

Rating Standards Enhancement Resource Toolkit

**2005 RESNET Building Performance
Conference**

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Comprehensive Enhancement of RESNET National Home Energy Rating Standards

Why?

***Enhance the Quality and the
Credibility of Ratings Nationally.***

Comprehensive Enhancement of RESNET National Home Energy Rating Standards

Two Categories of Enhancements

- Program Administration (Will not affect rating score) – Goes into effect on April 1, 2005
- Technical (Will impact how rating scores are calculated) – Goes into effect on January 1, 2006

Comprehensive Enhancement of RESNET National Home Energy Rating Standards

Process of Developing Enhancements

- Two year drafting process
- Vetting to national groups
 - NAHB Energy Committee
 - U.S. Department of Energy
 - Environmental Protection Agency
 - Building America Team
 - National Association of State Energy Officials
- 75 Day Public Comment Process
- Adoption by Standards Revision Committee

Goal of Program Administration Enhancements

Enhance the Quality and Consistency of Ratings as Rating Industry Expands to Meet Growing Demand for Rating Services

Rating Program Administration Enhancements

Rater Financial Interest Disclosure

- **Standardized Disclosure Form that Raters Must Complete and Give to Their Clients on Their Financial Interest in the Home Being Rated**
- **Requires Rating Providers to Disclose to Builders/Homebuyer on Request**

Rating Program Administration Enhancements

Testing and Verification of Rating Software Programs

Requires Rating Providers to Use Only RESNET Accredited Rating Software Programs

Rating Program Administration Enhancements

Using Updated Rating Software Programs

Requires Rating Providers to Use Current Version of RESNET Accredited Rating Software Programs

Rating Program Administration Enhancements

Using Updated Rating Software Programs

- Applies only to changes affecting the rating score
- Have 60 days upon release of updated version of program to use old version
- Can use older version of software on project where projected rating has been completed

Rating Program Administration Enhancements

Definition of Certified Rater

Does not restrict a rater from having other individuals perform the functions of data collection and data input. States that the rater, however, is the sole certifying authority for the rating and shall have full responsibility for all aspects of the rating.

Rating Program Administration Enhancements

Rater Testing

Requires that by January 2008 All Existing Certified Raters Must Pass the National Home Energy Rating Test Administered by RESNET.

Rating Program Administration Enhancements

Rater Continuing Education Requirements

Mandates That 10 of the 12 Hours of Rater Continuing Education be Approved by RESNET.

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 Program Administration Enhancements

Ethics Complaints

RESNET process for receiving ethics complaints against accredited provider

Includes:

- **Investigation of complaint**
- **Review by RESNET Ethics Committee**
- **Action by RESNET Board**

RESNET On-Line Toolkit

www.natresnet.org/toolkit/

(cannot get to this thru the RESNET website)

Password protected:

Username – ratingprovider

Password – amend04

RESNET On-Line Toolkit Links

- **Mortgage Industry National Home Energy Rating Standard – (current version)**
- **Enhancements to the Standard – newly adopted amendments**
- **RESNET Standards Amendments Outreach Plan – education initiative adopted by RESNET Board**
- **Standards Administrative Amendments Training Manual – PowerPoint (Technical Manual will be developed later)**

Rating Provider Education Resource Tools

- **PowerPoint Presentation - Overview of Enhancements to Standards**
- **Fact Sheet – Overview of Enhancements to Standards**
- **Rating Industry Help Line – Coming Soon**
- **Rating Industry Amendments Electronic Bulleting – Coming Soon (Post your questions and discussions on this dedicated electronic forum)**

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National Home Energy Rating Standards

- Rating Program Administration (Ch. 1)
- Technical Guidelines (Ch. 3)
- Rater Training and Certification (Ch 2)