

100.0 INTERNATIONAL STANDARDS FOR THE INTERNACHI HOME ENERGY SCORE PROGRAM

101.0 GENERAL PROVISIONS

101.1 Purpose

The provisions of these Standards are intended to define the InterNACHI Home Energy Score Program in partnership with the U.S. Department of Energy (DOE) Home Energy Score. The goal of the program is to educate and motivate homeowners to invest in home energy efficiency upgrades, and to:

- Help protect the health and safety of home occupants;
- Empower homeowners with access to consistent, reliable information;
- Increase the energy performance, comfort level and durability of homes; and
- Help protect homeowners from fraud, deception, and unfair business practices in the home energy marketplace.

101.3 Relationship to State Law

State or local laws or regulations shall overrule and govern when such laws or regulations differ from these Standards.

101.4 Scope

These Standards apply only to residential buildings with four or fewer dwelling units in the United States.

102.0 DEFINITIONS

Home Energy Inspection – Home Energy Inspection is a standardized non-diagnostic inspection of a home performed according to the International Standards of Practice for Performing a Home Energy Inspection, which are publicly available at <http://www.nachi.org/sop-home-energy-inspection.htm>. The inspector may use reporting software to produce reports or documentation of observations, but specific software is not required. InterNACHI's web-based energy calculator to produce a Home Energy Report of energy savings estimates and recommendations for energy upgrades is available for inspectors in the U.S. at <http://www.nachi.org/home-energy-inspection.htm>.

Home Energy Inspector – A member of InterNACHI trained and certified as an InterNACHI Home Energy Inspector to perform Home Energy Inspection according to a standard available at <http://www.nachi.org/sop-home-energy-inspection.htm>.

Home Energy Report - The InterNACHI Home Energy Report is a web-based software that may be used a Home Energy Inspector after performing a Home Energy Inspection www.nachi.org/home-energy-report.htm. It provides the client information about: (a) how much the inspected home will cost to operate; (b) where energy is being wasted in the home; and (c) what can be done to save energy and increase comfort by investing in home energy upgrades. This software functions on U.S. housing stock only.

Home Energy Score - [The United States Department of Energy \(DOE\) Home Energy Score](#) is a number between 1 to 10, with a score of 10 indicating the home has excellent energy performance. A score of 1 indicates the home needs extensive energy improvements. The Home Energy Score provides: (a) a numerical representation of the energy performance of a home, (b) recommended energy improvements, and (c) associated cost savings estimates. The Home Energy Score is not an InterNACHI Home Energy Report as defined in these Standards.

Home Energy Score Qualified Assessor – An InterNACHI Home Energy Inspector trained, certified, and qualified by InterNACHI to inspect a home and generate a Home Energy Score, which includes the successful completion of the online training and testing provided by the Department of Energy to become a Qualified Assessor. Please see Section 103.6.

Home Inspection - A home inspection is a non-invasive, visual examination of the accessible areas of a residential property (as delineated below), performed for a fee, which is designed to identify defects within specific systems and components defined by these Standards that are both observed and deemed material by the inspector.

Inspection - A visual examination at readily accessible systems and components using normal operating controls and accessing readily accessible panels and area.

Inspector - One who performs an inspection.

InterNACHI – International Association of Certified Home Inspectors www.nachi.org.

Member of InterNACHI – One who has joined InterNACHI and is currently a member in good standing.

Quality Assurance (QA) Inspector – An InterNACHI Home Energy Inspector contracted to provide quality assurance services to members of InterNACHI in accordance with these Standards.

Re-Score – To perform another Home Energy Score on a home that has already been inspected as part of a quality assurance service.

Score – To perform a Home Energy Score on a home.

103.0 HOME ENERGY SCORE QUALIFIED ASSESSOR ACCREDITATION

103.1 Home Energy Score Qualified Assessor Accreditation.

A Home Energy Score Assessor (or Qualified Assessor) shall be accredited (trained, certified, and qualified by InterNACHI) in accordance with the following provisions.

103.2 Member of InterNACHI.

A Home Energy Score Assessor is a current member of InterNACHI in good standing.

103.3 Home Energy Inspector.

A Home Energy Score Assessor is trained and certified as an InterNACHI Home Energy Inspector.

103.4 Code of Ethics.

A Home Energy Score Assessor shall abide by the InterNACHI International Code of Ethics for Home Energy Inspectors. The Code of Ethics is available to the public at <http://www.nachi.org/energy-code-of-ethics.htm>.

103.5 Continuing Education.

Home Energy Score Assessor shall comply with InterNACHI's Continuing Education Policy, which are available at http://www.nachi.org/cont_education.htm. Members must complete 24 hours of continuing education per calendar year, the attendance of which must be verifiable through their members-only education log at www.nachi.org/account.

103.6 Home Energy Score Assessor Training and Certification.

To become an InterNACHI Home Energy Score Assessor (or Qualified Assessor), the InterNACHI member must:

Complete the following Home Energy Inspector training and certification provided by InterNACHI:

- [InterNACHI's Certified Professional Inspector CPI® requirements](#);
- [The House as a System](#);
- [Energy Movement](#);
- [Comfort and Climate](#);
- [Indoor Air Quality](#);
- [Calculating Envelope Energy Loss](#);
- [Inspecting HVAC Energy Efficiency](#).

In addition to attaining the Home Energy Inspector certification from InterNACHI, the member must also successfully complete the Home Energy Score training and examinations provided by the Department of Energy through InterNACHI's Partnership.

103.7 Quality Assurance (QA) Agreement.

Each InterNACHI Home Energy Score Assessor shall enter into a contractual agreement (QA Agreement) with a Quality Assurance Inspector to ensure that Home Energy Scores are generated accurately. This QA Agreement is required and is essential to the Quality Assurance Program described in Section 104.0 of these Standards. The QA Agreement is outlined in Section 110.0 of these Standards.

The Quality Assurance (QA) Inspector shall be a member of InterNACHI, trained, certified, and qualified by InterNACHI and DOE as an InterNACHI Home Energy Score Qualified Assessor; therefore, the QA Inspector may also perform Home Energy Scores within the InterNACHI Home Energy Score Program. See Section 104.1.

104.0 QUALITY ASSURANCE PROGRAM.

To ensure consistent scoring practices across Qualified Assessors, InterNACHI will re-score, on a quarterly basis, a minimum of five percent (5%) of all homes scored using third-party neutral Quality Assurance (QA) Inspectors. QA Inspectors provide review, monitoring, supervision, and guidance to Home Energy Score Qualified Assessors in accordance with these Standards to identify and correct non-conformity of the Home Energy Score process.

A QA Inspector shall abide by the following provisions:

104.1 QA Inspector Qualifications.

A QA Inspector shall be a member of InterNACHI, trained, certified, and qualified by InterNACHI and DOE as an InterNACHI Home Energy Score Qualified Assessor.

104.2 Agreement with Qualified Assessors.

Each Home Energy Score Qualified Assessor shall enter into a contractual agreement with a QA Inspector to ensure that Home Energy Scores are generated accurately. The QA Agreement is outlined in Section 110.0 of these Standards. The QA Inspector shall submit to InterNACHI a printed copy of each QA Agreement signed by both QA Inspector and Qualified Assessor.

104.3 QA Inspector Responsibilities.

The responsibilities of the QA Inspector are:

- **5% of all Home Energy Scores.** For each Qualified Assessor with which they are in contractual agreement to provide quality assurance services, the QA Inspector will re-score (perform another Home Energy Score), on a quarterly-basis, a minimum of five percent (5%) of all homes inspected. This is a critical part of the Quality Assurance Program.
- **Selection of Homes for Re-Score.** The QA Inspector should randomly select which homes to re-score. Home Energy Scores performed by newer, less-experienced inspectors should be the focus.
- **File maintenance.** QA Inspectors shall be responsible for the maintenance of quality control files and documentation. InterNACHI may at any time perform an audit or review of a QA Inspector's file maintenance, including a request for copies of the documentation of the re-scored homes.
- **Resolution.** QA Inspectors shall provide resolution opportunities to any deficiencies found in any Home Energy Score.

104.4 QA Inspection Process.

The Re-Scores performed by QA Inspectors have the following provisions:

- The QA Inspector must do an independent inspection of the home. The inspection should not occur at the same time as the Qualified Assessor's inspection, but it can be done before or after to accommodate the homeowner.
- The QA Inspector must not discuss the inspection and calculations with the Qualified Assessor until after each inspector has completed data entry and produced a Home Energy Score.
- Discussion between the QA Inspector and Qualified Assessor is recommended after the independent re-score of the home is completed to identify differences in interpretation or measurement and agree on a preferred approach going forward.
- The house must be in similar condition during both inspections and use the same level of data. The QA Inspector may use the blower door result obtained by the Qualified Assessor. If a blower door test was performed during the Qualified

Assessors initial inspection, then it must be done during the QA Inspectors re-score as well.

- The QA Inspector should not conduct all re-scores on improved or upgraded homes. If 75% of a Qualified Assessor's inspections are completed on homes before improvements are made, then 75% of the QA Inspector's Re-Scores should be performed on homes before improvements are made. Each home must be in the same condition for its re-score as it was in its original Home Energy Score.

104.5 QA Inspection Results.

The Home Energy Scores of the Qualified Assessor and the QA Inspector must be comparable.

- If the results for the same home differ by more than one point (on the 10-point scale) OR by more than 10% of estimated energy use (source MBtu), the QA Inspector must notify the InterNACHI Program Manager to determine necessary corrective or disciplinary actions. The Program Manger will then inform the DOE.
- If the results for the same home differ by more than one point, the home must be re-scored with another site visit.
- A Re-Score of the home may be required as determined by the Program Manager and QA Inspector.
- If a Home Energy Score Qualified Assessor consistently produces Home Energy Scores that are not comparable with the QA Inspector's Re-Scores, re-training is required and must be completed before the Qualified Assessor can score more homes. InterNACHI will monitor and identify these QA issues and will report them to the DOE.
- If there is a consistent discrepancy between a QA Inspector's results and Qualified Assessor's results, the QA Inspector will require re-training. InterNACHI will monitor and identify these QA issues and will report them to the DOE.

104.6 Desk Reviews.

InterNACHI will perform quality assurance checks on collected data via desk reviews. While reviewing Home Energy Score data, InterNACHI will look for discrepancies between assessors to ensure consistent results across the program. For example:

- Is the Qualified Assessor consistently scoring homes high or low?
- Are there multiple Home Energy Scores for the same house?
- Is a Qualified Assessor repeatedly using the same values irrespective of home age or other home characteristics?

104.7 Field Mentoring.

InterNACHI will provide field mentoring for each new Home Energy Score Qualified Assessor during the inspector's first Home Energy Score. Mentoring can be performed by either a QA Inspector or another Home Energy Score Qualified Assessor with experience generating Home Energy Scores for at least 25 homes. During mentoring sessions, the new Qualified Assessor is encouraged to communicate with the mentor through the walk-through as well as during the scoring so that the mentor can share their experience and correct the new Qualified Assessor should there be any misunderstandings of inputs, measurements, assumptions, etc. The mentored scoring session counts towards the 5% Quality Assurance Re-Scores.

105.0 ELIGIBLE HOMES.

The Scoring Tool is currently only available to score single-family homes, including semi-attached homes (i.e., duplexes, townhouses). Note: Multi-family units and mobile homes cannot be scored using this tool.

106.0 ONLINE AGREEMENT SYSTEM.

Qualified Assessors and QA Inspectors may use InterNACHI's online inspection agreement, which is electronically signable and legally binding. It allows the each party to read and sign the inspection agreement before any inspection is performed or service is provided. The free, online agreement system is available by visiting <http://www.nachi.org/onlineagreement.htm>.

107.0 REGISTRY OF HOME ENERGY SCORE QUALIFIED ASSESSORS.

InterNACHI will maintain a registry for all InterNACHI Home Energy Score Qualified Assessors and Quality Assurance Inspectors. The registry will include the inspector's name, company name, address, website, phone number, email, unique InterNACHI Member ID Number. This registry will be publicly available.

108.0 DISCIPLINE PROCEDURES.

108.1 Probation.

If InterNACHI determines at any time that a Member has not adhered to the requirements of these Standards, InterNACHI shall notify the Member and the DOE of the specified deficiencies and shall require that specific corrective action be taken.

108.2 Notification.

InterNACHI shall provide written notification to Members and the DOE of any decisions made in accordance with these procedures described in this Section.

108.3 Suspension and Decertification.

Any Member accredited by InterNACHI may have their certification suspended or revoked in any of the following circumstances:

- Failure to take corrective action - Suspension. If a Member has failed to follow the requirements as established by these standards, InterNACHI shall immediately suspend the Member.
- Failure to take corrective action after suspension - Decertification. In the event that the deficiencies have not been remedied within the period set forth in the suspension notification, InterNACHI shall immediately decertify (or revoke the certification of) the Member.
- Submission of false information.
- Gross negligence.
- Willful misconduct.
- Misrepresentation or false advertising by the Member in relation to accreditation status in general or with respect to any service provided by the Member.
- Not abiding by these Standards.
- Not abiding by the Code of Ethics.
- Failure to disclose and resolve a conflict of interest.
- Inspector goes out of business.
- Inspector does not re-apply.

108.4 Suspension/Decertification Due Process.

InterNACHI shall follow due process procedures in relation to suspension or decertification actions against a Member. InterNACHI may, at its discretion, initiate a suspension or decertification action against an accredited Member by providing a written

notice of the action. The Member has the right to appeal. The DOE will be kept informed of the process.

109.0 CONSUMER COMPLAINT RESPONSE PROCESS.

Home Energy Score Qualified Inspectors may inform clients about the Consumer Complaint Response Process. InterNACHI has a system available for receiving complaints. InterNACHI shall respond to and resolve complaints related to inspections. InterNACHI shall retain records of complaints received and responses to complaints for a minimum of five years after the date of the complaint. Complaint documentation will be shared with the DOE.

110.0 QUALITY ASSURANCE (QA) AGREEMENT BETWEEN QUALIFIED ASSESSOR AND QA INSPECTOR

The Agreement between Home Energy Score Qualified Assessor (Assessor) and Quality Assurance Inspector (QA Inspector) is a mutual understanding between an ASSESSOR and a QA INSPECTOR of the InterNACHI Home Energy Score Program.

As a condition of performing Home Energy Scores, each ASSESSOR shall enter into an Agreement with a QA INSPECTOR to perform Quality Assurance Inspections for the ASSESSOR in accordance with these Standards.

The QA Agreement requires the ASSESSOR to participate in Quality Assurance as described in these Standards.

InterNACHI shall manage the assignment of QA INSPECTORS to ASSESSORS to help avoid conflicts of interest. No two ASSESSORS shall be in a Quality Assurance Agreement with each other. No two ASSESSORS shall be related by blood, marriage, domestic partnership, or any other relationship, to each other, which might reasonably influence the QA Inspection Process and Results.

**QUALITY ASSURANCE (QA) AGREEMENT
BETWEEN QUALIFIED ASSESSOR AND QA INSPECTOR**

Qualified Assessor Information:

InterNACHI Member ID #: _____
Name: _____
Company Name: _____
Address: _____
City: _____
State/Province: _____ Zip/Postal Code: _____
Phone Number: _____
E-Mail Address: _____
Website URL: _____

Quality Assurance Inspector Information:

InterNACHI Member ID #: _____
Name: _____
Company Name: _____
Address: _____
City: _____
State/Province: _____ Zip/Postal Code: _____
Phone Number: _____
E-Mail Address: _____
Website URL: _____

Quality Assurance

I, the ASSESSOR, agree with QA INSPECTOR to participate in the Quality Assurance Process of the InterNACHI Home Energy Score Program as described in the InterNACHI Home Energy Score Standards.

Signatures

ASSESSOR Signature: _____ Date: _____

QA INSPECTOR Signature: _____ Date: _____

**Note: Within 10 days of this executed agreement, the ASSESSOR shall submit a printed copy of the signed QA Agreement to:
InterNACHI, 1750 30th Street, Suite 301, Boulder, CO 80301.**