

The RESNET Rating Quality Assurance Monitoring Challenge

A Rating Industry Roundtable

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February 16, 2009

RESNET
Residential Energy Services Network

Setting the STANDARD
for QUALITY

Presentation Outline

- Summary of QA in the RESNET Standard
- What RESNET QA is and is not
- Look Forward At Changes To The Rating Industry That May Impact RESNET QA
- Roundtable Discussion – “How can the current RESNET QA model be improved?”

Summary of QA in RESNET Standards

- Provider's Responsibilities for QA
 - Provider must have a written rater QA process/plan:
 - Review of probationary ratings of all new Raters (min 3)
 - Annual review of minimum of 10% of rating data files
 - Annual review of greater of one (1) or 1% of homes rated, i.e. re-test/inspect homes in the field
 - For sample ratings, 1% of all homes sampled, not just ones tested/inspected
 - Consistent or substantial errors found in data files triggers field inspection
 - QA record for each home shall contain at a minimum the electronic building file

Summary of QA in RESNET Standards

- Provider's Responsibilities for QA
 - QA for "Low-Volume" Raters
 - "Low-Volume" = complete less than 25 ratings per year or 50 every two years
 - Can petition RESNET for alternate on-site inspection procedures
 - Alternative procedures must require a field inspection of a minimum of one (1) home or 1% of individual Rater's rated homes every two (2) years

Summary of QA in RESNET Standards

- Provider's Responsibilities for QA
 - Quality Assurance Designee
 - Provider employee or third-party contractor
 - Must demonstrate "sufficient experience"
 - Certification as a Rater Trainer
 - Pass the RESNET Quality Assurance Designee Test
 - 100 Questions
 - 2 Hours
 - Minimum 90% score
 - If QA Designee leaves, Provider has 60 days to replace
 - QA Delegate
 - Performs QA tasks on behalf of QA Designee
 - QA Designee remains responsible for Delegate's work
 - Must be a certified Rater
 - Must have performed delegated task(s) on a minimum of 25 rated homes

Summary of QA in RESNET Standards

- Provider's Responsibilities for QA
 - QA Designee or Delegate can not QA their own work
 - Provider shall maintain, and provide to RESNET, a list of delegates and their qualifications
 - QA Designee shall ensure that "Home Energy Rating Standard Disclosure" form is provided to rating clients
 - Provider shall maintain a written log of annual calibration check for all rating equipment (where applicable)

Summary of QA in RESNET Standards

- RESNET's Responsibilities for QA
 - Quality Assurance and Ethics Committee
 - RESNET standing committee
 - Board and non-Board members
 - Approves applications to become a Provider based on Staff review and recommendation ("Standard", Sampling, BOP)
 - Reviews appeals from Ethics Subcommittee
 - Oversees RESNET QA of Providers conducted by staff and/or consultants (see below)
 - Ethics Subcommittee
 - Five members (from QA and Ethics Committee)
 - Reviews appeals of non-approved Provider applications
 - Reviews ethics complaints, renders a decision and specifies action to be taken, if any (i.e. probation, suspension, revocation)

Summary of QA in RESNET Standards

□ RESNET's Responsibilities for QA

■ RESNET QA of Providers

□ Annual review of accredited Providers

- "NEW": All Provider submissions due March 1st (May 1st in 2009)

□ Staff: Director of Quality Assurance

□ Consultants: Third-party subcontractors

□ Electronic Monitoring Process reviews the following:

- Rater Registry
- Rater Agreements
- Proof of initial rater training and Provider's Rater probationary reviews
- Continuing education credits documentation
- Proof of Provider complaint process and notification of the process to consumers
- Documentation of building file reviews
- Documentation of field inspection reviews
- Documentation of company's tracking method for building file and field reviews
- Documentation of disclosure notice to rating clients

Summary of QA in RESNET Standards

RESNET's Responsibilities for QA

RESNET QA of Providers

Electronic Monitoring of "Sampling Providers" (additional)

1. Did you test/inspect the first seven (7) homes for each new sampling builder and get seven (7) of each sample control in a row correct without a failure before allowing the builder to start sampling a sample control?
2. Did you test/inspect the first three (3) homes for each new subdivision and get three (3) of each sample control in a row correct without a failure before allowing the builder to start sampling a sample control in the new subdivision?
3. Did you close sample sets within 30 days?
4. Did you test/inspect at least one (1) home in all sampled subdivisions every 90 days?
5. Once sampling started (if not already started for a builder) when there was a failure, did you test/inspect the failed sample control(s) in two (2) more homes? If one (1) of the two (2) additional test homes had a failure of the tested/inspected sample control(s), did you test for the failed sample control in four (4) more homes?

Summary of QA in RESNET Standards

□ RESNET's Responsibilities for QA

■ RESNET QA of Providers

□ Field Monitoring

- Conducted in the case of "significant inconsistencies or errors" found in Electronic Monitoring Process
- Implemented for Providers seeking Sampling Provider accreditation if already conducting sampling (at Provider's expense)
- May be conducted in the case of ethics violations / complaint investigation
- Conducted by third-party subcontractors

What RESNET QA is and is not

- ❑ RESNET does not QA Raters, Ratings, or the Rating process
- ❑ Providers are responsible for QA of Raters, Ratings and the Rating process
- ❑ RESNET establishes a minimum set of Standards by which QA must be conducted
- ❑ RESNET makes certain that Providers are doing QA and doing it in accordance with the established Standards
 - Remote monitoring (annually)
 - In field investigation/monitoring (when necessary)

- Looking Forward.....

Changes To The Rating Industry That May Impact RESNET QA

- Roundtable Discussion.....

“How can the current RESNET QA model be improved?”