

It Can Be Done

Quality Assurance and the Small Rating Provider

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The Presentation

- A Quick Review of the RESNET Rating Program Administration Enhancements
- The Difficult Part
 - The QA Designee and the New Quality Control Procedures
- Each of our Ideas

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**

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

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

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 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**

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

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

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

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



- A Small Rating Provider in Colorado
- Last year we did 900 ratings
- Primarily New Construction

The Problem 8-9 field ratings

80-90 file reviews

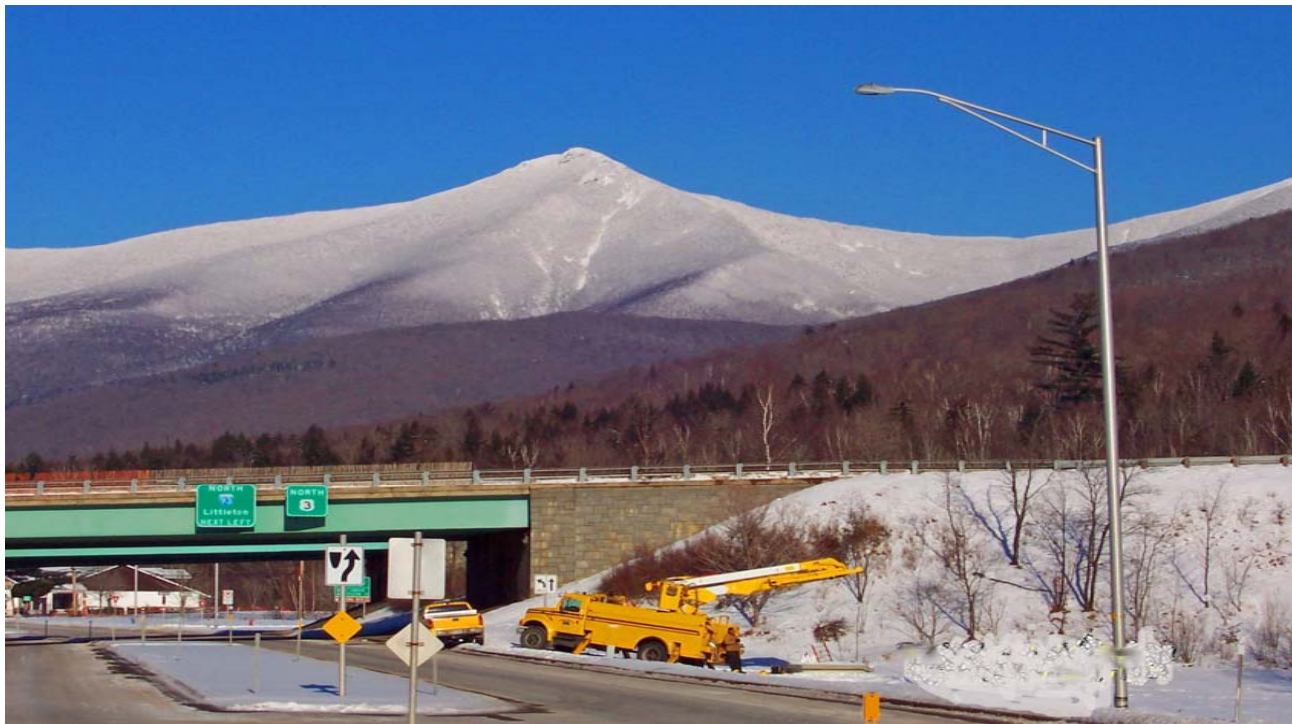
How to pay for this??????

BuiltWright's Plan Part #1

- BuiltWright, Inc. will have two QA Designees a primary and a secondary
- Primary Designees duties
 - As outlined in RESNET standard to over see all rating activity and QA Designee Duties
 - **Maintain provider's quality assurance files**
 - **Review of ratings by rater trainees during probation period**
 - **Monitoring of ratings by certified raters**
- Secondary Designees duties
 - Only responsible to oversee and review the ratings that the primary designees performs.

BuiltWright's Plan Part #2

- BuiltWright, Inc. will have a yearly external audit performed above and beyond whatever RESNET will do.
- **The audit will encompass the following**
 - Review of electronic files and back up procedures
 - Review of paper files
 - Review of client correspondence
 - Review of QA designee record keeping and correspondence procedures
 - Review of complaint files and procedures
 - Review of signed rater agreements
 - Review of client disclosure forms
 - Review of insurances
 - Review of CE credits
 - Review of equipment calibration records
 - Perform one side by side rating with each certified rater
 - review of data collection accuracy and thoroughness
 - Score comparison
 - Critique methodology of performing a rating



HERS Activities

- 30-40 Ratings per year
- Energy Star New Construction
- Geothermal Rebates
- EEM's

Additional Opportunities

- Statewide Energy Star (650)
- PUC Energy Code Consultant

Current QA System

- Networking/ In house file review - Software inputs, data collection, annual fuel costs review
- Collaboration – only 4 raters and 2 providers reside in NH
- Training

'05 Options

- Annual Review by 3rd party QA Designee - audit process as outlined in RESNET Standards
- NEHERS Alliance – NE, NY, NJ – possible network for membership QA
- REPA



Quality Assurance
Then and Now

3/02/05



- ❖ NM, TX, CO, AZ
- ❖ November, 2001 - approx. 300 homes
- ❖ In 2005 alone, approx. 400 homes
- ❖ Owner does all Plan Analyses
- ❖ Owner Participates in 95% of field tests
- ❖ 1 additional Field Data Collector

Quality Assurance

❖ Field Check

OLD

- * Management will spot check 1 out of 50 field tests of raters

NEW

- * Assign Q/A Designee
- **Will retest 1% of yearly field tests



Quality Assurance

❖ Administrative

OLD

- * Management will approve all checklists and plan analyses

NEW

- * Assign Q/A Designee
 - ** Will review 1% of yearly plan analysis files



Quality Assurance

Customer Service Complaints

OLD

- * Management will take actions to improve situation, educate & discipline Rater

NEW

- * Appreciated Energy will keep a Complaints File

