

# Welcome

RESNET Quality Assurance Update



EEBA™



HIGH PERFORMANCE  
HOME SUMMIT 2019

# Agenda

Introductions

3 Ways RESNET Accomplishes QA Oversight

2018-2019 QA Results

Top 5 Best Practices

Common (and uncommon) Misinterpretations

Upcoming Changes to RESNET QA



# Introductions: RESNET QA Team



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# RESNET QA Oversight



RESNET



Rating Quality Assurance Provider



Raters & RFIs



# RESNET QA Oversight

## Annual Quality Assurance Reports

- Field & File QA Totals
- Software Version
- Professional Development
- Sampling Process
- Complaints Received & Rater Discipline
- ENERGY STAR QA
- Equipment Calibration



# RESNET QA Oversight

## Online Provider QA Review

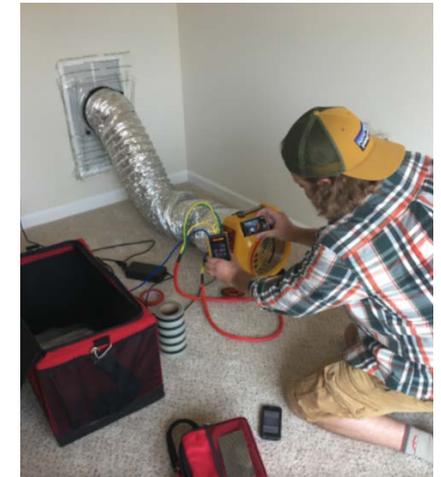
- YTD Provider QA Activities
- Field QA Process
- File QA Process
- Sampling Process
- Complaints Received & Rater Discipline
- New Rater/RFI Candidate Documentation
- Automated QA Tool



# RESNET QA Oversight

## Field Visit Provider QA Review

- Face-to Face Feedback to RESNET
- YTD Provider QA Activities
- Field QA Progress
- Field Observations and Discussion
- Field QA Documentation and Process
- Automated QA Tool Feedback
- Energy Model Review



# Field QA Results

## Top 5 Best Practices

- Mentoring



# Field QA Results

## Top 5 Best Practices

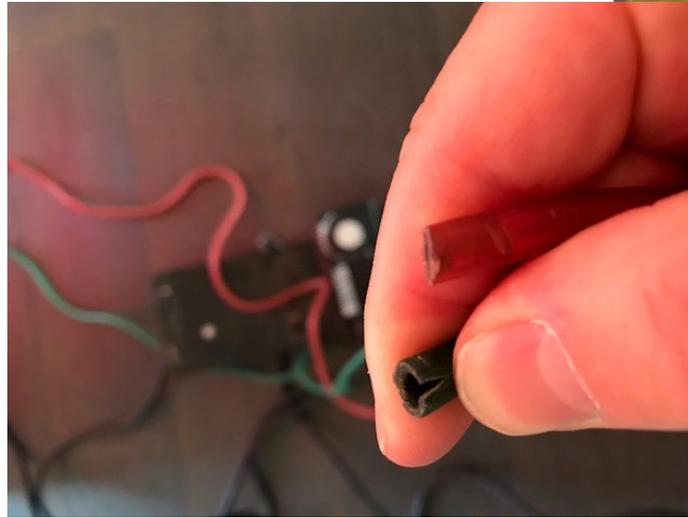
- Photo Documentation



# Field QA Results

## Top 5 Best Practices

- Equipment Check and Calibration



# Field QA Results

## Top 5 Best Practices

- Equipment Check and Calibration (continued)



# Field QA Results

## Top 5 Best Practices

- Detailed Report  
From QAD to Rater



# Field QA Results

## Common (and uncommon) Misinterpretations

- “Continuously Operating”



# Field QA Results

## Common (and uncommon) Misinterpretations

- “Continuously Operating”



# Field QA Results

## Common (and uncommon) Misinterpretations

- “Independently Confirm”



# Field QA Results

## Common (and uncommon) Misinterpretations

- Duct Testing Setup



# Field QA Results

## Common (and uncommon) Misinterpretations

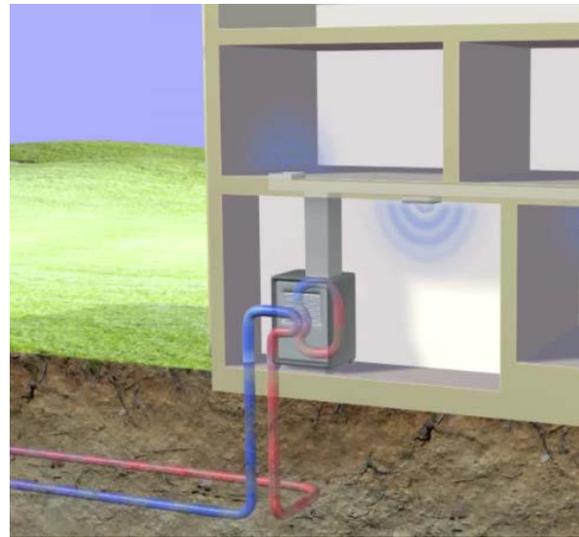
- Ventilation Testing



# Field QA Results

## Common (and uncommon) Misinterpretations

- Off-site Chiller



# Upcoming Changes to RESNET QA

## MINHERS Addendum 30

### Highlights:

- Pre-Drywall QA



# Upcoming Changes to RESNET QA

## MINHERS Addendum 30

Highlights:

- Remote QA



# Upcoming Changes to RESNET QA

## MINHERS Addendum 30

### Highlights:

- Elimination of QA Delegates



# Upcoming Changes to RESNET QA

## MINHERS Addendum 30

### Highlights:

- Builders not allowed to Rate their own homes



# Upcoming Changes to RESNET QA

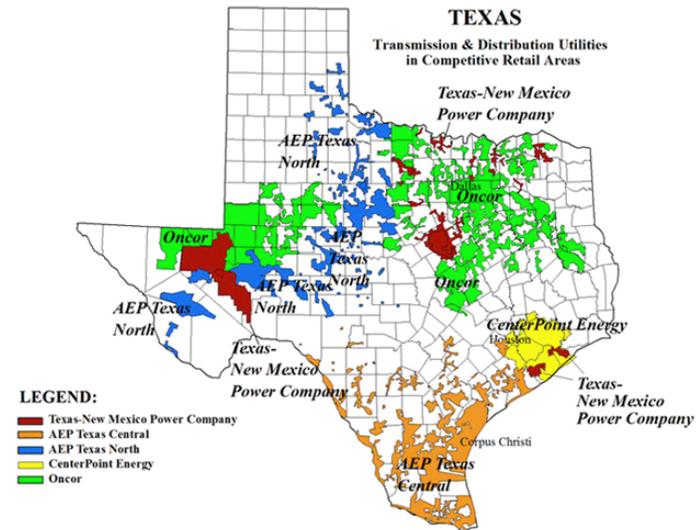
## RESNET Board Initiative: Performance-based QA Approach

- Incentivize Best Practices
- Focus on Quality of QA, not just Quantity
  - RESNET Staff to DRAFT Measures
  - Industry Vetting
  - Present to RESNET Board of Directors



# Upcoming Changes to RESNET QA

## RESNET Board Initiative: Utility DSM Program QA Pilot



# Upcoming Changes to RESNET QA



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★★★★★ A Great Bard!!!

By A. Wolf on April 14, 2013

Das bard es ver gad! A've traed et far tree weex ad et werx great! A recabed et ta aw Agazad watcxers! Fave stars!!!

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**RESNET**<sup>®</sup>  
RESIDENTIAL ENERGY SERVICES NETWORK



# Thank you!

Join the conversation - #EEBASummit2019

Save the dates for next year:



SUMMIT 2020

