




Florida's Residential Energy Gauge Program

CREATING A LEAN AND MEAN HERS MACHINE

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FLORIDA SOLAR ENERGY CENTER** 



ENERGY GAUGE OFFICE

- **WHO ARE WE?**
- **WHAT DO WE DO?**
- **HOW DO WE DO IT?**
- **HOW CAN WE DO IT?**
- **WHAT DO WE HAVE?**



WHO ARE WE?

- **THREE 'WOMAN' OFFICE**
- **EMPLOYEES OF THE UNIVERSITY OF CENTRAL FLORIDA**
- **CONTRACTED BY THE STATE OF FLORIDA - DEPARTMENT OF COMMUNITY AFFAIRS**



WHAT DO WE DO?

HERS PROVIDER RESPONSIBILITY

- **RATER RECORD KEEPING**
- **RATING REGISTRATIONS**
- **QUALITY CONTROL**
- **BILLING**
- **MARKETING**
- **BUDGETING**
- **RECERTIFICATION TESTING**



WHAT DO WE DO?

ADDITIONAL RESPONSIBILITY

- **RULE ENFORCEMENT**
- **TRAIN RATERS TO PREPARE THEM FOR THE CERTIFICATION TEST**
- **SOFTWARE SALES**
- **SOFTWARE SUPPORT - PHONE & E-MAIL**
- **PROCEDURE MAILINGS (FINANCIAL & LABOR RELATED)**
- **RESIDENTIAL AND COMMERCIAL ENERGY CODE SUPPORT**



HOW DO WE DO IT?

PROGRAM COORDINATOR

- **BUDGETS**
- **TRAINING - CERTIFICATION AND RE-CERTIFICATION**
- **RATER SUPPORT**
- **MARKETING**
- **REGISTRATION SPOT - CHECKS**
- **SOFTWARE SUPPORT**
- **ON - SITE INSPECTIONS**
- **CODE SUPPORT**





HOW DO WE DO IT?

PROGRAM ASSISTANTS

- 1 - RESPONSIBLE FOR REGISTRATIONS, BILLING, SOFTWARE SALES, RATER DATABASE
- 1 - RESPONSIBLE FOR MAILING, COPYING, SOFTWARE DATABASE, TRAVEL, TRAINING REGISTRATION & COORDINATION, BROCHURE MAILINGS
- BOTH RESPONSIBLE FOR PHONES, MAILINGS



HOW CAN WE DO IT?

REVENUE GENERATION

BILLINGS

- QUARTERLY FOR RATING REGISTRATIONS OR > \$200.00
- YEARLY FOR CERTIFICATION
- YEARLY FOR SOFTWARE LICENSING

SOFTWARE SALES

- DAILY BASIS

TRAINING

- EVERY OTHER MONTH



QUALITY CONTROL

- RATINGS ARE REGISTERED BY E-MAIL OR DISC
- ALL REGISTRATIONS COME TO COORDINATOR
- VERIFICATION BY CHECK SUMS
- RATINGS CHECKED ON A RANDOM BASIS



QUALITY CONTROL

- SOFTWARE GENERATES ERROR MESSAGES
- SECURITY CODES
- SECURITY CODES SENT BACK TO RATER WITHIN 24-48 HOURS
- COORDINATOR HAS WORKING KNOWLEDGE OF BUILDING SCIENCE, RATINGS AND HOW A BUILDING SHOULD BE PERFORMING
- DIFFICULTY - ON-SITE SPOT CHECKS



WHAT DO WE HAVE?

- A PROVIDER SYSTEM WHICH WORKS WELL
- INDIVIDUAL RATER SUPPORT
- QUALITY CONTROL

AND THAT ADDS UP TO.....



WHAT DO WE HAVE?

A LEAN AND MEAN HERS MACHINE





QUESTIONS????

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**FLORIDA SOLAR
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THANK YOU

HAVE A GREAT CONFERENCE!!

