted from the CEQ's Registry and from the RESNET Directory.
- 1004.4.4 Within 60 days of losing their previous representative, the EnergySmart Contractor must notify the CEQ Provider of their new representative.
- 1004.4.5 Only companies with the EnergySmart Contractor designation from an accredited CEQ Provider are eligible for posting and promotion on the RESNET Directory.
- 1004.4.6 A company with the EnergySmart Contractor designation must carry a minimum of \$1,000,000 in general liability insurance.
- 1004.4.7 EnergySmart Contractors will install the energy-saving measures from the final, homeowner approved work scope prepared by the Rater/Auditor.
- 1004.4.8 All EnergySmart Contractors shall have their clients signify that they understand a disclosure statement indicating that all work will or will not meet recognized industry standards.
- 1004.4.9 All EnergySmart Contractors shall have their clients signify on a disclosure statement that a whole-house audit is recommended.

#### **1004.5 EnergySmart Home Performance Team (EnergySmart Team)**

An EnergySmart Team is comprised of the following, as necessary:

- 1004.5.1 One Project Manager
- 1004.5.2 A certified CHERS Rater/BPA
- 1004.5.3 An HVAC contractor who is a recognized ACCA QA Program Participant<sup>2</sup>
- 1004.5.4 A RESNET EnergySmart Contractor that specializes in Air Sealing and Insulation who employs at least one senior technician who is an ICAA Certified Insulation Installer or another RESNET recognized quality installation training program.
- 1004.5.5 Any number of other EnergySmart contractor companies working under the oversight of the Project Manager according to work scope requirements of a certified Rater/Auditor and applicable RESNET Standards of Practice.
- 1004.5.6 A Final Verifier who is a 3rd party certified HERS Rater/BPA.

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<sup>2</sup> EnergySmart Contractors providing HVAC services must be recognized ACCA QA Program Participants within 90 days of the adoption of this standard.

**1004.6 EnergySmart Project Manager**

The ES Team will be led by an EnergySmart Project Manager. The following are the requirements for being the Project Manager:

- 1004.6.1 Shall be certified as either an EnergySmart Contractor or a Rater/Auditor.
- 1004.6.2 The EnergySmart Project Manager, if not the Rater/Auditor, shall use a certified RESNET Rater/Auditor for the diagnosis and preparation of energy retrofit recommendation.
- 1004.6.3 Is an employee of or contractor to the company with whom the homeowner is under contract for the completion of the EnergySmart Project.
- 1004.6.4 Must ensure that the initial rating or audit is performed on each Project in accordance with the QH Standard.
- 1004.6.5 Must ensure that preliminary and post-installation combustion safety testing and inspection of all combustion appliances are completed in accordance with the QH Standard.
- 1004.6.6 Must provide general oversight of all contractors performing work on the EnergySmart Project to ensure proper sequence and compliance with the work scope prepared by the Rater/Auditor, along with ensuring that industry best practices are followed for all work performed.
- 1004.6.7 Must deliver the initial rating or audit report along with documentation of all work performed to the Final Verifier.
- 1004.6.8 Must verify that each project has final verification and calculation of estimated projected energy savings conducted by a Final Verifier.
- 1004.6.9 Must provide all results and EnergySmart Project documentation to the client.
- 1004.6.10 Must maintain the initial rating or audit report, documentation of all energy-saving retrofits and installations, and the final verification report with all test-out and estimated energy savings results for each individual EnergySmart Project for a period of no less than three years. This documentation must be made available to the HEA, Rating, or CEQ Provider upon request.
- 1004.6.11 Ensure that all EnergySmart Team participants are eligible to serve on the team.
  - 1004.6.11.1 Eligible HVAC contractors must be listed on the ACCA QA Contractor Registry.
  - 1004.6.11.2 EnergySmart Contractors must be listed on the RESNET Registry.

**1004.7 Rating Provider**

- 1004.7.1 The Rating Provider will be responsible for performing Quality Assurance (QA) Review of the Rater Final Verification of an EnergySmart Project.
- 1004.7.2 The Rating Provider must be RESNET-accredited and in good standing in accordance with RESNET Standards.

1004.7.3 The Rating Provider must be independent of the following:

1004.7.3.1 CHERS Rater or BPA that evaluated the home and prepared the recommendations and work scope.

1004.7.3.2 The EnergySmart Contractors that installed the approved recommended measures.

1004.7.3.3 The independent Rater/Auditor that performed the Final Verification of the EnergySmart Project (the Final Verifier).

1004.7.3.4 Any financial compensation for any of the retrofits performed on the project.

#### **1004.8 Comprehensive Home Energy Rating System (CHERS) Building Performance Auditor (BPA)**

The CHERS Rater or BPA is responsible for following the QH Standard procedures to complete the following:

1004.8.1 Conducting the initial, comprehensive evaluation of a home.

1004.8.2 Presenting prioritized energy saving measures recommendations to the homeowner.

1004.8.3 Developing a work scope to be approved by the homeowner.

#### **1004.9 Final Verifier**

1004.9.1 The Final Verifier must be an independent certified RESNET CHERS/BPA that does not have a financial interest in any of retrofit work done for the EnergySmart Project, or that is not employed by a company who performs any part of the retrofit work.

1004.9.2 The Final Verifier is responsible for the following:

1004.9.2.1 Must perform applicable combustion appliance testing.

a. Where there are vented combustion appliances that use indoor air to vent combustion gasses, test Worst Case Depressurization in accordance with the QH Standard.

b. Where any space contains combustion appliances, test for Carbon Monoxide in accordance with the QH Standard.

1004.9.2.2 Verification of installed measures. The Final Verifier will review the work scope and signed proposal, and confirm that the installed measures are consistent with selected measures and work scope in accordance with the QH Standard.

1004.9.2.3 Calculation of estimated project energy savings using a RESNET-approved software.

1004.9.2.4 Must report any non-conformance of an EnergySmart Project with respect to combustion safety testing, installed measures, or estimate of projected energy savings to the EnergySmart

Contractors' CEQ Provider's Complaint Resolution Officer (CRO) and the Rating Provider's Quality Assurance (QA) designee.

- 1004.9.2.5 Must report non-conformance of HVAC QA Contractors to the QI Standard to ACCA.
- 1004.9.2.6 Must maintain Final Verification records, for a period of no less than three years, for every EnergySmart Project for which final verification was performed. These records include:
  - a. Copy of the work scope and signed proposal,
  - b. Name and contact information for the Rater/Auditor and EnergySmart Contractors,
  - c. Completed final verification checklist,
  - d. Energy simulation software file, and
  - e. All test-out results.

## **1005 ENERGYSMART PROJECTS**

### **1005.1 EnergySmart Project**

An EnergySmart Project shall employ an EnergySmart Team and comply with the following:

- 1005.1.1 Follows accepted industry standards and OEM instructions.
- 1005.1.2 Includes disclosure statements for work performed that does not meet recognized industry standards.
- 1005.1.3 Verified and validated by a Final Verifier.
- 1005.1.4 Consists of work performed by either an EnergySmart Contractor or, for work done on HVAC systems or components, the contractor must be a participant in the ACCA QA Recognition Program.
- 1005.1.5 Is comprised of two or more trades.
- 1005.1.6 Has an EnergySmart Project Manager that complies with Section 1004.6.

### **1005.2 EnergySmart Home**

A home designated as an EnergySmart Home shall be recognized by RESNET if:

- 1005.2.1 The project is in compliance with section 1005.1 except for the following:
  - 1005.2.1.1 Must undergo an initial rating or audit that is performed in accordance with QH Standard.
  - 1005.2.1.2 The homeowner is provided an estimate of percentage energy savings and a reduction in estimated energy usage of not less than 30% based upon actual installed measures.



1005.2.1.3 A Final Verifier conducts an independent verification of the project and a calculation of estimated energy savings.

## **1006 OVERSIGHT**

### **1006.1 RESNET Quality Assurance of CEQ Providers**

- 1006.1.1 RESNET shall select a limited number of CEQ Providers and conduct an annual review of their Quality Assurance records.
- 1006.1.2 A CEQ Provider shall have the right to challenge the findings of RESNET's quality assurance review.
- 1006.1.3 CEQ records that must be reviewed include the following:
  - 1006.1.3.1 The CEQ's EnergySmart Contractor Registry
  - 1006.1.3.2 The CEQ's EnergySmart Contractor Agreements
  - 1006.1.3.3 Documentation of CEQ Provider's initial training course and continuing education offerings for EnergySmart Contractors
  - 1006.1.3.4 Documentation of EnergySmart Contractor's Designated Qualification Representative completing required training and testing
  - 1006.1.3.5 Documentation of the Representative's continuing education
  - 1006.1.3.6 The CEQ's EnergySmart Contractor complaint files
  - 1006.1.3.7 Documentation of disciplinary actions
- 1006.1.4 In the case of an unresolved complaint brought to the RESNET Executive Director, it will be the responsibility of the CEQ to secure the EnergySmart Project files from the EnergySmart Project Manager and present them to RESNET. Failure of the EnergySmart Project Manager to provide adequate records shall result in sanctions up to and including a 60 day suspension of the EnergySmart Contractor designation.
- 1006.1.5 An on-site review by RESNET may be conducted if there are significant inconsistencies or errors in the reviewed CEQ files.
- 1006.1.6 Complaints against a CEQ Provider submitted by the CRO to RESNET shall be addressed by the Executive Director. The RESNET Executive Director shall:
  - 1006.1.6.1 Resolve the complaint in forty-five (45) calendar days.
  - 1006.1.6.2 A complaint will be considered resolved once a Complaint Resolution Form has been submitted, signed by the one who files the complaint and the CEQ Provider.
  - 1006.1.6.3 A log of unresolved complaints shall be maintained by the RESNET Executive Director.

1006.1.7 CEQ Providers are subject to Probation, Suspension, and Revocation of Accreditation by RESNET in accordance with Section 911 of these RESNET Standards.

1006.1.7.1 Suspension, and Revocation of Accreditation of a CEQ Provider may result from the following:

- a. The provisions described in 911.3.
- b. Failure to ensure that the Energy Smart Contractor followed the complaint resolution process in the case of a complaint against the EnergySmart Contractor or failure to follow required disciplinary and corrective action with respect to a contractor.

1006.1.7.2 RESNET shall comply with the due process and appeals procedures contained in Section 912 of these Standards with respect to disciplinary actions against an accredited CEQ Provider.

## **1006.2 RESNET Quality Assurance of Rating Providers**

1006.2.1 RESNET QA Review of Rating Providers shall be conducted in accordance with Chapter 9 of RESNET Standards and shall include Rating Provider review of EnergySmart Projects.

## **1006.3 CEQ Provider Quality Assurance of EnergySmart Contractors**

1006.3.1 The CEQ Provider shall annually verify that the EnergySmart Contractor's representative is still with the company.

1006.3.2 Respond to complaints against EnergySmart Contractors.

1006.3.3 Follow written EnergySmart Contractor Disciplinary Procedures described in

## **1006.4 CEQ Provider Complaint Resolution Procedures**

1006.4.1 The CEQ Provider must conduct non-compliance resolution when a complaint is received about the work performance of an EnergySmart Contractor from any of the following:

1006.4.1.1 The client

1006.4.1.2 Rater/Auditor

1006.4.1.3 Other EnergySmart Contractor

1006.4.1.4 Final Verifier

1006.4.2 Complaints shall be managed and resolved by the CEQ Provider's Complaint Resolution Officer (CRO) following the CEQ Provider's Complaint Response Process.

1006.4.3 Each CEQ Provider shall retain records of complaints received and responses to complaints for a minimum of three years after the date of the complaint.

- 1006.4.4 The Complaint Response Process shall include, at a minimum, the following:
- 1006.4.4.1 Consumer Complaint Form, available for submittal via the RESNET website. (1004.2.3.1) The form will be forwarded to the CEQ Provider to the attention of the CRO.
  - 1006.4.4.2 It is the responsibility of the CEQ Provider to secure the documentation from the EnergySmart Project Manager or Final Verifier for review by the CRO.
  - 1006.4.4.3 The CRO shall evaluate the complaint to determine if the contractor shall be deemed to be in non-compliance. Complaints must:
    - a. Be related to either structural or major deficiencies (over \$500) and must impact the energy efficiency of the home.
    - b. Include the work contract(s) and copies of checklists denoting unresolved deficiencies.
    - c. In the event the CRO cannot make a fair evaluation of the complaint based on the information submitted, the consumer shall have the option of hiring an independent Rater/Auditor to visit the site and submit his or her report and findings.
  - 1006.4.4.4 The EnergySmart Contractor Complaint Resolution Process shall consist of the following:
    - a. The CRO will notify the contractor of the complaint and the contractor shall have forty five (45) calendar days to resolve the complaint.
    - b. A complaint will be considered resolved once a Complaint Resolution Form has been submitted, signed by both the client and the party against whom the complaint was filed, and the resolution verified by the CRO.
    - c. If the complaint is not resolved in the allotted time, it will be considered unresolved.
  - 1006.4.4.5 EnergySmart Contractors with three (3) unresolved complaints within a 90 day period or with five or more unresolved complaints at any given time shall have their certification suspended in accordance with the provisions of 1006.4.5.
  - 1006.4.4.6 A log of unresolved complaints shall be maintained by the CEQ Provider and must be made available to RESNET upon request.
- 1006.4.5 The minimum requirements for suspension of certification procedures are the following:
- 1006.4.5.1 First Offense: First time an EnergySmart Contractor has three unresolved complaints within a 90 day period or has five outstanding unresolved complaints, the CEQ Provider shall

suspend the contractor's certification for a period of not less than 30 days, and:

- a. Shall inform RESNET that the contractor's certification has been suspended, and shall request that RESNET remove the contractor from the directory.
- b. Shall require the contractor prior to reinstatement to complete two (2) hours of Continuing Education specific to conflict resolution or customer relations, or successfully resolve at least one of the complaints.
- c. Shall inform RESNET when the contractor's certification has been reinstated, and shall request that RESNET reinstate the listing on the directory.

1006.4.5.2 Second Offense: Second time an EnergySmart Contractor has three unresolved complaints within a 90 day period or has five outstanding unresolved complaints, the CEQ Provider shall suspend the contractor's certification for a period of not less than 90 days, and:

- a. Shall inform RESNET that the contractor's certification has been suspended, and shall request that RESNET remove the contractor from the directory.
- b. Shall require the contractor prior to reinstatement to complete three (3) additional hours of Continuing Education and successfully resolve at least one of the complaints.
- c. Shall inform RESNET when the contractor's certification has been reinstated, and shall request that RESNET reinstate the listing on the directory.

1006.4.5.3 Third Offense: Third time an EnergySmart Contractor has three unresolved complaints within a 90 day period, or has five (5) outstanding unresolved complaints , the CEQ Provider shall suspend the contractor's certification for a period of not less than twelve (12) months, and:

- a. Shall inform RESNET that the contractor's certification has been suspended, and shall request that RESNET remove the contractor from the directory.
- b. Shall require the contractor, prior to reinstatement, to complete three (3) additional hours of Continuing Education and successfully resolve at least three of the complaints.
- c. Shall inform RESNET when the contractor's certification has been reinstated, and shall request that RESNET reinstate the listing on the directory.

## **1006.5 Rating Provider Quality Assurance Review of Rater Final Verification of EnergySmart Projects**

1006.5.1 The Rating Provider will have a Quality Assurance (QA) Designee that shall perform QA review of a Raters' Final Verification of an EnergySmart Project.

### 1006.5.2 Quality Assurance File Review (QA File Review)

1006.5.2.1 For each Rater/Auditor that performs Final Verification for an Energy Smart Project the Rating Provider's QA Designee shall annually conduct QA File Review of the Final Verification documentation file(s) for 10% of verified projects or one verified project, whichever is greater,

- a. Project documentation file(s) shall include copy of the original work scope and signed proposal, Rater/Auditor and Contractor names and contact information, program sponsor name, completed final verification checklist, energy simulation software file, and all test out results.
- b. When the Rating Provider's QA Designee conducts the QA File Review, they shall review at least one project documentation file for each EnergySmart Contractor and EnergySmart Team. The QA Designee shall equitably distribute the QA File Reviews of each individual EnergySmart Contractor's or Team's Projects.

1006.5.2.2 The QA Designee will confirm that each EnergySmart Contractor for the project has been approved by a RESNET-approved CEQ Provider as demonstrated by listing on the RESNET EnergySmart Contractor Directory.

1006.5.2.3 The QA Designee will verify the completion of the Rater Final Verification checklist.

- a. There must be consistency between the Final Verification Checklist and final test out results, copy of work scope, and signed proposal.
- b. Must include reported results of nonconformance by Final Verification.

1006.5.2.4 The QA Designee will review 10% of the Rater/Auditor Final Verifier energy simulation software file and projected estimated energy savings.

### 1006.5.3 Quality Assurance Field Review (QA Field Review)

1006.5.3.1 For each Rater/Auditor that performs Final Verification for an EnergySmart Project the QA Designee shall annually conduct QA Field Reviews of EnergySmart Projects at a rate of 1% of verified projects or one project, whichever is greater.

- 1006.5.3.2 The QA Designee shall confirm the results of the Final Verifier's combustion appliance testing where applicable.
- a. Where there are vented combustion appliances that use indoor air to vent combustion gasses, test Worst Case Depressurization in accordance with the QH Standard.
  - b. Where any spaces contain combustion appliances, test for Carbon Monoxide in accordance with the QH Standard.
- 1006.5.3.3 The QA Designee shall review the work scope and signed proposal, and shall confirm installed measures are consistent with selected measures and work scope in accordance with the QH Standard.
- 1006.5.3.4 The QA Designee shall confirm the Final Verifier's Estimate of Project Energy Savings as follows:
- a. Calculate an independent estimate of projected energy savings for the EnergySmart Project using the same RESNET-approved software used by the Final Verifier.
  - b. Compare the Final Verifier's final estimated energy savings against the QA Designee's independent calculation of estimated energy savings.
  - c. The QA Designee's results must be within 5% of the Final Verifier results.
- 1006.5.4 Non-Compliance and Resolution
- 1006.5.4.1 Reporting: Non-compliance of an EnergySmart Project with respect to installed measures or estimate of projected energy savings shall be reported to the CEQ Provider's Compliant Resolution Officer (CRO).
- 1006.5.4.2 Discipline: Non-compliance of the Final Verifier's Final Verification of an EnergySmart Project with respect to installed measures or estimate of projected energy savings shall result in additional action in accordance with the Rating Provider's written Disciplinary Procedures.
- 1006.5.4.3 Record-Keeping: Rating Providers shall maintain Quality Assurance records for every EnergySmart Project that has received Documentation or On-Site QA Review for a period of no less than three years and that will include the following:
- a. Copy of work scope and signed proposal
  - b. Names and contact information of the Rater/Auditor, ES Contractors, and Final Verifier
  - c. Program sponsor name
  - d. Completed final verification checklist

- e. All test out results
- f. QA Review Results