



ENERGY STAR Program Requirements for Home Performance with ENERGY STAR Sponsors

Eligible Organizations:

Utilities; national, regional, state, or local government entities; or other organizations involved in coordinating and/or administering an energy-efficiency program or environmental education campaign that promotes or intends to promote ENERGY STAR qualified products, homes, Home Performance with ENERGY STAR and/or buildings.

Commitment

The following are the terms of the ENERGY STAR Partnership Agreement as it pertains to Home Performance with ENERGY STAR (HPwES) Program Sponsors. All Sponsor requirements can be found in the *Sponsor Guide and Reference Manual (v1.5)*.

ENERGY STAR and HPwES Brand Requirements: The Sponsor agrees to comply with ENERGY STAR and HPwES branding requirements as follows:

Minimum Home Performance with ENERGY STAR Program Requirements Checklist:

I. Use and Management of the Home Performance with ENERGY STAR Mark

- 1.1 Comply with current *ENERGY STAR Brand Book*
- 1.2 Maintain a list of authorized representatives, including participating contractors, who may use the brand and mark in compliance with the *ENERGY STAR Brand Book*
- 1.3 Use the Home Performance with ENERGY STAR name and mark to inform homeowners that services being rendered by participating contractors under the Sponsor's program follow the HPwES approach
- 1.4 Establish a process to ensure your business partners and participating contractors comply with the *ENERGY STAR Brand Book*
- 1.5 Send marketing materials, including web designs, to your HPwES Account Manager for compliance review; HPwES Account Managers require a minimum of five business days to review materials
- 1.6 Provide training about the value and minimum requirements of HPwES to all employees who provide customer service
- 1.7 Notify your HPwES Account Manager of any change in the designated responsible party or contacts for the Sponsor's program

II. Program Design and Development

- 2.1 Review and sign a Home Performance with ENERGY STAR Partnership Agreement
- 2.2 Complete and annually update a Home Performance with ENERGY STAR Implementation Plan
- 2.3 Provide quarterly and annual data on the status of Home Performance with ENERGY STAR Program implementation

III. Workforce Development and Support

- 3.1 Develop a contractor engagement plan
 - Assess the market to identify the target contractor base
 - Define required certifications and credentials
 - Contractor access to required diagnostic equipment and software tools
- 3.2 Establish minimum qualifying criteria for participating contractors including:
 - Training and credentialing requirements
 - Certification of supervisory staff
 - Capacity and resources to provide program related services
 - Compliance with local registration and licensing requirements
 - Access to qualified installation crews and/or sub-contractors
- 3.3 Provide a program orientation:
 - Conduct contractor training providing an overview of program goals and policies and procedures as they pertain to the participating contractors
 - Provide training on basic principles of building science and the house-as-a-system approach to all employees of the Sponsor, its implementation vendor, and other program staff who interact with customers
- 3.4 Ensure availability in the local market of home performance skills training (technical, software, sales, business development, installations, etc.) for participating contractors
- 3.5 Provide technical support for participating contractors and energy advisors
- 3.6 Develop and execute a Contractor Participation Agreement (CPA)
 - Explanation of agreement
 - Participating contractor commitments
 - Marketing and advertising guidelines, particularly with regard to use of the Home Performance with ENERGY STAR name and mark
 - Business Practices
 - Qualifications and credentials
 - Terms and conditions pertaining to termination

IV. The Assessment

- 4.1 Develop and require a Home Performance Assessment (HPA) for each HPwES project, which ensures that the following tasks occur at some point in the HPA process:
 - Customer interview
 - Review of energy bills, if available
 - Visual inspection of the home, interior and exterior
 - Minimum diagnostic tests
 - Data collection of building assemblies and mechanical systems
- 4.2 Develop and require a Home Performance Assessment (HPA) Summary Report for each HPwES project, which includes at a minimum:
 - General information
 - Existing conditions

- Prioritized list of recommended improvements (the proposed improvement measures)
- Notice of health and safety related issues
- Savings projections (estimated, modeled, or calculated)

V. The Project Installation

- 5.1 Develop and require measure installation specifications, which include at a minimum:
 - Installation of measures, including the sequence of installation shall be consistent with the contracted Scope of Work (SOW), as agreed upon between the participating contractor and the customer
 - Installations shall be compliant with local building codes and permitting procedures, industry-accepted standards, and manufacturer's specifications for the materials and equipment being installed
 - Ventilation shall be installed as prescribed by industry-accepted standards whenever the home's air exchange rate is determined to be below the required air exchange rate for good indoor air quality as determined by the referenced standard(s).
 - Materials and installation techniques used shall be consistent with a building science-based approach
 - Installations shall be completed by qualified workers
- 5.2 Develop and require test-out procedures, which include at a minimum:
 - Visual inspection of installed measures as specified in the SOW, review of commissioning reports, and diagnostic tests as necessary to confirm that manufacturers' specifications and industry-accepted standards have been satisfied
 - Combustion safety checks for all projects where improvements might impact combustion appliance performance
 - Blower door tests when measures impacting infiltration rates are installed

VI. Quality Assurance

- 6.1 Ensure program and contractor compliance with the ENERGY STAR Brand Book
- 6.2 Ensure that a signed contractor participation agreement (CPA) includes requirements for compliance with the Sponsor's QA system
- 6.3 Implement a mechanism for customer feedback
- 6.4 Institute a conflict resolution procedure to address problems identified through Quality Assurance/Quality Control (QA/QC) activities and customer feedback.
- 6.5 Implement on-site inspection procedures and maintain records on quality control activities relating to the participating contractors including:
 - Inspection sampling rate
 - Inspection findings
 - Corrective actions, including process improvements resulting from Quality Control activities
- 6.6 Establish and implement procedures for due process and remedial actions
- 6.7 Implement one of the following two options:
 - 6.7.1 OPTION 1: Meet minimum requirements for Quality Control
 - 6.7.2 OPTION 2: Implement a Quality Management System

VII. Tracking and Reporting

- 7.1 Collect data and report results to DOE using Quarterly Data Reporting template provided, including:
 - Verified and updated list of participating contractors including status (active, probation, inactive) and the contractor's primary point of contact for accessing marketing materials
 - Number of projects completed by each contractor within the reporting period
 - Number of field inspections completed for each contractor within the reporting period, including at which point during the project the inspection was completed (assessment, measure installation, test-out, or post-installation)
 - Number of projects completed by the program within the reporting period disaggregated by project type: single family vs. multifamily, and an indication of how many reported projects included only program subsidized direct install measures
- 7.2 Collect data and report results to DOE using Annual Data Reporting template provided, including:
 - Verified and updated contact information
 - Verified and updated program URL and description for HPwES website
 - Updated program implementation plan elements
 - Summary results of preceding program year
 - Summary goals for upcoming program year