

Quality Assurance

Meaningful but
not cost prohibitive

Quality Assurance Subcommittee

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ERHW
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- Wade Byrd, LDNR
- Andrew Fisk,
NYSERDA
- Kathy Howard,
Energy Sense

Chair

- Mark Jansen,
EEHomes Midwest
- Mark Newey,
Southface
- Lee O'Neil, NSpects
- Don Swift, MaGrann
Assoc
- CT Lloyd, Nelrod

Independent Review

- Third party
- Randomly selected ratings
- 3% of previous year total
- Cost paid by Provider
- \$5 per rating, all ratings, would cover cost

Independent Review

- Mandatory
- Voluntary

Random Review

- Small number of Providers
- Randomly selected
- RESNET conducts rating review
- Cost covered by small fee paid by every Provider annually

Desk Review

- Desk review in the providers office of a quality assurance files by RESNET
- Randomly selected, annual
- Field review of ratings if desk review unsatisfactory

Desk Review

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- Less costly
- Less time consuming
- In-field review could be triggered by a desk review

Complaint Procedures

- Elaborate on the procedures for filing a complaint with RESNET
- Currently the standards state that anyone can file a complaint and that's about it
- Write a complaint form
- The steps taken after receipt of a complaint are much more specific

QA Procedures

- Written QA procedures for providers should be added to the Standard:
- What is a QA review of ratings
- Which ratings should be reviewed
- How many

Data Analysts & Collectors

- Data Analysts – input data and run reports
- Data Collectors – perform air leakage testing and collect data on homes

Data Analysts & Collectors

- Trained by a RESNET accredited rater training provider:
- Initial classroom and/or field training
- Written Test
- Performance evaluation of ability to perform accurate data collections and data analysis

Data Analysts & Collectors

- Recertification of raters, data collectors and data analysts no less than every three years
- Continuing Education - 12 hours of approved education and training during the three years of certification