

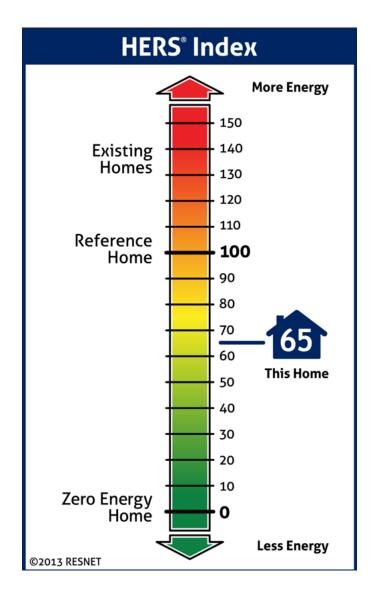


# WHAT IS RESNET?

RESNET was founded in 1995 as a non-profit organization to help homeowners reduce their utility bills by making their home more energy efficient.











# Mortgage Industry National Home Energy Rating Systems Standards

These Standards were developed by the Residential Energy Services Network (RESNET) as amended in accordance with Chapter 5 of these Standards and adopted by the RESNET Board of Directors on January 1, 2013

Published by

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Setting the **Standards** for **Home Energy Efficiency** 

### Standards Development Policy and Procedures Manual

#### **Residential Energy Services Network (RESNET)**

Version 3.1
Technical Series 1.01
October 18, 2023



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# RESNET'S STAKEHOLDERS WITHIN THE BUILDING INDUSTRY

RESNET and our Builder Partners serve many of the same stakeholders all along the value chain.

**RESNET** 

**BUILDERS** 

Government Agencies (EPA, DOE, IRS, HUD, etc) Financial Institutions (lenders, mortgage underwriters) Real Estate Market (real estate agents, appraisers)

Investors/Wall Street

Homeowners

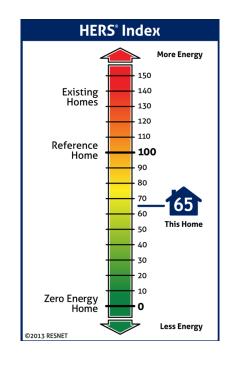
Code Enforcement

**Product Manufacturers** 

Contractors/Trades

RESNET operates trademarked programs which serve as the means for the independent, 3rd party verification of the water, energy, and CO2 impact of residential buildings.







RESNET operates trademarked programs which serve as the means for the independent, 3rd party verification of the water, energy, and CO2 impact of residential buildings.

#### **Training Providers**

Accredited rater training providers provide the training that rater candidates are required to successfully complete in order to become certified by an accredited rating provider.

#### Rating Quality Assurance Providers

Organizations that RESNET delegates the authority to for implementation of the HERS® Index Score (and our other trademarks) on homes. This includes overseeing the professional certification of individuals and performing ongoing QA oversight of the homes they rate.

#### **Software Providers**

Accredited rating software tools provide the calculations necessary to produce a home energy rating.

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#### **Training Providers**

Accredited rater training providers provide the training that rater candidates are required to successfully complete in order to become certified by an accredited rating provider.

#### Instructors

Certified RESNET Instructors recognized by RESNET must provide documentation to RESNET that they meet the minimum requirements for that designation. These instructors work under a training providership to help provide the training that rater candidates are required to successfully complete in order to become certified by an accredited rating quality assurance provider.

#### **Individual Raters and HERS Modelers**

Must take an approved training course and pass the relevant cognitive exams and practical evaluations per RESNET Standards

RESNET operates trademarked programs which serve as the means for the independent, 3rd party verification of the water, energy, and CO2 impact of residential buildings.

#### **Rating Quality Assurance Providers**

Organizations that RESNET delegates the authority to for implementation of the HERS® Index Score (and our other trademarks) on homes and dwelling units. This includes overseeing the professional certification of individuals and performing ongoing QA oversight of the homes they rate.

#### **Quality Assurance Designees**

Individual (QADs) Work within a Rating QA Provider Organization by reviewing and validating the work of HERS Raters, RFIs, and HERS Modelers. QADs must be previously certified as raters, pass an additional exam, and receive mentoring from an experienced QAD to earn this certification. QADs also work as agents of RESNET and serve as liaisons between RESNET and the Rating Quality Assurance Providers for purposes of implementing our QA program.

#### **HERS Raters**

Must take an approved training course and pass the relevant cognitive and practical simulation exams per RESNET Standards, followed by a probationary phase.

#### **Rating Field Inspectors**

Must complete field mentoring for both pre-drywall and final inspections followed by a practical evaluation.

#### **HERS Modelers**

Must take an approved training course, pass the practical evaluation, and complete additional mentoring per RESNET Standards

RESNET operates trademarked programs which serve as the means for the independent, 3rd party verification of the water, energy, and CO2 impact of residential buildings.

#### **Conflict of Interest:**

- What is Allowed?
- What is NOT Allowed?
- What are the Disclosure Requirements?



### RESNET HOME ENERGY RATING Standard Disclosure

For home(s) located at:				
City:_		:		
Check	the applicable disclosure(s) in accordance wi	th the instructio	ons on the reverse of	f this page:
1 2.	<ul> <li>The Rater or the Rater's employer is receiving a fee for providing the rating on this home.</li> <li>In addition to the rating, the Rater or Rater's employer has also provided the following consulting services for this home:         <ul> <li>A. Mechanical system design</li> <li>B. Moisture control or indoor air quality consulting</li> <li>C. Performance testing and/or commissioning other than required for the rating itself</li> <li>D. Training for sales or construction personnel</li> <li>E. Other (specify)</li> </ul> </li> </ul>			
3.	[] The Rater or Rater's employer is:     [] A. The seller of this home or their agent     [] B. The mortgagor for some portion of the financed payments on this home     [] C. An employee, contractor or consultant of the electric and/or natural gas utility serving this home			
4	[] The Rater or Rater's employer is a suppl HVAC systems	Installed [] Rater [] Rater [] Rater [] Rater [] Rater [] Rater	in this home by: [] Employer	OR Is in the business of:  [] Rater [] Employer
	Other (specify):	[] Rater	[] Employer	[] Rater [] Employer
Sampl	ome may have been verified under the provisi ing" of the Mortgage Industry National Home I es Network (RESNET).			
Rater's	s Printed Name		Certification #	
Rater's	s Signature		Date	

I attest that the above information is true and correct to the best of my knowledge. As a Rater or Rating Provider I abide by the rating quality control provisions of the Mortgage Industry National Home Energy Rating Standard as set forth by the Residential Energy Services Network (RESNET). The national rating quality control provisions of the rating standard are contained in Chapter One 4.C.8. of the standard and are posted at <a href="http://www.natresnet.org/accred/standards.pdf">http://www.natresnet.org/accred/standards.pdf</a>

The Home Energy Rating Standard Disclosure for this home is available from the rating provider.

RESNET operates trademarked programs which serve as the means for the independent, 3rd party verification of the water, energy, and CO2 impact of residential buildings.

### Rating Quality Assurance Providers

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#### **Rating Field Inspectors**

Must complete field mentoring for both pre-drywall and final inspections followed by a practical evaluation.

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Must take an approved training course, pass the practical evaluation, and complete additional mentoring per RESNET Standards

# Certification of New HERS Rater Candidates

### RESNET Accredited Training Providers

Maintain approved curricula, conduct training courses and administer the relevant cognitive and practical simulation exams per RESNET Standards.



#### 1

#### Instructor

RESNET Certified Instructors are the subject matter experts who teach the classes and ensure accurate course content.



#### **Training Course**

HERS Rater Candidates must take an approved training course from a RESNET Accredited Training Provider. Course content must meet minimum criteria outlined in RESNET Standards.



RESNET exams are proctored by a RESNET Certified Instructor or approved Proctor following RESNET Proctoring Guidelines.



#### **Testing**

HERS Rater Candidates must pass a 50-question cognitive written test plus two practical simulation exams to complete the training phase.



Quality Assurance of Home Energy Ratings is Paramount to the Success of the Rating Industry



### Rating Quality Assurance Providers

Ensure documentation of all training requirements before allowing their Quality Assurance Designees to proceed with mentoring. Only the Rating Quality Assurance Provider certifies Raters.



#### **Quality Assurance Designee**

Oversees the mentoring process, evaluating the candidate's field skills, data collection, and rating models and providing feedback.



#### **Mentoring/Probation**

HERS Raters must compete a minimum of five satisfactory probationary ratings overseen by a Quality Assurance Designee.
Only the Rating Quality Assurance Provider certifies Raters.

## Certification of HERS **Modeler Candidates**

#### **RESNET Accredited Training Providers**

Maintain approved curricula, conduct training courses and administer the relevant cognitive and practical simulation exams per RESNET Standards.



#### Instructor

**RESNET Certified Instructors are** the subject matter experts who teach the classes and ensure accurate course content.



#### **Training Course**

**HERS Rater Candidates must** take an approved training course from a RESNET Accredited Training Provider. Course content must meet minimum criteria outlined in RESNET Standards.



#### Instructor/Test Proctor

RESNET exams are proctored by a RESNET Certified Instructor or approved Proctor following **RESNET Proctoring Guidelines.** 



#### **Testing**

**HERS Rater Candidates must** pass a 50-question cognitive written test plus two practical simulation exams to complete the training phase.



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#### **Quality Assurance Designee**

Oversees the mentoring process, evaluating the candidate's field skills, data collection, and rating models and providing feedback.



#### **Mentoring/Probation**

HERS Raters must compete a minimum of five satisfactory probationary ratings overseen by a Quality Assurance Designee. Only the Rating Quality Assurance Provider certifies Raters.

# Certification of New Rating Field Inspector (RFI) Candidates

### Rating Quality Assurance Providers

Must document probationary/mentoring phase as well as the practical assessment prior to issuing Rating Field Inspector certification.



#### **Experienced Rater**

Experienced HERS Raters or Quality Assurance Designees oversee the mentoring process which includes both pre-drywall and final inspections.



#### Mentoring

RFI Candidates must compete a minimum of three probationary ratings overseen by an experienced HERS Rater.



#### **Candidate Field Assessor**

An experienced HERS Rater or Quality Assurance Designee conducts a practical assessment in the field for RFI Candidates.



#### **Testing**

RFI Candidates must pass a practical test called a Graded Field Evaluation, which mimics the inspection and testing on a rated home.



Quality Assurance of Home Energy Ratings is Paramount to the Success of the Rating Industry





### Quality Assurance of HERS Raters, RFIs, and HERS Modelers

### Rating Quality Assurance Providers

Annually must ensure that their Quality Assurance Designees complete 1% field reviews and 10% file reviews based on the rating count for each individual.



#### **Quality Assurance Designees**

Complete field reviews either by observing the rater's work (shadowing) or as a full blind redo without the rater's knowledge.



#### Field Quality Assurance Reviews

Include confirmation of all testing and minimum rated features observable at the time of the visit (pre-drywall or final).



#### **Quality Assurance Designees**

Select ratings for file review using an unbiased method that ensures an appropriate cross section of builders, housing types and sizes.



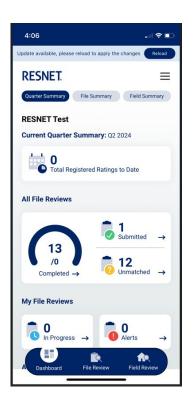
### File Quality Assurance Reviews

Include a full desktop re-do using plans and photo documentation collected by the rater followed by creation of a comparison model.



Quality Assurance of Home Energy Ratings is Paramount to the Success of the Rating Industry





# RESNET Oversight of Rating Quality Assurance Providers

#### **RESNET Quality Assurance Team**

Provides oversight of Rating Quality Assurance Providers via review of annual QA summaries plus enhanced QA reviews as outlined in RESNET Standards



#### **Annual QA Report Reviews**

**RESNET reviews 100% of Rating Quality Assurance Providers** Annual QA Reports.



#### **Online OA Reviews**

RESNET conducts online desk audit-style reviews with approximately 25% of Rating **Quality Assurance Providers** annually.



#### **Field QA Visits**

RESNET conducts field visits with approximately 25% of Rating **Quality Assurance Providers** annually.



Quality Assurance of Home Energy Ratings is Paramount to the Success of the Rating Industry





# RESNET Oversight of Rating Quality Assurance Providers

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#### **Online QA Reviews**

RESNET conducts online desk audit-style reviews with approximately 25% of Rating Quality Assurance Providers annually.

**Field QA Visits** 

RESNET conducts field visits with approximately 25% of Rating Quality Assurance Providers annually.











### **ENERGY STAR Certification Review Process**

#### **ENERGY STAR Certification** Review Provides oversight of Rating Quality Assurance Providers via review of annual QA summaries plus enhanced QA reviews as outlined in RESNET Standards "No" "YES" **RESNET and EPA** Probable cause not Probable cause has Review the request to determine established. probable cause. been established. **In-field Certification Review Compliant is dismissed** QAD assigned by Provider No probable cause performs a complete re-do of the **ENERGY STAR final inspection** and sends summary report to RESNET. **RESNET** "YES" Recommends Home passes Dismissal of complaint.



Quality Assurance of Home Energy Ratings is Paramount to the Success of the Rating Industry



#### RESNET

Recommends **ENERGY STAR label** withdrawn, builder notified. Corrective actions and disciplinary status may follow as appropriate.

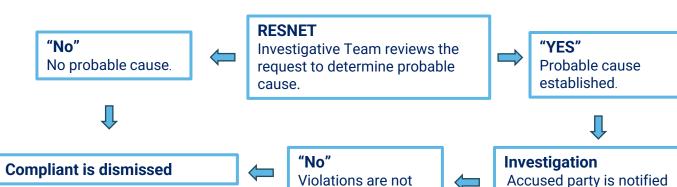
Home fails Certification Review.

**Certification Review** 

https://www.energystar.gov/partner\_resources/residential\_new/certification\_review

# **RESNET Complaint Process**

#### Non-ENERGY STAR Ethics or **Compliance Complaint** May be filed against a Rating Quality Assurance Provider or individual Quality Assurance Designee.



confirmed.



of the Rating Industry

"Yes"





May include disciplinary status, (probation, suspension, revocation) corrections and resubmittal of ratings, notification of changes to builder and other effected parties.

and given the opportunity to

their defense. Investigation

may include data analytics or

provide documentation in

site visit by RESNET

investigators.

# RESNET Disciplinary Process

#### **Probation**

Provider or individual may still be active but must fulfill the terms of the corrective action plan, which may include increased QA oversight or limitations for certain privileges such as sampling.



#### **Suspension**

Provider or individual may not actively submit ratings and must fulfill the terms of corrective action plan prior to reinstatement. Suspension of Providers is listed on RESNET website.



#### Revocation

Provider or individual prohibited from submitting ratings indefinitely. They lose the ability to use RESNET protected assets (such as HERS®) and may not claim any RESNET credential.



#### Appeal

All disciplinary actions taken by RESNET are subject to appeal, as defined in the Mortgage Industry National Home Energy Rating System Standards (MINHERS).

# Considerations When Hiring a Rater



Insurance

**Safety Practices** 

**Turnaround Time** 

**Capacity** 

#### **Experience:**

- Housing Type
- Climate Zone
- Code Jurisdiction

# Helpful Links

#### **HERS Rater/RFI Status**

https://www.hersindex.com/raterverification/

#### **RESNET Infographics**

https://www.resnet.us/resources/libraryof-resnet-infographics-and-videos/

#### **Registry Address Lookup**

https://www.hersindex.com/hers-rated-home-search/

### Mortgage Industry Home Energy Rating System Standards (MINHERS)

https://standards.resnet.us/docs/mortgage-industry-national-home-energy-rating-systems-standards-continuous-maintenance-version-1

#### **Provider Disciplinary Status**

https://www.resnet.us/resources/providers-whose-accreditation-has-been-suspended-or-revoked-by-resnet/

# Find a Rater or Rating Company (Member Directory)

https://www.hersindex.com/find-a-hers-rater/

