RESNET®
RESIDENTIAL ENERGY SERVICES NETWORK

Leading the Path to Net Zero Energy Homes

July 2025

Transfer of HERS® Rater of Record Interim Policy: Provider Discretion, Registry Management, and QA Guidelines

Purpose

This document aims to provide additional guidance to Rating Quality Assurance Providers (Providers) and Quality Assurance Designees (QADs) on managing quality assurance and registry management obligations in conjunction with the Transfer of HERS® Rater of Record interim policy.

Context

RESNET® approved an interim policy for the Transfer of HERS® Rater of Record on July 11th, 2025, which provides options for Providers and their Rater network to assist builders in finalizing unregistered completed or in-progress ratings left in limbo following the unexpected closure or incapacitation of a Provider, Rating Company, or Rater of Record (RoR).

This interim policy can be found on the [RESNET website](#) and will remain in effect through December 31st, 2025, or until a permanent RESNET policy is adopted – whichever occurs first.

Providers finalizing transferred ratings must review and communicate the following clarifications, including Provider-specific expectations, to all relevant parties within their organization.

Provider Discretion

Providers retain full discretion to determine which pathways within the interim policy are permissible within their providership and may impose additional restrictions beyond the policy's minimum requirements. This includes, but is not limited to, prohibiting the adoption of unregistered ratings, narrowing the scope of allowable processes, and/or establishing criteria for acceptable testing alternatives. For example, a provider may allow both Process A and Process B while disallowing the use of the Limited Exception.

Registration Requirements – Project Notes

To ensure transparency and maintain compliance, the following information must be recorded in the *Project Notes* field of each registered transferred rating file. This record serves several essential

functions: it formally identifies ratings conducted under the interim policy, provides RESNET Staff and QADs with pertinent information for the resolution of homeowner complaints or the execution of quality assurance (QA) reviews, and ensures adherence to the chain of custody requirements set forth in RESNET-HERS® Standards.

The *Project Notes* entry must include:
- Designation as a Transferred Rating
- Documentation Process Utilized:
    o Process A – Complete Rating Documentation,
    o Process B – Adopting Rater Collected Documentation, OR
    o Limited Exception
- Original Rater of Record
- Additional Inspectors, Raters, or Modelers involved prior to the transfer
    o Optional: include the role of each individual

Recommended Project Note Language:
- Transferred Rating – Process A: Complete Documentation Received. Original RoR: [*Name*]. Additional Inspectors Prior to Transfer: [*Names and roles, if applicable*].
- Transferred Rating – Process B: Adopting Rater Collected Documentation. Original RoR: [*Name*]. Additional Inspectors Prior to Transfer: [*Names and roles, if applicable*].
- Transferred Rating – Limited Exception. Original RoR: *[Name]*. Additional Inspectors Prior to Transfer: [*Names and roles, if applicable*].

Quality Assurance of Transferred Ratings

QA Counts
File and field QA review counts for transferred ratings will be calculated in the same manner as all other registered ratings. The Adopting Rater of Record (RoR), additional verifiers, and HERS Modelers listed on the registered rating, will incur the associated file and field QA review count. If the Adopting RoR does not perform fieldwork and no other verifiers are listed, note this in your annual QA submittal.

Policy Documentation Included in Rating Data File
All documentation required by the interim policy and additional requirements imposed by the Provider must be included in the Rating Data File for each transferred rating. Providers and Adopting RoRs should be prepared to provide this documentation to RESNET upon request.

QAD Checklist
For Process A and B of the interim policy, the expectation is that Adopting RoRs can supply QADs with adequate documentation provided by the Original Rater of Record and/or provide acceptable alternative documents. If it is found during a QA review of a transferred rating, that the documentation is insufficient, the QAD should mark the item(s) as failing/unsatisfactory/3. If the QAD is not satisfied with the Rater's alternative documentation, the Provider has the right to deny the documentation. We highly recommend that Providers discuss and outline clear expectations with their Raters and QADs prior to registering transferred ratings. Additionally, Adopting RoRs are expected to use default values when documentation cannot be provided, and specifically when a Limited Exception is allowed.

Quality Assurance for Transferred Individuals

Any Providers who take on field verifiers and/or modelers affected by an unexpected Provider shutdown will not be held accountable for QA reviews left outstanding by the previous Provider. Instead, the new Provider should conduct field and/or file QA reviews based on the type of work performed by each individual, within the **first 20 ratings** completed under their providership.

- **Field QA**:
  Raters and RFIs should receive a minimum of **one field QA review** within their first 20 ratings completed under the new Provider. RoRs who do not perform fieldwork are exempt from this requirement.
- **File QA**:
  Raters and HERS Modelers should receive a minimum of **one file QA review** within their first 20 ratings completed under the new Provider. Raters who do not perform modeling work are exempt from this requirement.

These QA reviews may count toward the individual's ongoing QA obligations under the new Provider.

Annual Submittal Guidance

Similar to the remote inspection and default values lists required under RESNET's COVID provisions, Providers will be required to submit a complete list of transferred ratings as part of their 2025 annual QA submittal. The list should include, at a minimum, the following information*:

- Registry ID of Transferred ratings
- Documentation Process Utilized:
  - Process A – Complete Rating Documentation,
  - Process B – Adopting Rater Collected Documentation, OR
  - Limited Exception
- Original RoR

*Required information is subject to change.