

PERFORMANCE SYSTEMS
DEVELOPMENT

Rater
Providership



The Independent Rater

Challenges and Opportunities

Emelie Cuppernell



About PSD as a Provider

As an accredited Home Energy Rater Provider, Performance Systems Development offers raters the comprehensive service and support they need to develop a successful home energy ratings business.

Our staff includes HERS raters who offer in-house expertise for accurate modeling advice and recommendations. As your provider, we will stay in close communication with you to help you run your business and maintain high-standards for yourself and your clients. We can guide you through the entire process from Rater Training and achieving Certification to processing your completed ratings in a timely fashion.

[Become a Certified Rater](#)

Contact Info

If you're interested in our Providership please contact: 607-277-6240 ext 277

Or email: mkvalentine@psdconsulting.com

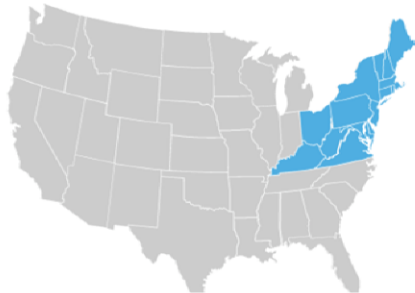
Types of Providership

PSD is a RESNET ACCREDITED Training Provider, HERS Rating Provider, EPA Indoor airPLUS provider, Sampling Provider, and a participating provider in the NY ENERGY STAR labeled home program.

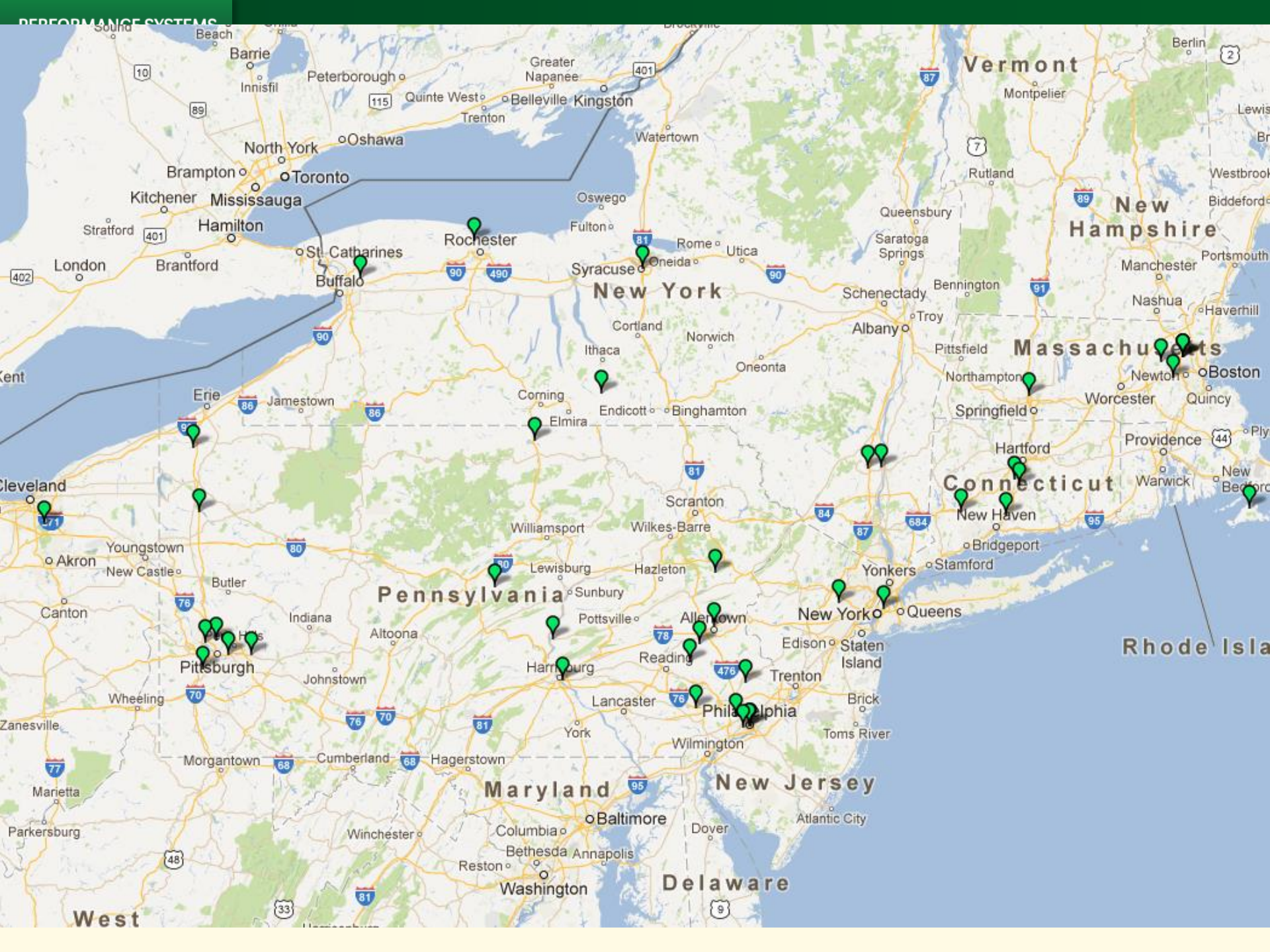


State Coverage

PSD is a RESNET ACCREDITED provider in the following states:



- Connecticut
- Delaware
- District of Columbia
- Kentucky
- Maine
- Maryland
- Massachusetts
- New Hampshire
- New Jersey
- New York
- Ohio
- Pennsylvania
- Rhode Island
- Vermont
- Virginia
- West Virginia



Two common models

Independent Rater

- Not employed by a Provider
- Rater or small business finds work
- The Rater pays a provider for services and quality assurance
- The builder is the Raters client

Provider-Employee Rater (Company Rater)

- Employed by Provider
- The Provider finds work
- The Provider pays the Rater for their services
- The Rater may be the Provider
- The builder is the providers client

Cash Flow

Independent Rater



Provider Employed Rater





Challenge: Finding a Provider



- Role of the Provider
 - › Certification
 - › Provides Rater Quality Assurance
 - › Provider Rating Software
 - › Processes Rating
 - Registration, Print enabling

Finding a Provider

- Considerations
 - What areas do they serve?
 - Sampling?
 - Participation in other programs? (Indoor airPLUS, watersense, State programs)
 - Continuing education services
 - Rating file turn around time
 - Report/label printing
 - Fees (some flexible with volume or type of rating)
 - ID Card
 - Training
 - Extent of QA services
 - What other additional services?
- Take some time to find a good fit



Become a Certified Home Energy Rater

We can guide you through the entire process from Rater Training and achieving Certification to processing your completed ratings in a timely fashion.

Free Monthly Webinar Series – For PSD Raters

16
APR
Modeling GSHP and other special considerations
Webinar Series
607-277-8240 ext 277
12:00 PM

21
MAY
PHUIS + Rater, an overview
Webinar Series
607-277-8240 ext 277
12:00 PM

18
JUN
The REALTOR Community
Webinar Series
607-277-8240 ext 277
12:00 PM

16
JUL
Conditioned Floor Area
Webinar Series
607-277-8240 ext 277
12:00 PM

RESNET Accredited Providers and Software Tools

- » [Accredited Home Energy Audit Providers](#)
- » [Accredited Home Energy Audit Training Providers](#)
- » [Accredited Rating Providers](#)
- » [Accredited HESP Providers](#)
- » [Accredited Rating Sampling Providers](#)
- » [Accredited Rater Training Providers](#)
- » [Accredited HERS® Software Tools](#)
- » [Accredited BOP Providers](#)
- » [Accredited Tax Credit Compliance Software Tools](#)
- » [Accredited IECC Performance Verification Software Tools](#)
- » [Accredited Existing Homes Tax Credit Compliance Tools](#)
- » [Green Rater Training Providers](#)
- » [Approved WaterSense Providers](#)
- » [Approved Online Home Energy Survey Programs](#)
- » [Approved EnergySmart Contractor Education and Qualification \(CEQ\) Providers](#)

So you're a Rater...



Now What?

Wait... what is a Rater?

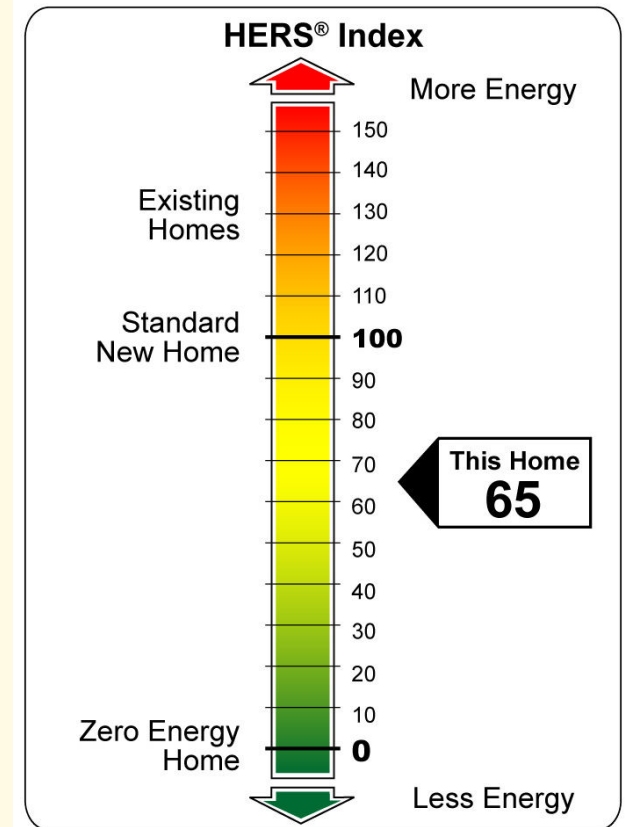
- An individual certified by a HERS Provider
- evaluate each of the minimum rated features established by RESNET
- determine the HERS rating

What is a Rating?

- An analysis of a home used to generate the HERS Index for the home.
- A Rating may be done based on construction plans only (Projected Rating)

OR

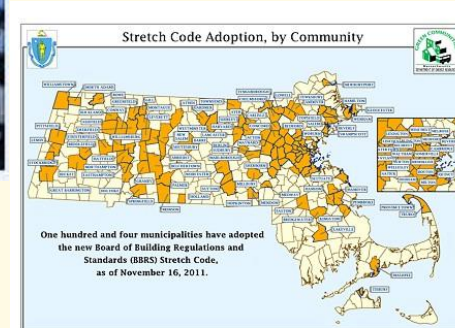
- Combined with onsite verification, testing, and inspections (Confirmed Rating)



Application of a Rating

Requires Rating

- ENERGY STAR
- Tax Credit
- Energy Efficient Mortgage
- State Programs
- EnergySmart Builder
- EnergySmart Teams
- HERS Index



Other Applications

- Code Testing
- House Doctor
- Comfort Issues
- Quality Assurance
- Cost Effective improvements
- Building Science Diagnostics



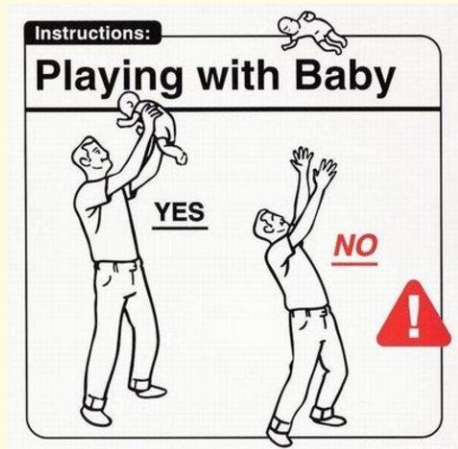
Challenge: Navigating all of these programs!

- It's good to participate in more than one program
- But it can be difficult to carry a ton of baskets
- Paperwork
- Staying on top of standards
- Additional reporting
- Incentives
- Providers
- Changing standards



Challenge: Know the Rules

- Know the Standards
 - › Different certifications
 - › Exceptions
 - › Footnotes
- Know they Change
 - Revisions
 - Timelines/expiration dates
 - Code Changes
- Know you can help change them!
 - Give feedback!!
 - Reach out to local alliances and trade organizations
 - RESNET Committees
 - Provider
 - Local State Program



How do you know what you don't know?

- You don't
- Where can you find out?
 - › Provider Support
 - QA
 - Newsletters
 - Webinars
 - Talk to a human
 - › Community
 - Online forum (LinkedIn)
 - Fellow Raters
 - Trade Groups

Challenge: Competition

- Independent Raters compete on their own in the marketplace
 - › With other Raters in the area
 - › With other Raters in the same Providership
 - › With other Raters from different Providers
- Compete on price, expertise, services
- Ideally they all follow the same rules and standards, however....
- Provider interpret the standards/rules and have their own

Free Agent

- Rater can change Providers
- Raters can have more than one Provider
 - › Better services, QA, coverage
 - › Less QA, rules, regulation
 - › Need (disciplinary action, debt, bad relationship)



Free Agent - Positive

The Rater gets a Job

The builder wants to sample, the Rater needs support



The Rater Contacts Provider

The Provider is not accredited for Sampling, the Rater cannot get support



The Rater Gets a New Provider

The Provider is accredited for sampling and has supportive documents, knowledgeable staff, and a webinar on sampling



The Rater Completes the Work successfully

Free Agent - Negative

The Rater performs Ratings

The Rater completes and submits to Provider

The Provider performs Quality Assurance Review of the Ratings

Provider finds multiple errors, many Ratings don't comply, requested documentation not provided

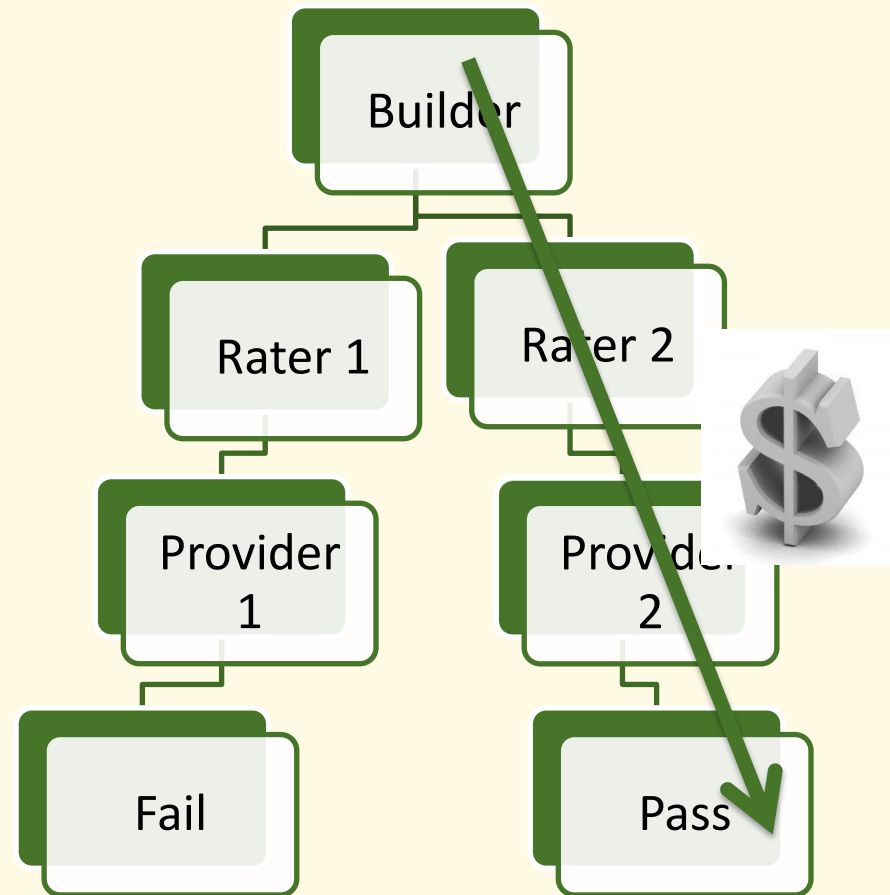
The Provider places the Rater on suspension

The Provider offers the Rater a pathway for corrective action and placement in good standing

The Rater finds a New provider and is back in good standing

Lack of Consistency

- A large builder uses 2 Raters
- Builder is attempting to use a particular product/strategy to meet compliance
- Rater 1 will not pass this strategy
- Rater 2 says its fine
- The Raters check with their Providers who each confirm the Raters position



Consistency

- Leveling the playing field
 - › Among Raters
 - › Among Providers
- RESNET's role
 - › Responsible for Provider QA
 - › We need more defined regular QA of and support for Providers
 - › They are working on it



Ethics/QA

- QA is ideally done on the Rater only – but the builder often bears consequences for errors found on QA.
- When an error is found (particularly failures for compliance Ratings) relationships may suffer.



Challenge: Ethics/QA

Independent

- The builder is the Raters client
- The Rater may have a vested interest in not finding errors in the building/on QA
- The Rater pays the provider for QA services
- QA scheduling can be more difficult
- The Provider does NOT have a relationship with the builder, did not take \$ from the builder.
- For both models the Rater has a vested interest in the provider NOT finding errors on the QA

Provider-Employed

- The builder is the provider's client
- The Provider QA's it's employee
- The Provider *may* have a vested interest in NOT finding problems on the Rating or on QA – the builder is the client

Opportunity: Ethics QA

- An opportunity to sleep well at night



Challenge: Pricing

- Incentives – a price cap?
- What worth does a rating program (ES) have?
 - › Energy Efficiency
 - › Durability
 - › Moisture Management
 - › Better Indoor air Quality
 - › Greater Comfort
 - › Less Call Backs!
 - › Cheaper Utilities
 - › Builder marketing opportunities/ stand out in the market
 - › Customer satisfaction
- How much would a builder pay for this?
- What if there is a \$1,000 incentive?

Hard to compete with Sales Raters

- Feedback from raters : “How am I supposed to make money doing this for \$500?” – You are not.
- “Window Salesman” Rater vs. Building Scientist Rater
- One is cheaper and will sell you products
- The other will provide knowledge on building energy efficient, safe, comfortable, durable homes with good air quality and eligible for certain programs and labels
- Sell your worth
- Some raters find itemized costs helpful

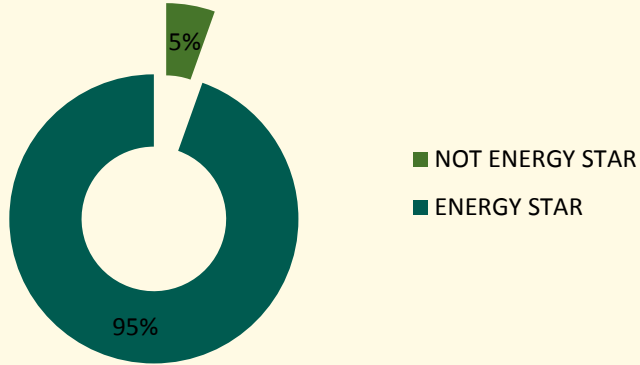
Itemized tasks for ES 3.0

- Kick off meeting
- Plan review and model
- Builder/Contractor/Architect/Homeowner Consulting
- Thermal Enclosure Rater Checklist (not one site visit)
- HVAC Rater Checklist
- Optional Water Management Builder Checklist OR Rater Indoor airPLUS certification
- Final Inspection
- Retesting or Repeat visit (item failed or was not ready for inspection)
- Final Model
- Admin: Paperwork/Labels and Reporting/Provider Fees

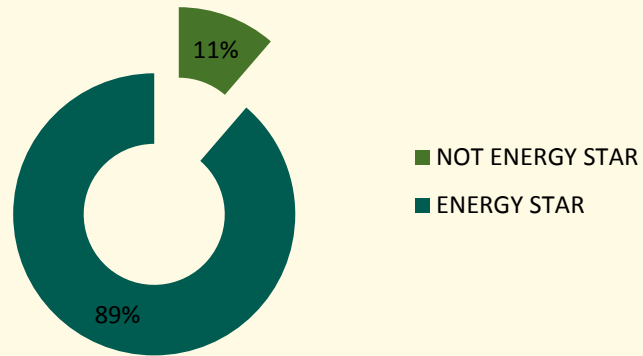
More on Opportunities



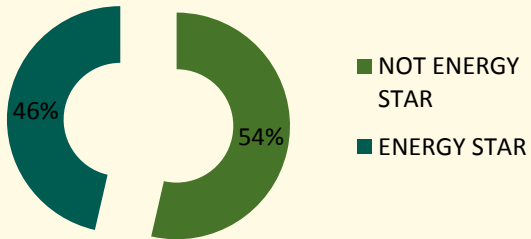
2010



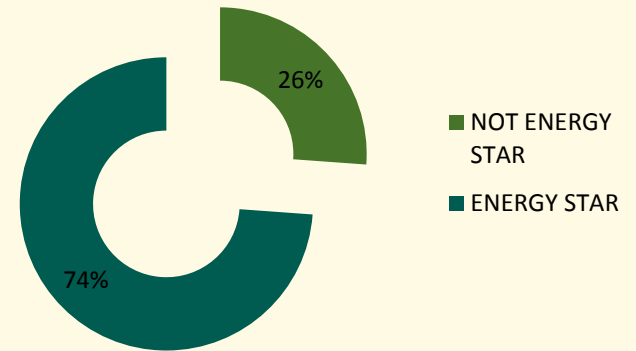
2011



2013



2012



Local State/Utility Programs

- Many States have their own ENERGY STAR programs which offer incentives to builders and/or raters for participating.
- Many States and Utilities have non-ENERGY STAR Incentive programs that require a rater for participation.

HERS Index for New Homes

Builders signing the MOU with RESNET to have 100% of homes rated are referred to as EnergySmart Builders. There is no cost to the builder to sign up.



The use of the HERS Index differentiates homes built and rated by RESNET Home Energy Raters from other homes for sale in the market.

Realtors are starting to get on board.

Recent push to have the HERS index, ENERGY STAR qualification, and energy efficient/green features listed on the MLS

Talk to realtors in your area!



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What is a HERS Index?

by on JANUARY 27, 2009 - 2 COMMENTS

in [ATLANTA HOME BUYER'S](#), [ATLANTA REAL ESTATE](#), [COBB COUNTY REAL ESTATE](#), [DULUTH NEW HOMES](#), [FORSYTH COUNTY REAL ESTATE](#), [FULTON COUNTY REAL ESTATE](#), [GRAYSON NEW HOMES](#), [GWINNETT COUNTY NEW HOMES](#), [GWINNETT COUNTY REAL ESTATE](#), [JOHNS CREEK NEW HOMES](#), [LAWRENCEVILLE NEW HOMES](#), [LAWRENCEVILLE REAL ESTATE](#), [LILBURN REAL ESTATE](#), [SNELLVILLE NEW HOMES](#), [SUWANEE REAL ESTATE](#)



Last week, while attending a continuing education class, I along with the other attendees saw on a listing the classification for a HERS Index. One student in the class asked, what is a HERS Index? No one was able to answer the question. As is usually, when a question like this arises there will be research done and a blog post to follow that answers the question. This is no exception.

After doing a Google search, the first site that I visited in my quest for information on a HERS Index/Rating was the [Energy Star](#) site. What I found was that a HERS rating is a scoring system that involves an analysis of a homes construction plans along

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What Is A HERS Score?

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HERS Index = MPG

HERS IN A NUTSHELL

HERS INDEX = MPG

HERS & ENERGY COST

55

HERS Index

HERS Index
is to your home
what MPG
is to your vehicle

32

MPG

EEM/EIM

EEMs are insured by the Federal Housing Authority and the Veterans Administration (for past and present military personnel) and by the conventional secondary mortgage market (Fannie Mae and Freddie Mac).

These mortgages are obtained separately and then rolled into the primary mortgage

Requires a Rater

- An overall rating for the house as it is.
- Recommendations for cost-effective energy upgrades.
- Cost estimates of the price, savings, and life of energy saving upgrades.
- An estimate of the house's rating after the upgrades.
- Before and after estimates of annual energy costs for the home.

*The cost of the rating may be bundled into the Loan

EEM/EIM

How to get involved?

Contact local mortgage companies, bank, savings and loan associations, and other lending companies to find out what is offered in your area.

MortgageLoan.com has a state by state listing of lenders who are known to offer EEMs

<http://www.mortgageloan.com/eem-lenders/>

Inform Home Owners of this opportunity!

HUD Energy Efficient Mortgage Home Owner Guide:

http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/eem/eemhog96

House Doctor - Indoor airPLUS

More and more, homeowners are experiencing indoor air, health and structural problems created by building science failures.

A Rater can address these issues.

- Indoor airPLUS is a complementary label for ENERGY STAR certified homes that addresses consumer demand for healthier indoor environments and offers comprehensive protection against harmful indoor air pollutants
- Indoor airPLUS labeling can be used in lieu of the Water Management Builder Checklist
- Adds more than 30 additional home design features to help protect homes from moisture, mold, pests, combustion gases and other airborne pollutants.



Indoor airPLUS

How to get involved?

- Sign up with EPA as a partner rater
- Offer as an optional service with ENERGY STAR ratings
- Perform Ratings

Promote yourself as a Building Scientist/House Doctor – someone who can pin point health concerns and housing failures and propose specific actions to remedy problems.

LEED for Homes

- Developed by the U.S. Green Building Council (USGBC) in 2000
- LEED certification is an independent, third-party verification that a home was designed and built using strategies aimed at achieving high performance in key areas of human and environmental health:
 - › sustainable site development,
 - › water savings
 - › energy efficiency,
 - › materials selection
 - › indoor environmental quality



LEED for Homes



All LEED certified projects must have a LEED for Homes Green Rater perform onsite verification.

**All projects pursuing LEED for Homes certification also require performance testing to be completed by a qualified HERS Rater.

**A Green Rater *may* also be a HERS Rater, but many are not.

How to get involved:

- ✓ Become a Green Rater
 - ✓ Training, testing, sign up with LEED for Homes Provider
- ✓ Partner with a Green Rater
 - ✓ Green Rater Locator:
<http://www.usgbc.org/DisplayPage.aspx?CMSPageID=2528>

Join an EnergySmart Team

Consists of:

- ✓ A Rater
- ✓ At least one state-licensed heating and AC Contractor who is a recognized participant in the ACCA program
- ✓ At least one RESNET *EnergySmart* Contractor that specializes in Air Sealing and Insulation who employs at least one senior technician who has is an ICAA Certified Insulation Installer or has received a completion certificate for another RESNET recognized quality installation training program.
- ✓ Any number of other *EnergySmart* Contractors



EnergySmart Team – How it works

- The Team's HERS Rater performs an initial diagnostic assessment and develops an improvement strategy
- The *EnergySmart* Contractors collectively install the energy improvement measures
- A HERS Rater performs a final inspection to ensure the quality of work, measure projected energy savings and verify these savings meet the prescribed target

Company Benefits (RESNET)

- By working as a team, you can provide a total solution that gives the homeowner peace of mind that the intended comfort and cost benefits will be achieved.
- As a Rater, you will work with skilled contractors who understand the work scope, relate to the house as a system, and can complete the work to specified efficiency standards.
- Recommending specific, *EnergySmart* contractors increases the likelihood that your recommendations will be properly implemented - the first time.





- QUESTIONS?