



NYSERDA



August 25, 2017

Dear Participating Contractor:



Pursuant to the July 2017 announcement, *NYSERDA Quality Update for the NY Residential Existing Homes Programs*, NYSERDA announces the launch of the new quality scoring system effective Friday, August 25, 2017. The launch includes a new look for the Field Inspection Reports and new 1 to 5 scoring, where a minimum passing inspection is defined as a score of 3. Each energy efficiency measure and all related tasks are assigned a Deficiency Category of Incidental, Minor, Major, or Critical as outlined in the [New York Residential Existing Homes Program Field Inspection Data Collection Administrative Form](#) available on the Contractor Support Site.

In an effort to continually improve quality performance, Contractors are encouraged to focus time and investment on those tasks with Major and Critical impact on quality. Each inspection will receive a score, on a five point scale. This score is an indicator of the overall quality and compliance with Program requirements, based on the number and type of non-conformances observed. Specific criteria are given, below, for scores of one, three, and five.

Deficiency Category	Quality Score (Based on the Number of Non-conformances Allowed by Deficiency Category)		
	5	3	1
Incidental	3	Allowed	Allowed
Minor	0	3	Allowed
Major	0	0	2 or more
Critical	0	0	1 or more

In calculating the Quality Score, the highest level of observed non-conformance is the most important factor. For example, projects with 2 major non-conformances would receive a score of 1, even if it had no minor or incidental non-conformances. Projects with any critical non-conformance will automatically receive a score of 1. A project with 4 minor non-conformances, and no others, would receive a score of 2, and if there are additionally incidental non-conformances, would receive a score of 1. Similarly, a project with only 1 or 2 minor non-conformances would receive a score of 4, since it does not quite meet the requirements to get a 5, but exceeds the thresholds to get a score of 3. The final score, however, will be based on a holistic view of the project.

## Quality Scores

### 5: Project Meets All Program Criteria

A project receiving a score of 5 is generally well-installed, with no noticeable defects in workmanship. These projects are examples of best practices in residential home performance.

### 3: Project Meets Minimum Program Quality Requirements

A project achieving a score of 3 meets basic program requirements but may require some modification to be considered fully compliant.

### 1 or 2: Project Does Not Meet Minimum Program Quality Requirements

Projects receiving a score of 1 or 2 have failed to meet key Program requirements and are not expected to perform consistent with Program records. These projects may require urgent

attention to address health and safety concerns, may be non-compliant with approved scope of work for residential services, and require corrective action.

The Field Inspection Report has a new look, where an Inspection Report (Pass) will be rated for projects with score  $\geq 3$  out of 5, and an Inspection Report (Fail) will be issued for inspections with scores  $< 3$  out of 5. Participating Contractors are required to remediate findings in failed projects within 30 days and have 15 days from the date of issue to dispute a report.

To promote continuous improvement in the Program, we ask that participating contractors share feedback directly with their Account Managers or the NYSERDA Standards and Quality Assurance Team. You may contact NYSERDA directly at [hpwes@nyserdera.ny.gov](mailto:hpwes@nyserdera.ny.gov).

Thank you.

New York Residential Existing Homes Program

#### ***About NYSERDA***

NYSERDA, a public benefit corporation, offers objective information and analysis, innovative programs, technical expertise, and funding to help New Yorkers increase energy efficiency, save money, use renewable energy, and reduce reliance on fossil fuels. NYSERDA professionals work to protect the environment and create clean-energy jobs. NYSERDA has been developing partnerships to advance innovative energy solutions in New York State since 1975. To learn more about NYSERDA's programs and funding opportunities, visit [nyserdera.ny.gov](http://nyserdera.ny.gov) or follow us on [Twitter](#), [Facebook](#), [YouTube](#), or [Instagram](#)

