

RESNET QA ROUNDTABLE

A WHOLE NEW WORLD....

Presented by

**Laurel Elam
Daran Wastchak**

February 17, 2015



PRESENTATION OUTLINE

Poll...

**RESNET's New Tools for Quality Assurance
Designees... *a small new world***

**Implementation of the New RESNET Quality
Assurance Program... *a whole new world***



RESNET QA Roundtable, A Whole New World....

February 17, 2015

RESNET'S NEW TOOLS FOR QA DESIGNEES

- QA Webpage
- QA Process Document
- Templates
- Annual QA Submittal Page/Process
- QA Field & File Checklist
- EPA ENERGY STAR QA Checklist
- Updates to RESNET Buildings/Rater Registry



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February 17, 2015

RESNET'S NEW TOOLS FOR QA DESIGNEES

QA Webpage



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- [QA TEMPLATES](#)
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- Laurel Elam, Quality Assurance Manager, laurel@resnet.us
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RESNET HOT TOPIC

- Conference
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RESNET'S NEW TOOLS FOR QA DESIGNEES

QA Process Document

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Setting the Standards for Home Energy Efficiency

RESNET Quality Assurance Process
January 1, 2015

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 - a. General Information
 - b. FIELD QA of Confirmed / Projected (worst case orientation) Ratings
 - c. FIELD QA of Sampled Ratings
5. Non-compliance of Reviewed Ratings

Appendices

* Recommend using PDF bookmarks to more easily navigate document

Blue Text = Italicized text is from RESNET Standards
Red Text = Attachment documents (with Appendix noted)
Green Text = Layman's terms interpretation, explanation (with "Summary" noted)
Orange Text = "Best Practices"

1. General Considerations for QA Process

- a. See Appendix A - Chapter 9 of the RESNET Mortgage Industry National HERS Standards.

3. QA Designee FILE REVIEW of Raters and Ratings for Rating QA Providers

a. General Information

- i. **904.4.1.1** *For each Rater, the Provider's QA Designee shall be responsible for an annual QA file review of the greater of one (1) home or ten percent (10%) of the Rater's annual total of homes for which Confirmed or Sampled ratings were provided. When determining the number of homes to review for a Rater, round up to the next whole number when the percentage calculation yields a decimal point. e.g. 101 homes x 10% = 10.1 means that 11 homes shall be reviewed.*
- ii. **904.4.1.2** *A QA file review shall be conducted on an ongoing basis as appropriate for the volume of ratings being completed, and at a minimum quarterly. The results of the review are submitted annually.*
- iii. **904.4.1.3.6** *Confirm that paper and/or electronic files are being maintained and archived by Raters for each rating, including the Energy Simulation File and all supporting documentation required to validate the inputs into the rating software file (e.g., architectural drawings, threshold specifications, field data). These files shall be maintained a minimum of three (3) years.*

Summary: Ten percent of each Rater's rated homes must receive a quality assurance review of the rated home's electronic documentation.

- iv. **See ANSI 301, Section 5.1.4 for a definition of Confirmed, Sampled and Projected Ratings (see Appendix E).**
 1. **Confirmed Rating** – A rating that has all rated features of the home verified in the field and entered into the rating software.
 2. **Sample Rating** – A rated home that is part of a group of homes where rated features are field verified in one or more homes in the group. The inputs to the rating software reflect a worst case analysis and not the actual conditions found in the field.

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RESNET'S NEW TOOLS FOR QA DESIGNEES

QA Process Document

- Webinars on how to use QA Process Document
 - March
 - April
 - May
- Also Posted on QA Webpage



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RESNET'S NEW TOOLS FOR QA DESIGNEES

Templates

- RESNET Rater, RFI, QA Designee, QA Delegate Registry Template
- RESNET Equipment Calibration Log Template
- QA Template Export from Registry



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Rater Registry										
Rater Info			Certification				Date Passed Exams			
Rater Name	RESNET RTIN	Certified	Last Renewed	Expires *	Status	Rater	CAZ Field Training	CAZ Written Exam	CAZ Sim Exam	
1 John Smith	6053073	2/3/2009	2/2/2012	2/1/2015	in good standing	12/20/08	BP1	05/15/14	05/15/14	
2 Kim Johnson	7057192	5/20/2012	-	5/20/2015	in good standing	01/24/12	05/25/14	05/15/14	05/15/14	
3 Kevin Robinson	8613030	5/29/2014	-	5/28/2017	in good standing	01/23/14	08/29/14	08/28/14	08/28/14	
* Certification is good for three (3) years										

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Annual QA Submittal Page/Process

 **RESNET QA Roundtable, A Whole New World....** **February 17, 2015**

A	B	C	D	E	F
2014 Quality Assurance Report Submittal Checklist					
1					
2					
3 Provider Name:					
4 Primary QA Designee:					
5 Review Date:					
6 Note: This Checklist and the other documents noted below as "upload" will be uploaded at the time of submitting your Quality Assurance documentation to RESNET at www.resnet.org/qa/docs/Checklist.aspx					
7 Item	Section	Item Description	In Compliance	Out of Compliance	Comment (required if "not of compliance")
8	1	102.1.4 Confirm "Home Energy Rating Provider's Operation Policies and Procedures" in compliance with current requirements of RESNET Standards Subsection 102.1.4.1 and includes "Written Conflict of Interest Provisions" and "Written Rater Discipline Procedures" Will need to Upload Policies and Procedures Manual	<input checked="" type="radio"/>	<input type="radio"/>	
9	2	102.1.4.14 Written Quality Assurance Process that conforms to current requirements of Chapter 9 of RESNET Standards and any specific QA requirements for other Provider categories. Will need to Upload Quality Assurance Process (if it is not included in Policies and Procedures Manual)	<input checked="" type="radio"/>	<input type="radio"/>	
10	3	102.1.4.11 Complaint response system, process for informing customers and recipients of ratings about the complaint system, and records of complaints, for Provider. Will need to Upload complaint response system and how you communicate this to rating clients (if it is not included in Policies and Procedures Manual)	<input checked="" type="radio"/>	<input type="radio"/>	
11	4	102.1.4.13 Confirm that the site data collection manual, at a minimum, includes or references Appendix A of the RESNET Standards, is provided to Raters, and Raters are confirming Minimum Rated Features in accordance with 303.6-7 and Appendix A. Explain how this item is enforced (if it is not included in Policies and Procedures Manual)	<input checked="" type="radio"/>	<input type="radio"/>	
12	5	102.1.2.6 All signed Rater agreements in compliance with 102.1.2.6 Will need to Upload Sample Rater Agreement	<input checked="" type="radio"/>	<input type="radio"/>	
13	6	102.1.2 Documentation that Raters and RFI's meet the certification provisions outlined in Chapter 2 of RESNET Standards [Sections 204.2.2 and 204.2.3]. 102.1.2.4 102.1.2.5 Current copy of Provider's Rater and Rating Field Inspector (RFI) registry which includes tracking of the following: date of certification/recertification; date pass the Rater/RFI exam, date(s) passed CAZ exams, professional development hours.	<input checked="" type="radio"/>	<input type="radio"/>	

*** Required Fields**

Quality Assurance Online Submittal

Provider Name:

Primary QA Designee:

Date Completed: 2/7/2015

2014 Quality Assurance Online Submittal

Upload 2014 Quality Assurance Report Submittal Checklist *

No file selected.

Upload Policies and Procedures Manual *

No file selected.

Upload Quality Assurance Process

If it is not included in Policies and Procedures Manual

No file selected.

Upload Complaint Response System and how you communicate this to rating clients

If it is not included in Policies and Procedures Manual

No file selected.

Upload Sample Rater Agreement *

No file selected.

Upload Rater & RFI Registries *

Recommend using [RESNET Rater, RFI, QA Designee, QA Delegate Registry Template](#)

No file selected.

Upload Equipment Calibration Log *

Recommend using [RESNET Equipment Calibration Log Template](#)

No file selected.

Upload One Signed Disclosure Form for Each Active Rater *

Please zip all disclosure forms into a single file for upload.

No file selected.

Upload List of All QA Designees and QA Delegates that Performed QA for this Submittal *

Recommend using [RESNET Rater, RFI, QA Designee, QA Delegate Registry Template](#)

No file selected.

Upload Documentation of Annual QA File Review including date File Review was Completed and Findings of the File Review *

Recommend using [QA Template report from Registry](#)

No file selected.

Upload Documentation of Annual Onsite QA Field Review including the Address of the Home Used for Field QA and the Findings of the Field Review *

Recommend using [QA Template report from Registry](#)

No file selected.

Upload Sample of a Completed ENERGY STAR QA Checklist *

No file selected.

RESNET'S NEW TOOLS FOR QA DESIGNEES

QA Field & File Checklist

EPA ENERGY STAR QA Checklist



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RESNET QA File-Field Review Checklist

ver 1.1

Street Address	<input type="text"/>	City	<input type="text"/>
State	<input type="text"/>	ZIP	<input type="text"/>
Date Rated	<input type="text"/>	Date Reviewed	<input type="text"/>
Date Approved	<input type="text"/>	Upload Date	<input type="text"/>
Rating ID	<input type="text"/>	ENERGY STAR®?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Rating Company	<input type="text"/>	Builder	<input type="text"/>
Rater	<input type="text"/>	Field Inspector	<input type="text"/>
Quality Assurance Provider	<input type="text"/>	QAD/QADD	<input type="text"/>

Element	No	Yes	N/A	Notes
Does this address have a duplicate in the Registry?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Is the ZIP Code correct for the address?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Does the Rater match the RTIN?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Does the Provider match the Provider ID?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Did the Rater provide a signed Standard Disclosure Form?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Is the envelope ceiling area ≥ the envelope floor area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
If the envelope ceiling area is > envelope floor area, did the Rater indicate any vaulted or sloped ceilings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Divide the conditioned volume of the home by the conditioned floor area. Is the result (average ceiling height) reasonable and match the site data collected?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Multiply the foundation perimeter by the number of stories. Divide the above grade wall area by that result to get the approximate wall height. Is this value reasonable and close to the average ceiling height calculated previously?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
If vaulted or sloped ceilings are in the simulation file, subtract the flat ceiling area from the envelope floor area. Divide the sloped/vaulted ceiling area by that result to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>



ENERGY STAR Certified Homes, Version 3 (Rev. 07)
2015 Rater Quality Assurance Checklist

Home Address:	City:	State:	Zip Code:	
Action Items / Summary of QA		Yes	No	
If any item marked "Must Correct," an action summary document shall be attached.		<input type="checkbox"/>	<input type="checkbox"/>	
Thermal Enclosure System Rater Checklist				
2. Quality-Installed Insulation	Passed	Must Correct	Not Visible	N/A
2.1 Ceiling, wall, floor, and slab insulation levels shall comply with one of the following options:				
2.1.1 Meet or exceed 2009 IECC levels OR:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.1.2 Achieve $\leq 133\%$ of the total UA resulting from the U-factors in 2009 IECC Table 402.1.3, excluding fenestration and per guidance in Footnote 3d, AND home shall achieve $\leq 50\%$ of the infiltration rate in Exhibit 1 of the National Program Requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 All ceiling, wall, floor, and slab insulation shall achieve RESNET-defined Grade I installation or, alternatively, Grade II for surfaces that contain a layer of continuous, air impermeable insulation $\geq R-3$ in Climate Zones 1 to 4, $\geq R-5$ in Climate Zones 5 to 8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Fully-Aligned Air Barriers				
3.1.3 Air barrier fully aligned with the insulation at insulated Attic knee walls. At exterior surface of walls in all climate zones; and also at interior surface of walls for Climate Zones 4-8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Reduced Thermal Bridging				
4.1 For insulated ceilings with attic space above (i.e., non-cathedralized), Grade I insulation extends to the inside face of the exterior wall below at these levels: CZ 1-5: $\geq R-21$; CZ 6-8: $\geq R-30$	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3 Insulation beneath attic platforms (e.g., HVAC platforms, walkways) $\geq R-21$ in CZ 1-5; $\geq R-30$ in CZ 6-8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Air Sealing				
5.1 Penetrations to unconditioned space fully sealed with solid blocking or flashing as needed and gaps sealed with caulk or foam				
5.1.4 Bathroom and kitchen exhaust fans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1.5 Recessed lighting fixtures adjacent to unconditioned space ICAT labeled and fully gasketed. Also, if in insulated ceiling without attic above, exterior surface of fixture insulated to $\geq R-10$ in CZ 4 and higher to minimize condensation potential.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1.6 Light tubes adjacent to unconditioned space include lens separating unconditioned and conditioned space and are fully gasketed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.3 Other openings				
5.3.1 Doors adjacent to unconditioned space (e.g., attics, garages, basements) or ambient conditions made substantially air-tight with weatherstripping or equivalent gasket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.3.2 Attic access panels and drop-down stairs equipped with a durable $\geq R-10$ insulated cover that is gasketed (i.e., not caulked) to produce continuous air seal when occupant is not accessing the attic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.3.3 Whole-house fans equipped with a durable $\geq R-10$ insulated cover that is gasketed and either installed on the house side or mechanically operated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

HVAC System Quality Installation Rater Checklist				
1. Review of HVAC System Quality Installation Contractor Checklist				
1.1 HVAC System Quality Installation Contractor Checklist collected for records, with no items left blank.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Review the following parameters related to system cooling design from the HVAC Contractor Checklist (Contractor Checklist Item # indicated in parenthesis):				
1.2.3 Number of occupants (2.6) is within ± 2 occupants in rated home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2.4 Conditioned floor area (2.7) is within $\pm 10\%$ of conditioned floor area of rated home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2.5 Window area (2.8) is within $\pm 10\%$ of calculated window area of rated home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2.6 Predominant window SHGC (2.9) is within 0.1 of predominant value in rated home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Duct Quality Installation - Applies to All Heating, Cooling, Ventilation, Exhaust, and Pressure Balancing Ducts				
2.1 Connections and routing of ductwork completed without kinks or sharp bends.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 No excessive coiled or looped flexible ductwork.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Flexible ducts supported at intervals as recommended by mfr. but at a distance ≤ 5 ft.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.8 Bedrooms pressure-balanced using any combination of transfer grills, jump ducts, dedicated return ducts, and / or undercut doors to either: a) provide 1 sq. in. of free area opening per 1 CFM of supply air, as reported on the contractor-provided balancing report; or b) achieve a Rater-measured pressure differential ≤ 3 Pa with respect to the main body of the house when all bedroom doors are closed and all air handlers are operating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Duct Insulation - Applies to All Heating, Cooling, Supply Ventilation, and Pressure Balancing Ducts				
3.1 All connections to trunk ducts in unconditioned space are insulated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Prescriptive Path: Supply ducts in unconditioned attic have insulation $\geq R-8$ Performance Path: Supply ducts in unconditioned attic have insulation $\geq R-6$.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 All other supply ducts and all return ducts in unconditioned space have insulation $\geq R-6$.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Duct Leakage - Applies to All Heating, Cooling, and Balanced Ventilation Ducts				
4.1 Total Rater-measured duct leakage meets one of the following two options:				
4.1.1 Rough-in: ≤ 4 CFM25 per 100 sq. ft. of CFA with air handler and all ductwork, building cavities used as ductwork, & duct boots installed. In addition, all duct boots sealed to finished surface, Rater-verified at final.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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- Provider**
- [View Ratings](#)
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Provider Control Panel

Effective August 2, 2011, all Rating Providers must manage their Raters and Rater Candidates in the Registry. Effective June 15, 2012, all completed ratings must be uploaded to the Registry using RESNET-accredited Rating Software. Please refer to the [RESNET Buildings Registry Guide](#) for more information.

All 2015 provider renewals should have been submitted by October 31st, 2014.
Deadline 12/31/2014: Raters & RFIs must pass CAZ tests or risk administrative suspension.

Quality Assurance Report

Ratings Report

[Back to Provider Control Panel](#)

Filter Ratings

Registration Type: ▾

Rater: ▾

Street Address:

State: ▾

Zip Code:

Date Rated: to

Sort By: ▾

[Generate Excel Report](#)

ID	Builder	Construction/Type/Address	Address	City	State	Zip	Plan	Rating	Builder Type	Score	Rating Date	File Review (Y/N)	File Review (Y/N)	File Review (Y/N)	File Review (Y/N)	File Review (Y/N)	File Review (Y/N)	File Review (Y/N)	File Review (Y/N)	File Review (Y/N)
1	09424950	Rayland Homes	22308 E Cherrywood Dr	Queen Creek	AZ	85373		Tom Gray	Single Family	99/100	1/4									
2	09052511	Shea Homes Active Adult	28575 N 127th Ave	Peoria	AZ	86801	no PV	Tom Gray	Single Family	99/100	1/4									
3	09052519	Rayland Homes	3031 E Figueroa Ln	Mesa	AZ	85205		Tom Gray	Single Family	99/100	1/4									
4	09052528	Shea Homes	Johnston Ranch - Ridgecrest	28800 N Hayden Shale Dr	San Tan Valley	AZ	29020new	Tom Gray	Single Family	99/100	1/4									
5	09052537	Maracay Homes	Purshies at Palm Valley	2451 N 126th Dr	Goodyear	AZ	3541 East	Tom Gray	Single Family	99/100	1/4									
6	09052538	Rayland Homes	Barona Estates	33305 N 87th St	Scottsdale	AZ	Barona Estates 3003	Tom Gray	Single Family	99/100	1/4									
7	09052546	Camelot Homes	VerdeVal at Silverleaf	20006 N 65th Street	Scottsdale	AZ	7575C Silverleaf	Tom Gray	Single Family	99/100	1/4									
8	09052563	Shea Homes Active Adult	Victoria	28501 N 127th Ave	Peoria	AZ	4502 Baskin no PV	Tom Gray	Single Family	99/100	1/4									
9	09052564	Maracay Homes	Rancho Del Colono	13510 N Palawan Pl	Old Valley	AZ	6915	Tom Gray	Single Family	99/100	1/4									
10	09052580	Rayland Homes	Eastmark	5065 S Figueroa Ln	Mesa	AZ	122	Tom Gray	Single Family	99/100	1/4									
11	09052583	Shea Homes Active Adult	Victoria	12700 W Desert Vista Trl	Peoria	AZ	5500	Tom Gray	Single Family	99/100	1/4									
12	09052585	Rayland Homes	The Plaza	447 N Adams Way	Chandler	AZ	Phase 1	Tom Gray	Single Family	99/100	1/4									
13	09052588	Rayland Homes	Bark Floor	1394 E Aqueduct Ct	Chandler	AZ	1005B	Tom Gray	Single Family	99/100	1/4									
14	09052589	T.W. Lewis	Estrella Mountain Parcel 5.3	18150 W Desert Sage Dr	Goodyear	AZ	7500	Tom Gray	Single Family	99/100	1/4									
15	09052593	Rayland Homes	Eastmark	22452 E Grand Ln	Queen Creek	AZ	396.0	Tom Gray	Single Family	99/100	1/4									
16	09052599	Shea Homes Active Adult	Victoria	28445 N 127th Ave	Peoria	AZ	4502 no PV	Tom Gray	Single Family	99/100	1/4									
17	09052607	T.W. Lewis	Bridge Hill	51275 Coconino Dr	Gilbert	AZ	7500	Tom Gray	Single Family	99/100	1/4									
18	09052627	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
19	09052649	Maracay Homes	Rancho De Plata	2274 W Yungster Pl	Old Valley	AZ	3400 Plus	Tom Gray	Single Family	99/100	1/4									
20	09052650	Rayland Homes	Eastmark	10104 E Grand Ave	Mesa	AZ	291.0	Tom Gray	Single Family	99/100	1/4									
21	09052654	Rayland Homes	Eastmark	10104 E Grand Ave	Mesa	AZ	291.0	Tom Gray	Single Family	99/100	1/4									
22	09052658	Rayland Homes	Eastmark	10104 E Grand Ave	Mesa	AZ	291.0	Tom Gray	Single Family	99/100	1/4									
23	09052660	Shea Homes Active Adult	Country Club, Encantada	562 E Vesper Trl	San Tan Valley	AZ	4951 no PV	Tom Gray	Single Family	99/100	1/4									
24	09052662	T.W. Lewis	Estrella Mountain Parcel 5.3	18144 W Desert Sage Dr	Goodyear	AZ	7500	Tom Gray	Single Family	99/100	1/4									
25	09052664	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
26	09052665	Maracay Homes	Purshies at Palm Valley	2451 N 126th Dr	Goodyear	AZ	3541	Tom Gray	Single Family	99/100	1/4									
27	09052679	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
28	09052683	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
29	09052684	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
30	09052685	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
31	09052686	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
32	09052687	Shea Homes Active Adult	Country Club, Encantada	444 E Vesper Trl	San Tan Valley	AZ	4951 no PV	Tom Gray	Single Family	99/100	1/4									
33	09052688	Maracay Homes - Phoenix	Eastmark	39618 E Vesper Ave	Mesa	AZ	3380 New Solar	Tom Gray	Single Family	99/100	1/4									
34	09052689	T.W. Lewis	Estrella Mtn. Parcel 5.3	18128 W Desert Sage Dr	Goodyear	AZ	7500	Tom Gray	Single Family	99/100	1/4									
35	09052690	Shea Homes Active Adult	Country Club, Encantada	201 E Vesper Way	San Tan Valley	AZ	4951 no PV	Tom Gray	Single Family	99/100	1/4									
36	09052691	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
37	09052692	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
38	09052693	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
39	09052694	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
40	09052695	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
41	09052696	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
42	09052697	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
43	09052698	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
44	09052699	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
45	09052700	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
46	09052701	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
47	09052702	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
48	09052703	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
49	09052704	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
50	09052705	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
51	09052706	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
52	09052707	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
53	09052708	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
54	09052709	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
55	09052710	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
56	09052711	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
57	09052712	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
58	09052713	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
59	09052714	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
60	09052715	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
61	09052716	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
62	09052717	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
63	09052718	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
64	09052719	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
65	09052720	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
66	09052721	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100	1/4									
67	09052722	Maracay Homes	Village at Vista	4401 E Grand Canyon Dr	Chandler	AZ	4533	Tom Gray	Single Family	99/100										

IMPLEMENTATION OF THE NEW RESNET QA PROGRAM

Overall goals for RESNET QA

- Fairness to all (Providers, Raters, QA Designees) by creating as “level of a playing field” as possible.
- Ratings are delivering what they promise; narrowing the gap between the theory of what a rating is supposed to be and actually is.
- Consistency in the ratings completed by Raters.



RESNET QA Roundtable, A Whole New World....

February 17, 2015

IMPLEMENTATION OF THE NEW RESNET QA PROGRAM

It's a Whole New World!

It is going to take time to implement the new program!

Changes already completed are only the beginning

QAD's will be “Agents of RESNET”

New Provider Categories

- “Direct” Providers
 - Do ratings in-house (and can also have “outside” Raters)
 - QAD's are not employees of Provider
 - Provider will contract with third-party QA Contractor
- “Third-party” Providers
 - Do not do ratings in-house
 - 100% of their Raters are “outside” the Providership, third-party companies
 - QAD's are employees of Provider
 - Business as usual, except... QAD's will be “agents of RESNET”



RESNET QA Roundtable, A Whole New World....

February 17, 2015

IMPLEMENTATION OF THE NEW RESNET QA PROGRAM

New “QA Forum” Google Group, similar to REM Software Group Maximizing the use of “technology”

- Moving all QA data management to within the RESNET Registry
- Implementation of rating software input checks (per Board adopted consistency improvements from QI Software Working Group)
- Creating an ability for the RESNET Registry to check inputs
- Evaluate the feasibility of “remote” / “virtual” Quality Assurance
- Evaluating the ability of the RESNET Registry to serve as a QA and testing and inspection data gathering tool/database



RESNET QA Roundtable, A Whole New World....

February 17, 2015

IMPLEMENTATION OF THE NEW RESNET QA PROGRAM

Amendments to RESNET Standards

- Standards Development Committee 900 to oversee amendment process
- First draft of amendments completed by **end of March**
- Vetting by Rating Industry (Raters, Providers, QAD's, RESNET Board) **April**
- Public comment period **June** (4 weeks)
- Amendments approved by Standards Management Board **September**
- Phase 1 – Changes to QA Process (will apply to all QAD's)
Effective date: **January 1, 2016**
- Phase 2 – Changes to QA Delivery
Effective date: **January 1, 2017**
- Update the RESNET “QA Process Document” to reflect changes to the QA process
 - New round of Webinars for all QAD's **December 2015**



RESNET QA Roundtable, A Whole New World....

February 17, 2015

IMPLEMENTATION OF THE NEW RESNET QA PROGRAM

Amendments to RESNET Standards

- Phase 1 – Changes to QA Process
 - Fundamental changes to how RESNET does Quality Assurance
 - How can we do better?
 - Does 1% “Field QA” still make sense?
 - Can a portion of Field QA be done “virtually”?
 - Can “File QA” be mostly or all an automated/electronic process?



RESNET QA Roundtable, A Whole New World....

February 17, 2015

IMPLEMENTATION OF THE NEW RESNET QA PROGRAM

Amendments to RESNET Standards

- Phase 2 – Changes to QA Delivery
 - Formalize “Direct” and “Third-Party” Provider categories
 - Different name than “Quality Assurance Designee”... “Quality Agent”?
 - QA’s are all the same, whether working for Third-Party Providers or QA Contractors
 - Quality Assurance “scope of work” laid out in “QA Process Document”
 - Minimum skill requirements, including a means for verifying
 - Certification process as “Agents” of RESNET



RESNET QA Roundtable, A Whole New World....

February 17, 2015

IMPLEMENTATION OF THE NEW RESNET QA PROGRAM

Amendments to RESNET Standards

- Phase 2 – Changes to QA Delivery
 - Due process criteria which would lead to the revocation of QA's certification
 - Non-disclosure and conflicts of interest between QA Contractors and those receiving quality assurance services
 - Process for QA Contractor selection by Direct Providers, including the establishment of any limitations on who can be selected by Providers
 - Establish a means of compensation for independent QA Contractors, preferably market based
 - Establish a process of evaluating the work of QA's and holding them accountable for performing the QA "scope of work"



RESNET QA Roundtable, A Whole New World....

February 17, 2015

IMPLEMENTATION OF THE NEW RESNET QA PROGRAM

Implementation of a "Pilot" QA Program

- Implementation for [calendar year 2016](#)
- GOAL: Work out the bugs in the new system in preparation for full implementation of the new QA program in [January of 2017](#)
- Participants
 - Three (3) Third-Party Providers (one Quality Agent each)
 - Three (3) Direct Providers
 - Three (3) QA Contractors (one Quality Agent each)
- Participant selection via RFP for Providers, RFQ for QA Contractors
 - RFP/RFQ released for response at [beginning of August](#)
 - RFP/RFQ due by [end of August](#)
 - Pilot Providers and QA Contractors announced by [end of September](#)
- QA's to participate in Pilot Training in [November of 2015](#)



RESNET QA Roundtable, A Whole New World....

February 17, 2015

IMPLEMENTATION OF THE NEW RESNET QA PROGRAM

Establish a Corps of Quality Agents for RESNET

- An elite group of trained, skilled, knowledgeable individuals working on behalf of RESNET and the Rating Industry
 - Selection to Corps: Pass Exam → Application → Attend/Pass 2 Day Training
- QA's are mentors, trainers, educators
 - New RESNET QA will focus as much on Education as Verification
- "Go to" individuals for help and assistance with RESNET questions
 - QA's will be held responsible for ensuring that Providers and Raters not only receive information, but "understand" what they've received
- "Keepers of the trust", Soldiers of "consistency"
 - A chain is only as strong as it's weakest link...

Holding not only Providers and Raters accountable for knowing their responsibilities and following through on them, BUT

Holding their fellow QA's responsible for fulfilling their mission, maintaining consistency, and not dishonoring the Corps by doing a poor job



RESNET QA Roundtable, A Whole New World....

February 17, 2015

IMPLEMENTATION OF THE NEW RESNET QA PROGRAM

Training and certifying QA's to be Agents of RESNET

- Revised QA Exam
 - NOT a repeat of the material tested by the RESNET Rater Exam
 - Exam content
 - Knowledge of the RESNET Standards and other important documents (not memorization, but where and how to find answers to questions)
 - The latest QA Process Document
 - Understanding of RESNET and how it operates
 - New online exam ready after [2016 RESNET Conference](#)
- In-person "Top Gun" training for QA Corps



RESNET QA Roundtable, A Whole New World....

February 17, 2015

IMPLEMENTATION OF THE NEW RESNET QA PROGRAM

“Top Gun” training for QA Corps

- All QA's are required to participate to be certified by RESNET
 - Pilot training for first six (6) QA's will be in **November 2015**
 - Two regular trainings will be held in **September 2016**
 - Regular bi-annual trainings starting in 2017
- One day of “Classroom” + One day of “Field Trials”
- Training is designed to:
 - Push QA's hard mentally to determine actual skill set, competence, and ability to think (may include peer evaluations)
 - Assess knowledge of building science, testing equipment, ethics, ability to teach and communicate, and more...
 - Create a new RESNET QA culture
- May replace “minimum number of ratings” requirement
- NOT just hoops to jump through, NO rubber stamps...
All aspiring QA's may not make the cut!



RESNET QA Roundtable, A Whole New World....

February 17, 2015

It's A Whole New World!



Will you be joining the new QA Corps?

RESNET
RESIDENTIAL ENERGY SERVICES NETWORK