

## **Proposed Policy:**

### **RESNET® Staff Mediation and Technical Support for Builders**

**Approved on September 29<sup>th</sup>, 2025**

#### **Purpose:**

This policy establishes the framework by which RESNET shall assist builders and contractors in situations involving disputes, performance concerns, or technical uncertainties related to HERS® Ratings or RESNET-supported programs. The intent of this policy is to promote transparency, ensure technical accuracy, and work with builders to enhance the consistency among the HERS Raters they work with across all RESNET-aligned projects.

#### **1. RESNET Staff Cooperation with Builders and Contractors**

Builders may request RESNET staff to engage in the following activities:

##### **A. Mediation Support**

Upon request of a contractor or builder, RESNET staff may serve as a neutral third-party mediator in disputes or disagreements related to program compliance, performance expectations, or technical interpretations. RESNET staff will maintain a neutral role, engage in good-faith efforts toward resolution, and, in coordination with builders or contractors, may:

- Participate in mediation sessions, either in person or virtually.
- Provide access to relevant documentation, specifications, and correspondence.

##### **B. Technical Support and Documentation Review**

To assist in identifying or resolving technical concerns, RESNET staff may conduct:

- Site Inspections – With reasonable notice from a builder, RESNET staff may access construction sites remotely or in person, subject to the builder's safety and scheduling protocols.
- Documentation Review – This may include review of builder-provided photos, specifications, design schematics, or other supporting documentation to RESNET Staff.

*\*Site inspections are for the purpose of observing building conditions, verifying field practices, or assisting in conflict resolution—not for enforcement. If,*

*however, an instance of obvious non-compliance is discovered by RESNET during such a site inspection, RESNET staff will work with the builder and the Rater to resolve the issue.*

### **C. Technical Analysis and Support**

Builders are encouraged to contract directly with RESNET's network for third-party independent technical analysis.

This work could include:

- Diagnostic testing.
- Modeling review and verification.
- Analysis of energy efficiency measures.
- Recommendations for corrective action or optimization.

RESNET staff can assist the builder with locating qualified companies or individuals who can address the builder's concern.

## **2. Confidentiality and Professional Conduct**

All interactions will be governed by principles of professionalism, confidentiality, and neutrality. RESNET staff shall not disclose proprietary or project-specific information without written consent from the parties involved, except as required by law or federal regulatory provisions.