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Important Comments, Docket 24-BTSD-05

Hello CEC,

For over 12 years, I was a HERS Rater for residential alterations and new construction that owned my own Bay Area business. I was also a Quality Assurance Reviewer and Field Instructor for the Cheers/Consol HERS Registry located at 1610 R Street, Suite 200, Sacramento, from March 1, 2025 to January 11, 2026.Â

I honestly believe that the Title 24 requirements should not be diagnostically tested and visually inspected by HERS Raters going forward. This responsibility should be given to the local city inspectors or another agency for a few reasons. While working as a Cheers auditor and field instructor, I experienced 60% - 70% fraudulent HERS reports completed by raters that were just trying to make a profit with their contractors, installers, and home owners. Countless amount of times, raters would tell me that they failed a job that was passed by another rater with no integrity for the T24 requirements. Raters that owned their own businesses would lose many contractors and installation customers to raters that would provide a fraudulent HERS report without having the failed problems corrected. I also experienced this loss of customers with my own small HERS business and the reason why I finally had to close my doors.

While employed at Cheers/Consol, one of my responsibilities was to manage and maintain the "Complaint Log". I would support the formal and informal emails and phone calls from HERS raters, contractors, city building inspectors/departments, homeowners, and the CEC. I logged all of the complaints into a spreadsheet and would follow up with conservations and field audits whenever I was allowed. These responsibilities were overseen by the Cheers QA director David Choo and were then passed down to the QA manager, Jim Wheeler, eventually. David Choo mandated that most of these complaints be swept under the rug as much as possible to avoid any legal ramifications that he did not want Cheers getting involved in. Most of the complaints were closed out with as little enforcement as possible. This lack of action nullified the integrity of the Complaint Log.

While performing quality assurance HERS report audits for Cheers, I discovered another integrity issue with our job responsibilities. If the HERS company was large enough, I was not allowed to affect the Cheers revenue from that particular HERS company. For example, there were 3 companies in my territory that had an extremely high amount of fraudulent HERS reports, Carstairs Energy, Bay Area Duct Testers, and Elements. Since these companies provided over \$100K in Cheers revenue per year, I was not allowed to reprimand them like the smaller HERS companies. This situation makes it virtually impossible for smaller HERS companies to compete with the larger HERS companies. I experienced this first hand when I owned my own HERS company. I joined Cheers to combat the broken HERS industry and my hands were being tied to

not fix what put my company out of business like so many others.

I was told by David Choo that the CEC did not want to have only one HERS registry for the industry. The introduction of Golden State Registry was to resolve that issue. When David Choo learned that iPermit, one of the largest HERS providers in CA, was transferring their HERS business from Cheers to GSR, the Cheers quality assurance team was instructed to completely focus 100% of our time auditing iPermit HERS reports. For a few months, all our QA team did was try to de-certify iPermit raters. David informed me that the Cheers legal advisor, by the name of Shelby, had threatened the CEC with legal action if the CEC did not hold GSR to the same standards as Cheers. David said that there was a major conflict of interest that GSR was using one of their customer's training centers in Southern CA to provide training to the new GSR raters. The truth is that Cheers is being hypocritical as they are currently using one of their customer's training centers to train the new Cheers raters also. 831 Conserve also known as Central Coast Energy Services located at 135 Aviation Way, Watsonville, signed an agreement with Cheers/Consol as a training center for Cheers new HERS raters. Mauricio Morales is the training manager for Cheers and has already performed multiple trainings at that location. By the way, Shelby left Cheers in December of 2025, so Cheers can not use her legal advice to threaten the CEC going forward.

Last comment I would like to make is regarding what I was told by David Choo directly regarding the CEC's expertise of Title 24. David and Mauricio Morales accompanied some CEC employees to perform field HERS audits in the Sacramento area last year in 2025 regarding duct leakage, air flow, and fan efficacy. David said that the CEC team had no idea at all about how to perform diagnostic HERS testing for T24 requirements and should not be creating these requirements. I can not verify what testing was performed that day, but I found that conversation to be quite interesting.

If you folks have any questions or comments, feel free to call or email me at the info below.

Thank you,

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Rick Yim | Owner
Ph: (408) 605-0018

LIC# 085274

Advanced Energy Conservation, LLCÂ

815 Iroquois Way

Fremont, CA 94539