

EmPower New York Quality Control Procedures

All work funded by NYSERDA under the EmPower New York program shall be subject to inspection by the Program Implementer, NYSERDA's Quality Assurance Contractor, and NYSERDA staff. Quality Control (QC) and Quality Assurance (QA) are tools for ensuring that appropriate measures are installed and operate as designed, identifying training needs of Contractors, and ensuring program success.

The EmPower Program Implementer is responsible for providing the appropriate technical assistance to ensure Quality Control (QC) for all aspects of the program, and to develop a system of technical and program review tasks to ensure program procedures are followed properly and quality workscope are completed. These tasks include, but are not limited to:

- Assisting NYSERDA in ensuring that Contractors participating in the program maintain appropriate credentials (insurance, BPI certifications, etc.).
- Training Contractors on program policies and providing technical assistance.
- Providing clear instructions and guidelines.
- Conducting quality control phone calls and visits to homes at percentages prescribed by NYSERDA. The inspections include pre-, in-progress and post-inspections.
- Providing feedback to Contractors based on all QA and QC activities, and ensuring that any necessary remediation is completed. The Program Implementer is the primary contact with the Contractor regarding all Quality Control/Quality Assurance issues.
- Providing NYSERDA with reports and providing Quality Assurance Contractor with ratings from completed QC phone calls and ratings.

Quality Assurance (QA) is provided by a separate Contractor retained by NYSERDA for this purpose. The current Quality Assurance Contractor is CLEARResult. QA activities include a planned system of review procedures, conducted by the third party Contractor, to verify adherence to the adopted quality standards of the program. QA activities also include telephone surveys and on-site inspections of in-progress and completed projects. Contractors are responsible for becoming familiar with quality assurance procedures. A copy of the Quality Assurance procedures is included in Section 10 of the Contractor Resource Manual.

The Program Implementer coordinates with the QA Contractor as needed to ensure appropriate follow-up is taken Participating Contractors.

In all situations in which work is found to fall below BPI standards, or outside of the parameters of Program guidelines, the Contractor will be expected to provide timely and appropriate remedies. Failure to do so may result in rejection of invoices, suspension, or termination from the Program.