

Enhancing the Quality of our Product

RESNET's Enhanced Quality Assurance Procedures

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Comprehensive Enhancement of RESNET National Home Energy Rating Standards

Quality assurance provisions...

*Essential to enhancing the quality
and credibility of ratings
nationally*

Rating Quality Assurance Enhancements

Rater Provider Written Quality Control Procedures

At a minimum must include:

- **Review of ratings conducted during a rater's probation period**
- **Review of a minimum of 10% of each rater's rating data files**
- **Field monitoring of rater's ratings**
 - **Annually the greater of 1% of the rater's total number of homes or one home**
 - **Must independently repeat rating to determine whether it was completed accurately**

Rating Quality Assurance Enhancements

Complaint Response System

Providers shall have a system for receiving and responding to consumer complaints. At a minimum must include:

- **Must document the procedures to respond to and resolve complaints about certified rater services**
- **Must inform clients of complaint resolution process**
- **Must maintain records of complaints received and responses to complaints for a minimum of 3 years after date of complaint**

Rating Quality Assurance Enhancements

Rating Record Keeping

Must include:

- **The quality assurance record of each home that shall contain at a minimum the electronic copy of the building file**
 - Must be maintained for a minimum of 3 years
- **Rater Registry of all certified raters**
 - Must be provided to RESNET
- **Data Submittal to RESNET**
 - Upon request, must provide to RESNET the total number of homes rated for a year

Rating Quality Assurance Enhancements

Rating Provider Quality Assurance Designee

Rating Providers shall appoint a “Quality Assurance Designee”

- **Responsibilities Include:**
 - Maintain provider’s quality assurance files
 - Review of ratings by rater trainees during probation period
 - Monitoring of ratings by certified raters
- **Qualifications of Quality Assurance Designee**
 - Certification as a Rater Trainer, or
 - Pass RESNET Quality Assurance Designee Test

Rating Quality Assurance Enhancements

Rating Provider Quality Assurance Designee

If designee leaves provider, the provider has 60 days to notify RESNET of new designee

Rating Quality Assurance Enhancements

RESNET Quality Assurance Review of Providers

Annually RESNET will randomly select providers to conduct review of files. Review will include:

- Rating electronic files
- Provider's rating quality assurance records
- Complaint files
- Rater agreements
- Rater registry
- Disclosure files

Rating Quality Assurance Enhancements

RESNET Quality Assurance Review of Providers

Significant inconsistencies or errors in the files reviewed may result in an independent field review by a RESNET representative

Rating Quality Assurance Enhancements

How will Provider organizations of different sizes and business models implement the RESNET Quality Assurance requirements...?