



Leading the
Path to Net Zero
Energy Homes

July 2025

Terminating Raters, RFIs, and HERS Modelers

Guidelines for Provider Compliance

Purpose

RESNET® Staff guidance on the processes required when a verifier is no longer associated with a providership. This guidance will:

- Ensure clear records of current Verifier/Provider relationships.
- Ensure the verifier has adequate oversight over all ratings their name is associated with.
- Ensure QA requirements with the original provider do not change after termination.
- Ensure New Providers have a clear understanding of any outstanding disciplinary action required when considering new verifiers.
- Maintain a clear chain of custody of verifiers working on each address in case of future complaints or investigations.

Standard References

- [Formal Interpretation from 2013](#)
- HERS® Standards section 904.4.1.4

904.4.1.4 QA Providers shall update the registry within five (5) business days of a change in fact for any status changes and/or disciplinary action.

General Requirements

Providers don't always receive notice when a verifier is leaving their providership, however, once notice is received it should be the provider's top priority to ensure that the QA obligations are met and that the terms of the verifier's termination are communicated clearly to all parties.

Any QA incurred under a providership is the responsibility of that provider. Providers are expected to make every reasonable effort to complete the required QA for terminated verifiers.

Providers must communicate to the verifier that they are obligated to support efforts to complete required QA. Failure to do so will result in:

- Disciplinary action and
- Potentially rescinding all impacted ratings

Registry Management Obligations

904.4.1.4 QA Providers shall update the registry within five (5) business days of a change in fact for any status changes and/or disciplinary action.

Providers must update the status of terminated verifiers to *Terminated-Administrative* within 5 business days of leaving the providership or receiving notification of them leaving the providership. This status indicates there is no longer a relationship between that individual and the provider.

Prior to listing the verifier as *Terminated-Administrative*, the provider must assess whether the current status is accurate and update it prior to assigning the *Terminated-Administrative* status.

When applicable, the provider should clearly state any outstanding disciplinary action, including disciplinary action required due to incomplete QA obligations.

The provider must provide written notice of any status change to Probation, Suspension, or Revocation to the verifier in accordance with the HERS® Standard section 102.2.9.3.1.

QA Obligations – File and Field

(see 2013 Formal Interpretation for details)

Whenever possible, the provider should give the verifier adequate time to respond to QA feedback and make corrections. If the verifier is unable to make the necessary corrections, request that their manager does so on their behalf. QADs are also permitted to make corrections to bring ratings into compliance, if needed.

If the verifier is not cooperative and/or does not (reasonably) assist in the facilitation of completing required QA, the provider should follow the guidance outlined in the [Managing QA When Verifiers Fail to Participate](#) guidance document.

If the provider is unable to accommodate a verifier's attempt to complete the required QA, they should NOT change the verifier's status in the Registry. Instead, the provider should utilize one of the options below to address the outstanding QA:

- Work with the Rating Company to complete the required QA,
- Rescind the impacted ratings, OR
- Submit a QA plan to RESNET QA Staff for approval that demonstrates reasonable confidence that the ratings are compliant and can remain in the Registry.

Rating Software Management

Once a verifier is listed as *Terminated-Administrative* they can no longer be selected as inspectors in the rating software, however, RESNET still requires that a complete chain of custody be recorded for each registered rating.

For Rating Field Inspectors and Raters-Field Only

Providers must inform individuals who will be the Rater(s) of Record on ratings partially completed by the terminated verifier that they should NOT list that verifier as an additional inspector. Instead, the Rater(s) of Record should list the terminated verifier in the Project Notes section of the rating software.

- Be sure to include the date of termination and the inspection type completed by that verifier.

Ekotrope™

rater | Ekotrope Rating Co. | Settings | Log out

My Projects R&A Example

My Projects Component Library

Upload your Photo

R&A Example
Built by Example Builder
Boston, MA 02111
County: SUFFOLK, Climate Zone: 5
Last changed on Oct 2, 2019

Project Info

Registry ID: Unregistered

Analyze Submit Project Reports

Project Notes...

EnergyGauge USA - Mirada Lot 2489

File View Calculate Batch Reports Registration Support Help Tools Improvement Analysis zzz

Project ID: 15 User Entry Mode

Project Info

Title: [Blank]

Owner: [Blank]

Comment: 2215_SLAB_eDT

Permit Office: [Blank]

Permit: [Blank] Permit Date: 08/16/2024

Jurisdiction: [Blank]

Final Inspection Date: 10/04/2024 Clear Dates

Rater

Rater Name: [Blank]

FSEC Rater ID: [Blank]

HERS Modeler (Prelim): [Blank]

HERS Modeler (Final): Marina Baranowski

Builder

Builder Name: Lennar Homes LLC - Tampa

Builder Address: 4600 West Cypress Street Suite 200

Builder City: Tampa

Builder State: FL

Builder Zip: 33607

Builder Phone: 813-574-5700

Builder Home ID: [Blank]

Building Info

Status: New (Confirmed)

Year of Construction: 2024

Rotate Building: 0

Worst Case

Yes No

Unit Type

Detached Attached

Property Location

Address Type

Street Address Lot Information

Street: [Blank]

City: San Antonio

State: FL

County: Pasco

Zip: 33576

Florida Climate Zone: 2

IECC 2021 Zone: 2A

Rating only Info

Development [Blank]

Model: [Blank]

Plan ID: [Blank]

Post Project

Recent Runs

HERS IAF --

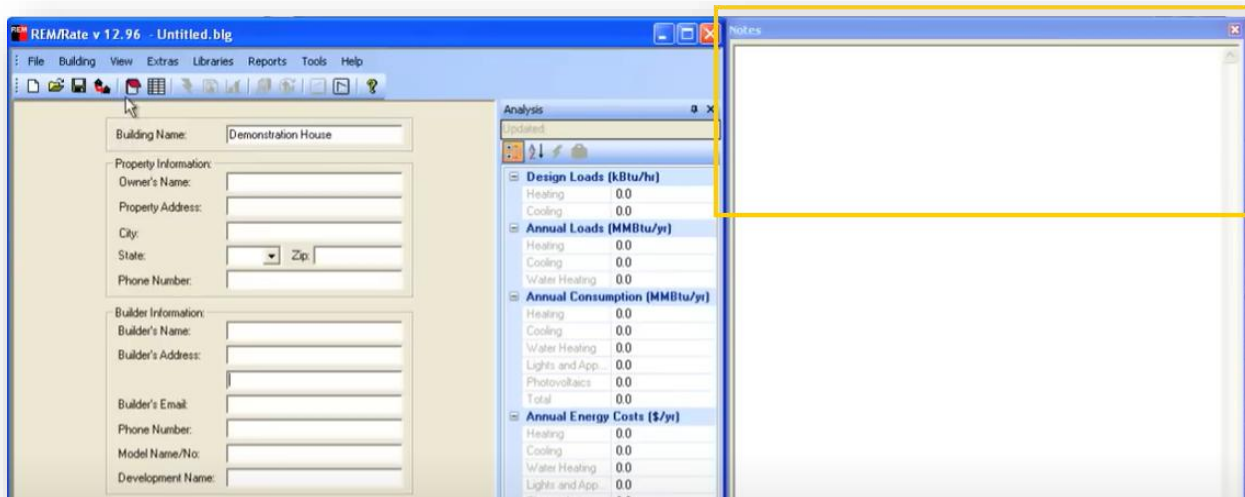
HERS --

TAXCR --

Save and Launch Kwik Model 310

Project Climate Utility Rates Surroundings Verifiers

Site Spaces Envelope Equipment Appliances LightsPlugs Other



For Raters of Record

Providers should ensure that another Rater is selected as the Rater of Record for any ratings started by the terminated verifier.

- This new Rater of Record MUST be given the opportunity to review all rating data before registering any rating under their RTIN, in accordance with the HERS® Standards section 102.1.10.

The terminated Rater should be listed in the Project Notes section of the rating software to maintain a clear chain of custody.

- Be sure to include the date of termination and the inspection or contribution type completed by that verifier.

For HERS Modelers

The terminated Modeler should be listed in the Project Notes section of the rating software to maintain a clear chain of custody.

- Be sure to include the date of termination and the contribution made by that verifier.

Additional Notes

If there are any addresses that cannot be re-registered because of the terminated verifier, remove them from the inspectors list and add them to the Project Notes section of that rating file. If a new Rater of Record is selected, they MUST have the opportunity to review all the rating data before the rating is re-registered under their RTIN.

Providers can now update Registry notes for a verifier even after the verifier's status has been changed to *Terminated-Admin*. If a former Provider updates the notes for a terminated verifier and those

updates indicate outstanding or potential disciplinary action, the former Provider MUST notify any other providerships with which the verifier is currently associated.

New Provider Obligations

If a new provider adds a verifier to their providership with an existing disciplinary status, all matters of the probation and any disciplinary action must be corrected before the verifier can be considered *Active*. Some disciplinary action may prevent the verifier from conducting or registering rating work, be sure to clarify with the former Provider, when necessary.