

Steps RESNET is Taking to Assist Rating Providers in Meeting the COVID-19 Pandemic

From the Desk of RESNET Executive Director Steve Baden

HERS Rating Providers:

The COVID-19 pandemic has affected our day to day business and personal lives. This communication is to provide an update on RESNET's ongoing efforts to support our network of Rating Providers, 2,500 certified HERS® Raters, and Rating Field Inspectors (RFIs) to protect the health and safety of our industry. We encourage you to continue to stay informed via trusted health resources such as the [World Health Organization \(WHO\)](#), [Centers for Disease Control \(CDC\)](#), and your local health authorities. We are in unprecedented times, but we are confident in the resilience of our respected communities and know that we will weather this crisis together.

RESNET is fortunate that all employees work remotely from their homes, so the coronavirus is not anticipated to have a drastic impact on our internal operations. You will be able to depend on the same support that you have had in the past. However, RESNET staff will not be traveling until further notice and the Spring RESNET Board meeting, scheduled for April 22nd in Denver, has been canceled. All of our quality assurance oversight activity will be conducted remotely.

We know that the COVID-19 pandemic will have a huge impact on HERS Raters and Rating Providers. RESNET has a responsibility to its membership to hear your needs and respond with actions that are aimed to ease the burdens that this pandemic has put on us all. We know that you are faced with real issues that affect your bottom line and the health and livelihood of your employees right now.

As we continue on this uncertain path, RESNET staff is pursuing options to support Rating Providers at this time. We understand that this pandemic will impact your providership's ability to meet certain deadlines, and policies regarding reporting and testing.

I am reviewing RESNET's standards provisions and policies that could hinder this effort to relieve some of your burdens. The RESNET Board Executive Committee has delegated to me the ability to make emergency decisions to waive provisions that unnecessarily hinder this effort for the duration of the national emergency and beyond by at least thirty days.

With this emergency authority, RESNET staff is working to determine what can be accomplished right now, within 8 weeks and beyond to help Raters and Rating Providers conduct business within this new normal.

The following actions will take place immediately:

QA, testing, and reports:

- Automatic 30-Day extension for QA Providers on deadline to submit annual QA report to RESNET
 - Longer extension permitted if requested on a case by case basis
 - Current approved extension requests have been between 2-8 weeks
- Allow Providers to immediately start using remote QA and lift all restrictions on remote protocol currently in place.
 - Scott Doyle will soon be sending you a communication with more specifics.
 - RESNET will host a webinar to let Providers know how to implement remote QA during this national emergency.
- Remove the proctor requirement for the current QA Designee exam during this emergency. Testing can be scheduled via the QAD Test Application located here: <https://archive.resnet.us/rater/tests/application.aspx>
 - Online proctoring services will be permitted for the new QA Designee exam as well as any rater exam retests. Training providers are only permitted to give the access codes to the proctor. Access codes should not be given to the students directly. Any questions should be directed to laurel@resnet.us.
 - Extensions will be granted on exam licenses as needed.

Payment terms for rating fees:

- RESNET will waive late fees for the entire year of 2020.
- RESNET can negotiate with Providers payment plans when necessary.
- Flexibility with suspension deadlines on a case-by-case basis.

The actions mentioned above are effective immediately and will be in effect until thirty days after the Presidential national emergency is lifted.

RESNET staff is also considering delaying the standard requirement that eliminates QA Delegates on July 1, 2020. This decision is expected to be made by on or before May 1, 2020.

We recognize how this pandemic, subsequent local, state and federal policies, and the effects on the economy are placing a financial burden on your business over the foreseeable future. The RESNET staff is also considering other options with the RESNET Board on payment fees and other flexibility in the rating fee payment process. Look for future announcements on this.

We are a tight knit community, and in times like this, we have to come together like we have done before.

RESNET staff needs your suggestions and we want to hear your concerns. Please send me suggestions on further actions that RESNET should consider to sbaden@resnet.us. We may not be able to act on all suggestions, but where we can,

RESNET will act on what is achievable. We are dedicated to relieve the stresses that this national emergency is causing our industry.

To keep the industry up to date on COVID-19 and RESNET's initiatives in dealing with the crisis, we have posted a new web page: <https://www.resnet.us/about/us/resnet-covid-19-updates/>

RESNET will also be developing a dedicated COVID19info@resnet.us email address that will go directly to the QA Team for QA questions and concerns during this time of disruption in our industry. The new web page will indicate when this new dedicated email address is up and running.

RESNET values the work that you do. As our nation works through this national emergency, we have to be diligent about how we do business and work together to navigate through this. I am confident that we will be better once we get through this pandemic; our businesses will be stronger, and like our country, we will become more united through this.

Be safe



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