

As a requirement for participating in the Department of Energy's Home Energy Score program every Partner agrees to, and is responsible for, arranging mentoring of all new Assessors, and for providing a minimum of 5% quality assurance (QA) re-scores on a quarterly basis, as per the Partnership Agreement. The Program allows both mentoring and QA to each be conducted by two separate methods, each method involving separate protocols and guidelines. The methods and terminology are as follows:

1. **Standard Mentoring** – In-field mentoring, conducted in-person by a Partner designated (and Home Energy Score Team, aka HEST, approved) mentor, either one-on-one with a single mentee, or in a group mentoring with several mentees.
2. **Remote Mentoring** – conducted by way of a video-conferencing application or internet software program allowing for collected data, photos, and/or videos of the home to be uploaded and shared with a Remote Mentor. Remote mentoring is conducted by a Partner designated (and HEST approved) third party Home Energy Score Service Provider, and may be offered as a fee-based service or an in-house service.
3. **Standard QA** – In-field QA, conducted in-person by a Partner designated (and HEST approved) QA Assessor.
4. **Desktop QA (DTQA)** - conducted by way of a video-conferencing application or internet software program allowing for collected data, photos, and/or videos of the home to be uploaded and shared with a (remote) Desktop Quality Assurance Assessor. DTQA is conducted by a Partner designated (and HEST approved) third party Home Energy Score Service Provider, and may be offered as a fee-based service or an in-house service.

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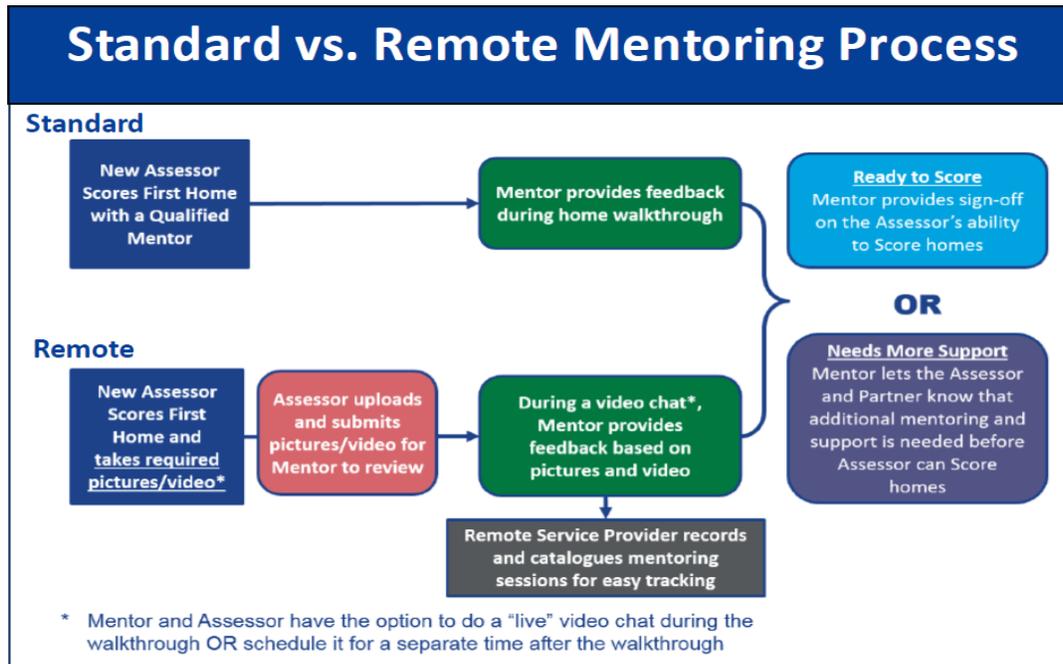
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Mentoring Processes



1. Standard Mentoring

After successfully completing the Sim training and testing, all new Assessors must be mentored while performing their first assessment and scoring their first home. Mentoring sessions should be interactive - the mentor should be guiding and explaining the assessment and scoring protocols with the new assessor (aka the mentee), ensuring that the assessment process is understood. This includes making sure the mentee is observing and interpreting the information correctly, properly calculating the values, and entering the data accurately. The session should be conducted as an actual assessment of a customer's home. Under certain conditions a sample or trial house may be used, or a house that has previously been scored – please check with the Home Energy Score Team, aka HEST, at assessor@ee.doe.gov for special circumstances. A one-on-one mentored session will count toward the 5% quality assurance requirement for a Partner, whereas group mentoring or remote mentoring will not.

There are two ways standard mentoring can be conducted: as one-on-one mentoring, or as a group mentoring. Correspondingly, there are different ways the “assessment type” must be selected, as follows:

- **One-on-One Mentoring:** The mentor and mentee meet in the field at a previously unscored home to conduct the assessment and score the home. The assessment type should be selected as follows:
 - The mentee should select “Initial” as the assessment type and the mentor should select “Mentor” as the assessment type
- **Group Mentoring:** The mentor meets with a group of mentees in the field to assess and score a home. The Score type should be selected as follows:
 - All mentees should select “Mentor” as the assessment type
 - The mentor should select “Initial” as the assessment type if the home has never been scored before. If using the same home previously used for mentoring, the mentor does not need to score the home again each time a mentoring session is conducted, unless significant changes

have been made to the home, in which case the mentor should select “Corrected” as the assessment type.

Requirements to become a Standard Mentor

A mentor is selected by the Partner and must be approved by the HEST. Mentoring and QA can be performed by anyone who satisfies the following protocols:

1. Must be an active Home Energy Score Assessor
2. Must qualify through one of the following paths:
 - a. Hold either a current BPI Building Analyst (or higher) or RESNET HERS credential for at least two years (credentials must be current or expired for no more than 1 year); AND, have conducted a minimum of 4 Home Energy Scores, directly reviewed and approved by the HEST (via QA or DTQA); or,
 - b. Hold a BPI BSP credential AND have conducted a minimum of 20 Home Energy Scores, 10 of which must be directly reviewed and approved by the HEST (via QA or DTQA)
3. Must receive phone and/or webinar training from the HEST or an approved service provider. Training for prospective mentors will include –
 - a. An overview and discussion of relevant information and tools, including:
 - i. Purpose and goals of mentoring and QA
 - ii. The **HEScore Mentoring and QA Guidance** (this document) and the **HEScore Data Entry Guidelines** document
 - iii. The **Assessor Tips** fact sheet and the **What Does My Score Mean?** fact sheet
 - iv. The **Home Energy Score Assessor Calculator (aka the DOE Better Buildings Calculator)**
 - b. A mock remote mentoring session conducted with a HEST member
 - c. An opportunity to ask questions

Please refer to the Mentoring Protocols and Practices (below) for more details concerning mentoring

2. Remote Mentoring

If the Partner has a relationship with a HEST approved Service Provider, the new Assessor (mentee) can be remotely mentored via an interactive online session with the Service Provider’s remote mentor (RM). The remote mentoring is conducted by way of a video-conferencing application or internet software program allowing the collected data, photos, and/or videos of the home to be uploaded by the mentee and shared with the RM – it is not expected that remote mentoring session is conducted in real time with the actual assessment of the home. During this mentoring session the RM should be guiding and explaining the assessment and scoring protocols with the mentee, ensuring that the assessment process is understood. This includes making sure the mentee has observed and interpreted the information correctly, properly calculated the values, and entered the data accurately. The mentee’s assessment of the home should be conducted and entered as an actual (“Initial”) assessment. Under certain conditions a sample or trial house may be used, or a house that has previously been scored – please check with the HEST at assessor@ee.doe.gov for special circumstances.

Requirements to become a Remote Mentor

Requirements for becoming a Remote Mentor are the same as for a Standard Mentor, with the additional requirement that the Remote Mentor must work directly through a HEST approved Service Provider (unless other arrangements have been made with the HEST). Please contact the HEST at assessor@ee.doe.gov if you have any questions.

Mentoring Protocols and Practices

To complete the mentoring, the Assessor (mentee) must have previously completed the Home Energy Score Sim training and testing and must have access to the Home Energy Scoring Tool web interface or an approved third party software app. Please keep in mind, once a candidate successfully completes the Sim testing the access to the Scoring Tool is not granted instantaneously – the test results must be processed and the candidate confirmed as an Assessor by the HEST, which may take up to two business days. This can be an issue if the candidate passes the training and testing the evening before a scheduled mentoring session, or just before a weekend, etc. In this type of situation, the mentoring session can still be conducted (assessment, data collection, interpretations and calculations, etc.), although the mentee will not be able to log onto their Assessor account to enter the data. They will have to enter the data into the Scoring Tool at a later time, once they have received their Assessor confirmation email and Scoring Tool access.

- Under no circumstances should a mentee or Assessor create a score under any Assessor account other than his/her own account – if the mentee does not have access to their own Assessor account, they must wait until access is available to them before they can enter the score data.
- Under no circumstances will a mentee be given temporary access to their Assessor account if they have not completed the Sim training and testing AND received their Assessor confirmation email and Scoring Tool access.

In all cases, Mentors need to ensure and reinforce the following protocols and practices (below) throughout every mentoring session.

1. Mentoring Protocols

All mentors (standard and remote) should ensure that all mentees understand the following points:

- The Home Energy Score can only be used to assess single family houses and townhouses/row houses/duplexes. It cannot be used to score mobile homes (manufactured housing), floating homes, apartments/multifamily dwellings, or any dwelling unit that is built on top of or underneath another separate dwelling unit.
- Mentees should read through all materials provided with their confirmation email, especially the **HEScore Data Entry Guidelines** document. This important and comprehensive document covers all aspects of the Scoring Tool, the assessment and interpretation of a home's characteristics, proper data gathering and entry, and should serve as the Assessor's reference guide. This document is regularly updated and sent to all active Assessors, and it can also be downloaded from the Portal (click on the "Getting Started Packet" under **Resources**) or obtained by contacting the HEST at assessor@ee.doe.gov.
- Mentees must always enter the correct street address for the home being scored – be sure to check for and avoid errors and typos. When using the Home Energy Score web interface for data entry, the embedded address validation provides choices for the properly formatted address - select the "Corrected" address, if appropriate. Mentees should use correct capitalization and punctuation – avoid using all caps or all lower case. If the address is entered incorrectly, the assessment should be aborted and deleted. If the score has already been created under an incorrect address you must inform HEST at assessor@ee.doe.gov for steps to correct the mistake and avoid possible repercussions at time of sale.
- Mentees must choose the correct assessment type (see above).
- The mentees and mentor should discuss proper selection of assessment type, as detailed in the "Scoring Tool Protocols" section of the **HEScore Data Entry Guidelines**.
- When assessing an actual house, mentees should use the knowledge and experience they gained from the Sim and apply it to the real time assessment being performed. They should also correctly utilize the tools and resources provided during the Sim training, including the following:

- Use the current version of the **Assessor Calculator** (received with their confirmation email) for accurately estimating HVAC system efficiencies, average weighted R-values, etc.
- Use the buildingcenter.org resource to determine the age of HVAC equipment when it is not readily apparent.
- Use the **HEScore Data Entry Guidelines** as a source of reference, particularly in challenging situations or when there is some question on how to assess a particular item. If the guidelines do not cover the question, contact the HEST at assessor@ee.doe.gov for clarification.
- Use the Sim Resources, if needed, to refresh their knowledge and understanding.
- Review the entered values before submitting the data for Scoring. If the mentee is using the web interface, this is readily provided in the “Summary View”. Mentees should thoroughly review the Score Summary before finalizing the Score to check the data and confirm that all entries are accurate. Once the Score is finalized it cannot be changed. If a change is required after the Score has been generated, a new Score must be created and “Corrected” must be selected as the assessment type.
- **The mentor should emphasize that all of these protocols and practices apply to every home the mentee will be scoring as an Assessor, and not just the mentored home(s).**

2. Remote Mentoring Procedures

Remote mentoring procedures are in addition to the “Mentoring Protocols” listed above. It is typically done after the mentee has visited the house, collected the data and posted the required media.

1. The Remote Mentor (RM) and the mentee must schedule a time for the mentoring session. Both parties agree on and test in advance a technology to use, whether a video conferencing service or software for uploading photos and video, etc.
2. The RM must provide a schedule of planned mentoring sessions to the HEST with at least 3 days’ notice and allow the HEST the opportunity to take part in the calls/webinars. Mentoring sessions’ video/audio should be recorded and tracked/catalogued.
3. The mentee should independently score a home that has never been scored before. Ideally, the home is one that the mentee has easy access to - either their own home or a friend’s home.
4. The mentee must enter the home’s data into the Home Energy Score as an “Initial” assessment and then submit the score.
5. The mentee must detail their work process throughout the home via a video conferencing service and/or with a combination of video and photos, and present the relevant supporting materials to the RM. This should be done through all parts of the home including, but not limited to, the home’s:
 - a. Exterior
 - b. Basement / crawlspace areas
 - c. Attic space & visible insulation
 - d. HVAC equipment
 - e. Visible ducts and duct registers, or radiators
6. The mentee uploads all documentation and shares it with the RM electronically.
7. During the scheduled remote mentoring session, the following steps must be followed:
 - a. The mentee goes over each of the data inputs either through a video conferencing service and/or the submitted photos and videos, preferably in the order that they collected the info during the actual home walkthrough.
 - b. The RM provides comments and brings up relevant learning opportunities.
 - c. The RM creates their own assessment of the same house using the “Mentor” assessment type.
 - d. The RM shares their assessment with the mentee to go over any differences in inputs, including discussion of mentee errors and/or instances that require a more subjective interpretation of the home’s features.

- e. The RM discusses common assessment mistakes or difficulties with the mentee, even if they don't relate to the home being scored. It is especially important that the RM assist the mentee on the appropriate use of the **Assessor Calculator**.
8. The RM submits the "Mentor" assessment of the home. The mentee can now be considered a mentored and active Assessor, unless they hear otherwise from HEST.
9. If the RM's score of the home differs from the mentee's score by more than 1 point, the RM and mentee must re-determine the correct house characteristics, and the mentee must resubmit another score for the home using "Corrected" as the assessment type, if it is determined that assessment is in error.
10. The mentee cannot become an active Assessor until they have written approval from the RM.

3. Mentoring Practices (Standard and Remote)

Both the mentor and the mentee should have the **HEScore Data Entry Guidelines** on hand during the mentoring session and should refer to this guidance for every data entry input. Accuracy in all data inputs is important, although special emphasis should be placed on the following:

- Conditioned floor area – one of the most critical data entries in the Scoring Tool
 - **Conditioned floor area must be physically measured to be accurate** - do not use values obtained from online resources!
 - **Conditioned vs. unconditioned** – refer to the **HEScore Data Entry Guidelines** for areas that should be included or excluded from the conditioned floor area calculation.
- Ceiling Height – if necessary, use the floor area weighted average calculator in the **Assessor Calculator**
- HVAC equipment type must be correctly selected, and the calculated efficiency of the equipment should always be entered, do not use "Year Installed". Efficiency should be calculated using the **Assessor Calculator**. Refer to the **HEScore Data Entry Guidelines** for more detailed guidance.
- Duct characteristics (percentage, sealed/unsealed, insulated/uninsulated) must be correct, especially for ducts in unconditioned areas. Refer to the **HEScore Data Entry Guidelines** for more detailed guidance.
- Attic area – this is the area of the ceiling/attic floor, including cathedral/vaulted ceiling surface areas and knee wall surface areas. **The total (combined) roof/attic area must be at least as large as the total (combined) foundation area.**
- Foundation area – the footprint of the home's floor plan – total combined foundation area cannot be larger than the total combined roof/attic area, although it can be smaller if the house has cathedral or vaulted ceilings.
- Make sure insulation data is entered in the correct field – refer to (Roof) Insulation Level, Attic Floor Insulation, Floor Insulation above basement or crawlspace, and Foundation Walls Insulation Level in the **HEScore Data Entry Guidelines** for instructions on the appropriate data entry fields. Insulation R-values should be de-rated based on the current installation quality using the **Assessor Calculator**.

4. Mentoring Completion

Once the mentor and the mentee have completed their scores, the results will be reviewed by the HEST for accuracy and /or discrepancies. However, no formal notice or email will be provided unless the HEST determines that the discrepancies warrant a second mentoring session. In other words, the Assessor may begin scoring homes immediately after mentoring and should assume that the mentoring was successful unless they hear otherwise from the HEST. The HEST review will usually take place within seven business days of the mentoring score submittal. During the review the HEST will be looking for many of the same items listed under **What the HEST is looking for in a quality assurance (QA) assessment** (see below).

Mentoring Checklist

New Assessor: _____

Mentor: _____

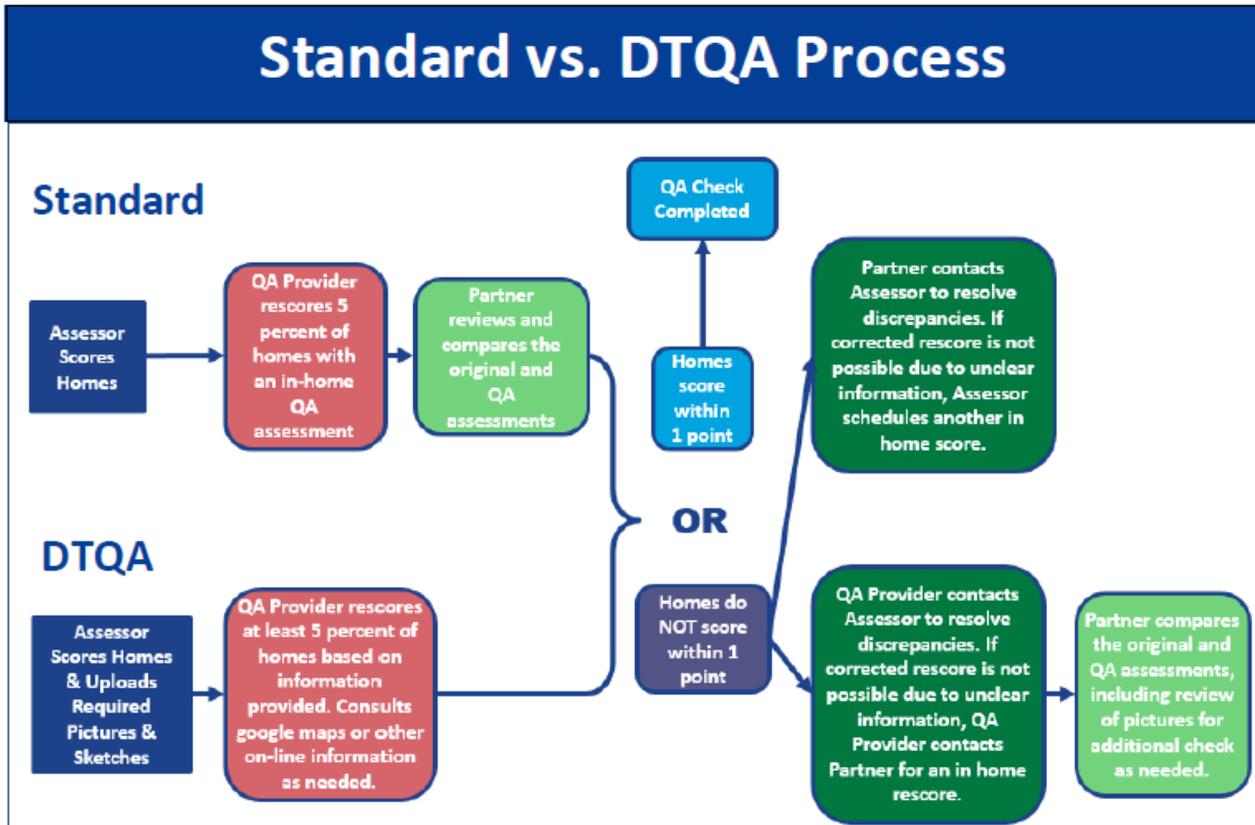
Date of Session: _____

Partner Program: _____

New Assessor is able to accurately:

Enter the home's address	Y	N
Determine the house age	Y	N
Characterize the stories above grade	Y	N
Determine the interior floor-to-ceiling height	Y	N
Measure/calculate the conditioned floor area of the house	Y	N
Characterize house orientation	Y	N
Define and measure the roof / attic area	Y	N
Characterize the roof construction and finish	Y	N
Characterize the attic or ceiling type(s)	Y	N
Characterize the R-value of the attic insulation	Y	N
Calculate the foundation area	Y	N
Characterize the foundation type	Y	N
Characterize the foundation insulation levels	Y	N
Characterize the wall type(s)	Y	N
Characterize the wall construction type	Y	N
Estimate/determine the wall insulation value	Y	N
Estimate the window area on each side of the house	Y	N
Determine the window characteristics	Y	N
Characterize the heating system type	Y	N
Determine the heating system fuel	Y	N
Characterize the cooling system type	Y	N
Determine the heating/cooling system age	Y	N
Estimate heating/cooling system efficiency	Y	N
Define the duct location(s)	Y	N
Define duct conditions (sealing and insulation)	Y	N
Determine water heating system type	Y	N
Determine water heater fuel	Y	N
Estimate water heating system efficiency	Y	N
Effectively communicate with the homeowner	Y	N

Quality Assurance Processes



1. Standard QA Protocols

- Standard QA is conducted on-site. The assessment can take place independently, or at the same time a normal assessment is being conducted by an Assessor.
- If the QA assessment is being done at the same time as a normal assessment, the data collection, interpretation, analysis, calculations and data entry must be done independently by the QA provider and the Assessor, with no discussion or exchange occurring about the house characteristics until after the data has been collected and entered by both the Assessor and the QA provider.
- “QA” should be selected as the assessment type for the quality assurance session.
- The Partner is responsible for data quality assurance review and is expected to report large errors when found. If the score difference between the Assessor and the QA is more than 1 point, it is considered a large error and must be reported. The Partner should obtain the data by downloading it from the Partner Portal, or from their software provider for those Partners using 3rd party software.
- The Partner must meet the 5% on-site quality assurance requirement each quarter.

What the HEST is looking for in a quality assurance (QA) assessment:

- If the Score between the Assessor and the QA is different by more than 1 point, the house must be reviewed and re-scored by the Assessor. The re-scored assessment type must be “Corrected”.
- HEST spot checks to verify that Assessors are not using online resources (Trulia, Zillow, tax records, etc.) to determine the conditioned floor area.

- HEST is not necessarily looking for an exact match or duplicate score. Typically, as long as a value is within a single drop-down “choice” in the Home Energy Score data entry interface, it is usually acceptable. For example, if the Assessor chooses a wall insulation value of R-11 and the QA has an adjacent value from the selections, such as R-7 or R-13, it is deemed okay. However, larger discrepancies will be flagged.
- Conditioned floor area entries should not vary by more than 10% between Assessor and QA.
- Building component types should be the same, e.g. both should be able to distinguish a vented crawlspace from an unvented crawlspace, etc.
- HVAC and DHW system types selected by the Assessor should concur with QA, and have similar efficiencies.
- Window areas should not vary by more than 10% between Assessor and QA.

Requirements to become a Standard QA Provider

A QA provider is selected by the Partner and must be approved by the HEST. The requirements to become a standard QA provider are precisely the same as the **Requirements to become a Standard Mentor**, listed above.

2. DTQA (Desktop Quality Assurance) Protocols

If the Partner has a relationship with a HEST approved Service Provider, required quality assurance can be provided through the Desktop Quality Assurance (DTQA) method, in which case the following protocols must be followed:

I. Assessor Data Collection

Assessors working with a DTQA program must submit a floor plan and a series of photos and/or videos for every home they score. Photos/videos must be clear and well lit (using flash where appropriate) and must document all the critical home assets and characteristics required to accurately assess the home. Assessors should take a “too many is better than too few” approach when taking and submitting photos. See the “Desktop Quality Assurance Example Packet” for depictions of sketches and photos that are acceptable for review. The following is required:

1. **Floor Plan:** 1 Sketch & Fill in Template
 - a. Legible scan or photo of a drawing/sketch showing the footprint of the home with dimensions. Be sure to note "unconditioned" areas where necessary.
 - b. Fill in the standard (Figure 1) house diagram (or provide your own sketch) indicating placement of mechanical equipment and ducts as appropriate, and whether or not each is in conditioned or unconditioned space.

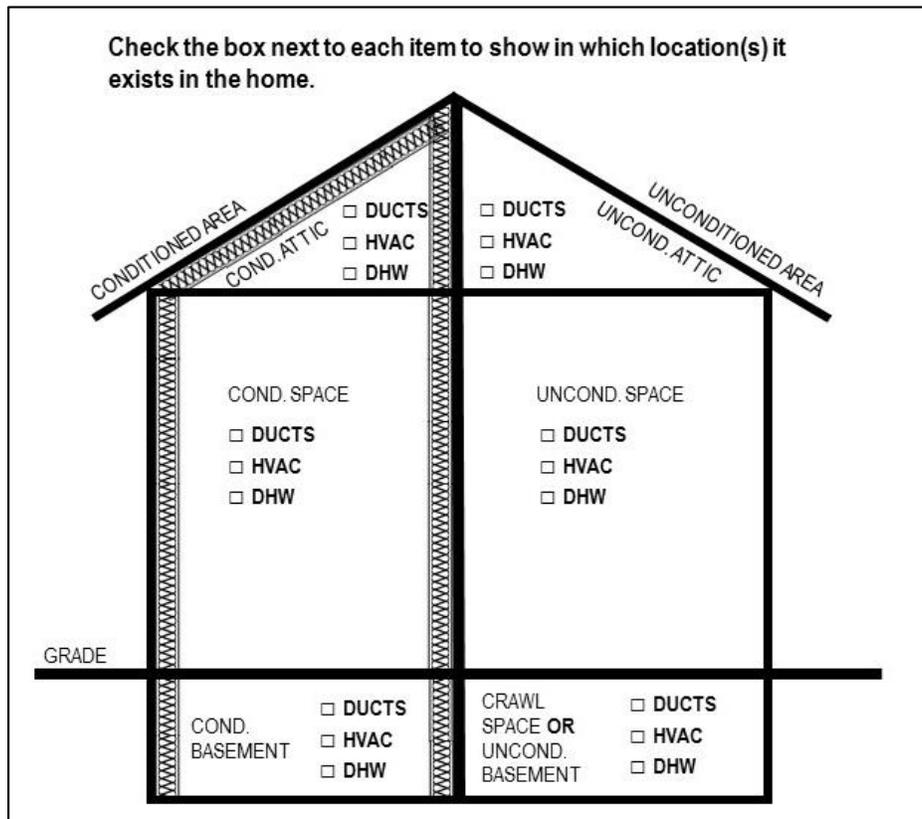


Figure 1. Standard House Diagram. Check off the equipment label in all locations where it exists in each home.

2. **Exterior:** 10 Photos
 - a. One or more per elevation, getting the whole side of the home in the frame whenever possible. One image must be straight-on to each elevation, ideally with an item indicating scale included in the shot (i.e., visible yardstick or ruler). One photo should also be taken on each corner outside the home to show how the exterior walls connect.
 - b. At least one photo per type of exterior foundation / slab insulation if present.
 - c. Close-up of most common window type(s) on home to show number of panes and frame type.
3. **Attic / Crawlspace:** 3-4 Photos (each location)
 - a. Ruler inserted to show insulation depth in 2-3 places, including some away from central locations.
 - b. Doorway, pull-down stair, or hatch that provides access to conditioned space.
 - c. An image of any areas with missing insulation (voids) or exceptions to the overall insulated condition.
4. **Ducts:** 2-4 Photos
 - a. Status of air sealing and insulation in 2-3 places, including some away from central locations.
 - b. Image showing each duct location (wide enough frame to see whether location is conditioned, unconditioned, vented, etc.).
 - c. Supply registers or radiators in basement, if basement is assessed as conditioned.
5. **Mechanical Equipment:** 1-2 Photos per equipment item
 - a. At least one photo of the entire unit(s), and one or more of the data plates on HVAC equipment where details are legible, including manufacturer's name and ENERGY STAR emblem, if present.

- b. Include a photo of the Energy Guide label, if present.
 - c. DHW tank; include data plate if possible, otherwise show the system fuel and type.
 - d. Be conscious of using the flash in a dark space so as not to wash out the data plate information. If a photo is not possible, ensure the equipment's make and serial number is provided.
6. **Walls & Envelope:** 3-8 Photos
- a. Photo of skylights from inside the house.
 - b. If the home is characterized as air sealed, photo evidence of professional air sealing work in the attic and the basement/crawlspace is required, or a copy of the receipt of professional air sealing work must be provided.
 - c. If the wall is not standard 2x4 construction, an image of an exterior door jamb showing wall depth with ruler (included for scale) must be provided.
 - d. If a blower door entry is made for the home, a copy of the blower door documentation or a photo of the test and manometer reading must be provided.
7. **Other Items:** Photos as needed
- a. Solar PV item specification sheet (if present) and/or the panels.
 - b. Green certifications or verifications achieved by the home, if applicable.
 - c. Anything outside the ordinary, e.g. if the Assessor believes advanced wall framing techniques or higher than normal insulation levels exist, include photo evidence.

II. Review by DTQA Auditor and Remote Service Provider

- 1.) Once the Assessor has collected the information and created a Home Energy Score for the home, the supporting materials must be provided to the DTQA Auditor electronically, following the methods specified by the Remote Service Provider. The DTQA Auditor will score the home (using the "QA" assessment type) based on their review of the photos, sketches, and materials provided by the Assessor, as well as external reference materials (e.g., Google Maps, Zillow, public documents, etc.), but excluding the actual "Home Facts" from the Assessor's score. The DTQA Auditor checks the Assessor's Home Energy Score data points against the DTQA assessment for discrepancies.
- 2.) The DTQA Auditor documents any data discrepancies, provides comments and/or questions and sends them to the Assessor. If discrepancies are found as described under "**What the HEST is looking for in a quality assurance (QA) assessment**" (see above), the DTQA Auditor must issue a re-score request to the Assessor and follow the "**Corrective Action Procedure**" described below. If any of the provided materials (photos/sketches) are inadequate to determine whether discrepancies exist, corrective action must be taken with the Assessor – see "**Corrective Action Procedure**" (below).
- 3.) The HEST will randomly review DTQA processes at a rate of no less than 5% per DTQA Auditor. This process will ensure the DTQA Auditor is examining the QA packets carefully and with up-to-date analysis informing their review decisions. The HEST will have regular communications with DTQA Auditors regarding their work and provide additional guidance as needed to ensure high quality data reviews.

III. Corrective Action

- **Corrective Action Procedure:**
 1. When a corrected Score is needed and/or if data discrepancies appear to be a trend for an Assessor, the DTQA Auditor will communicate discrepancies to the Assessor within one business day of review and seek clarification. The Assessor's initial assessment will remain unchanged if the Assessor can explain why initial data is correct (or can provide clarifying reference materials). Conversely, the initial assessment should be revised using the "corrected"

- assessment type for any situation where the Assessor is found to be sufficiently in error to require a rescore.
2. If clarifying information is not immediately available through the Assessor, no report may be delivered to the customer until that information can be obtained. If the report has already been delivered to the client, a re-issue of the corrected report to the client is required. Revisiting the home may also be necessary if discussions between the DTQA Auditor and Assessor are not sufficient to resolve uncertainties regarding data inputs.
 3. Communication between the DTQA Auditor and Assessor to rectify data entry discrepancies must be captured in a job file for later review, including how the discrepancy was resolved. The DTQA Auditor should follow their Remote Service Provider's documentation procedures.
- The Remote Service Provider is responsible for conveying guidance and education to Assessors based on repeated discrepancies or errors in data entry through the DTQA Auditors. At minimum, the Home Energy Score Partner should be made aware anytime an Assessor requires correction on a data entry category on more than two separate occasions (i.e., the Assessor is told corrected procedure for de-rating insulation through phone calls and/or emails three or more times).
 - The Remote Service Provider, on a quarterly basis, must provide the Home Energy Score Team with information detailing how often corrective actions are undertaken across all Assessors and Partners using their services. If an Assessor consistently scores homes incorrectly and fails to improve after corrective guidance, the Home Energy Score Team reserves the right to deactivate and require retraining of the Assessor.
 - The HEST will be granted access upon request to DTQA files for further review, including notes from the DTQA Auditor describing any follow-up communications between the DTQA Auditor and the Assessor.

IV. Sampling Protocol for DTQA

At a minimum, all of an Assessor's first five jobs will receive DTQA. As a precaution, Assessors should be encouraged to NOT provide Home Energy Score Reports to each of their first five clients until DTQA has been completed for each of their scores. After reviewing the first five scores, the DTQA Auditor must contact the Assessor to confirm either that the Assessor is scoring homes correctly, or that the Assessor requires additional training. If the Assessor incorrectly scores two or more of the five initial assessments, the DTQA Auditor must notify the HEST and the Partner overseeing the Assessor. Later assessments will receive DTQA at a rate of at least 5%, selected randomly. The first five homes do not count toward the 5% QA requirement.

V. Remote Service Provider Requirements and Guidelines

For details on becoming a Remote Service Provider please see the separate document, "Remote Service Provider Requirements and Guidelines". This can be found on the Partner Portal under the Resources header, or contact assessor@ee.doe.gov.

The Home Energy Score Technical Team strives to limit the amount of email sent to Assessors. The emails we do send are important and should be read and understood. If something is not clear or there are questions, please contact us at assessor@ee.doe.gov.

Home Energy Score Technical Team

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