

RESNET® Quality Assurance & Compliance Report – Q1 2026

This report is designed to provide an overview of RESNET’s Quality Assurance Program for the prior quarter. Compliance issues change over time. Using this report, Builders, Raters, and Providers can take proactive steps to strengthen practices and prevent issues before they occur.

Q1 2026 Summary

In the first quarter of 2026, RESNET Providers conducted 11,723 Quality Assurance (QA) reviews across the national HERS® rating network via the new platform.

- 11,723 total QA reviews conducted¹
- 98.1% compliance rate
- 964 ratings corrected and resubmitted before finalization
- 0 disciplinary actions issued

Types of QA Reviews

- File QA (10,040 reviews)
- Pre-Drywall Field QA (498 reviews)
- Final Field QA (1,185 reviews)

All QA reviews are conducted by certified Quality Assurance Designees (QADs) and submitted through RESNET’s centralized QA platform.

Compliance Outcomes

- 10,759 ratings passed without correction
- 964 required correction and resubmission
- 90 failed/deficient²
- 0 resulted in formal discipline

Most Common Technical Correction Areas

- Windows – 2,169 instances

¹ These numbers are pulled from RESNET Quality Assurance App/API. For the first quarter of 2026, use of the App/API became mandatory. These numbers do not include the additional oversight of file and field QA conducted by RESNET Staff as part of its layered efforts to review QADs and program integrity.

² Failure of QA Reviews may result in loss of eligibility for remote field QA for an individual. Three consecutive failed QA Reviews in the same calendar year for an Individual requires Disciplinary Probation and increased rate of QA Reviews.

- Ceilings – 2,045 instances
- Above Grade Walls (AGW) – 1,358 instances
- Clothes Washer – 1,278 instances
- Ventilation Systems – 82 instances

What We Are Seeing in the Field

Windows

- Missing or incomplete documentation of NFRC labels.
- Inconsistent alignment between modeled values and installed components.

Ceilings

- Inadequate documentation of insulation depth.
- Modeling discrepancies tied to framing depth assumptions.

Above Grade Walls (AGW)

- Inconsistent software modeling library selection across elevations.
- Inadequate photo documentation of walls.

Clothes Washers

- Modeling discrepancies between the HERS Reference and other selections.

Ventilation Systems

- Missing mechanical model documentation.
- Incorrect testing methodology.

Failure to Perform Required Inspections

- Midpoint inspections being missed (no documentation provided)

Proactive Guidance for Builders & Providers

- Leave window stickers in place until documentation is complete.
- Verify attic insulation depth visually/add depth markers (rulers or spray paint) before insulation is installed.
- Ensure rating companies provide documentation of personnel certifications.
- Verify inspection tools are baselined and set to 10-second average.
- Ensure all homes receive a midpoint and final inspection (exceptions apply for sampling of multifamily buildings).

Q1 2026 - Compliance Considerations

Document Integrity and Forgery Risk

There have been three reports of altered or falsified documentation, including HERS Certificates and blower door reports. Examples include certificates clearly labeled “based on plans” being presented as final ratings, as well as the addition of fabricated Registry ID numbers. These practices constitute a violation of RESNET Standards and may rise to the level of fraud, with potential consequences including rating rescission and disciplinary action for the rater.

In instances where the falsification is perpetrated by someone not under RESNET’s authority (e.g., the builder or someone purporting to be a HERS rater), RESNET is able to enforce trademark violations through our legal counsel.

Builders are advised to implement basic document controls. At a minimum, require direct delivery of final HERS Certificates and supporting test reports from the contracted rater, and verify Registry ID numbers through the official RESNET Registry (www.hersindex.com/hers-rated-home-search). Documents labeled “based on plans” should not be accepted as final. Any discrepancies should be addressed immediately with the rater’s Accredited Quality Assurance Provider before proceeding with certification or closing.

Field Personnel Certification

Confirm that all individuals conducting HERS or ENERGY STAR inspections hold current, program-appropriate certifications prior to performing field work. Consider including a clause in contracts requiring all rating personnel working to certify HERS/ENERGY STAR/DOE Efficient New Homes be duly certified and current on all training requirements.

Equipment Settings

Ensure your duct blaster and blower door devices are properly baselined prior to testing. Verify manometers are set to 10-second averages instead of 1-second averages.

Clothes Washer Verification

Take photos of the nameplates when present, and the empty space when not present. Ensure installed washers are modeled correctly, with proper custom values when applicable. Verify that the selections of HERS Reference, ENERGY STAR, High Efficiency, and Custom match the given project.

Missed Inspections

Midpoint inspections are the most frequently missed inspection type. Whether intentional or inadvertent, failure to complete a required midpoint inspection constitutes noncompliance with RESNET Standards (with the exception of approved sampling protocols for multifamily buildings). Missed inspections may necessitate modification of the rating and, in certain cases, rescission.

As a best practice, raters should be required to check in with the site Superintendent upon arrival. This enables the Superintendent to track inspection activity and, where appropriate, verify that required inspections are being performed.

ENERGY STAR Rater Field Checklist - Builder Signoffs

Under the ENERGY STAR for Homes program, builders are permitted to verify up to six (6) items on the Rater Field Checklist. However, a builder representative must initial and date the bottom of the checklist to validate any builder-verified items.

As a quality assurance measure, require raters to submit completed checklists and review the “Builder Verified” column. If items are marked as builder verified but the checklist lacks the required builder signature and date, those items may not have been verified. This condition can result in the home being deemed ineligible for ENERGY STAR certification.

Why This Matters

RESNET’s Quality Assurance system strengthens confidence in the HERS ecosystem by identifying and resolving issues early, supporting continuous improvement, protecting builders, and ensuring stakeholders receive reliable energy performance information.