

DOCKETED

Docket Number:	14-HERS-01
Project Title:	14-HERS-01 Home Energy Rating System
TN #:	210456-1
Document Title:	CHEERS, Inc. Application to be Certified as an HVAC Alterations Provider Under the 2013 Code
Description:	Attachment as to CHEERS Letter for Confidentiality Resubmittal under TN 210232
Filer:	Patty Paul
Organization:	ConSol Home Energy Efficiency Rating Services, Inc. (CHEERS)
Submitter Role:	Applicant Representative
Submission Date:	2/18/2016 3:53:13 PM
Docketed Date:	2/9/2016

**ConSol Home Energy Efficiency Rating Services (CHEERS),
Inc. application to be certified as an HVAC Alterations
Provider under the 2013 code**

DOCUMENT SUBMISSION & CHANGE LOG

Updated By:	Date Updated	Version	Update Details
Alex Vantaggiato	1.31.16	1.0	New Initial Draft
Alex Vantaggiato	2.2.16	2.0	Added specifics about training packaging and HVAC alterations

**CHEERS, Inc. application to be certified as an HVAC Alterations Provider under the
2013 code**

Title 20, Chapter 4, Article 8, Section 1674: Certification of Providers and Rating Systems

1674(a)

4 signed copies of this application are included with this revised submittal from CHEERS, Inc.

1674(a)(1)

A complete copy of all rating procedures, manuals, handbooks, Rating System descriptions, and training materials.

The following training documentation is included as part of this application and due to size is available for download and review to the California Energy Commission at www.cheerstraining.com:

1. 2013 Training Curriculum (Residential Newly Constructed Buildings, Building Additions, Building Alterations, including HVAC Alterations)

Please note the curriculum was filed as **CONFIDENTIAL** with the CEC Docket Unit as part of the CHEERS RNC Application. The RNC, Building Additions & Alterations, and HVAC Alterations Training Curriculum were rebuilt to reflect the 2013 Code. This new curriculum sufficiently includes all of the content to provide classroom and field training on the topics listed in sections 1673(a)(1) – 1673(a)(5). CHEERS training is packaged as one comprehensive training for all approved certifications. Anyone who enrolls in the training will automatically be included in the RCN, building additions & alterations, and HVAC Alterations training programs and certifications.

1674(a)(2)

Detailed explanation of how the Rating System meets each requirement of Section 1672:

1672(a)

Not applicable for this submission

1672(b)(1)

Not applicable for this submission

1672(b)(2)

Not applicable for this submission

1672(b)(3)

For ratings of HVAC alterations homes to establish compliance with Title 24, Part 6, through field verification and diagnostic testing, data will be collected or specified by the Residential Appendices to Title 24, Part 6. A Rater who collects such data and performs such diagnostic tests shall be certified by CHEERS as a California Field Verification and Diagnostic Testing Rater.

1672(c) – 1672(k)

Not applicable for this submission

1672(l)

CHEERS agrees to provide training, proctored certification examinations, certification and oversight through the use of Quality Assurance (QA) inspections of CHEERS raters to ensure said raters are providing complete and accurate Field Verification and Diagnostic Testing as required by the 2013 Title 24, Part 6, Building Energy Efficiency Standards and Reference Appendices. See attached **Exhibit H** for QA Policies & Procedures.

1672(m)

CHEERS affirms that it will not knowingly: (1) provide untrue, inaccurate, or incomplete rating information; (2) report rating results that were not conducted in compliance with the HERS Regulations; nor (3) accept payment or other consideration in exchange for reporting a rating result that was not conducted and reported in compliance with the HERS Regulations. All raters certified by CHEERS will be required to agree to the same conditions and sign the CHEERS Rater and Registry Agreements. See attached **Exhibit G**.

1674(a)(3)

Detailed explanation of how the Rating System meets each requirement of Section 1673:

1673(a)(1)

Not applicable for this submission

1673(a)(2)

Not applicable for this submission

1673(a)(3)

Not applicable for this submission

1673(a)(4)

The newly developed 2013 curriculum provides specific training in Sections 1673(a)(1)(H) and (K) through (M) and general training in Sections 1673(a)(1)(A) to (G) and (P) in both a classroom and field setting. The curriculum applies to training material for field verification and diagnostic testing for T-24 compliance of Newly Constructed buildings, Additions and Alterations, including HVAC Alterations. CHEERS training is packaged as one comprehensive training for all approved certifications. Anyone who enrolls in the training will automatically be included in the RCN, building additions & alterations, and HVAC Alterations training programs and certifications. Please see **www.cheerstraining.com** for the submitted training curriculum.

1673(a)(5)

CHEERS' training includes thorough instruction in using the Provider's Rating system and database. The registry training videos and curriculum showing how to use the CHEERS registry are part of the CHEERS On Demand Learning Centre, and are a requirement for

obtaining a CHEERS certification. In addition, the same videos are available to the public for reference and use thru the CHEERS website:

<https://www.cheerstraining.com>

1673(a)(6)

CHEERS has qualified QA Reviewers on staff to sufficiently provide direct supervision of Rater applicants performing Field Verification (FV) and Diagnostic Testing (DT) per the requirements of 1673(a)(6). The rater training and testing will include at least one rating of a home that includes FV&DT under the supervision of a trainer or Quality Assurance (QA) reviewer before becoming an approved Rater.

1673(a)(7)

New written and practical examinations have been developed to match the new training curriculum, at **www.cheerstraining.com**. These newly developed tests comply with the requirements of section 1673(a)(7) and 1673(a)(8). CHEERS will not conduct 2013 HERS Rater certification testing until CHEERS receives CEC approval/certification to do so. CHEERS will require Energy Commission approved written and practical testing of Rater competence in the applicable subject areas from 1673(a)(1). CHEERS will retain all written and practical test results for five years from the dates the tests were taken. A detailed explanation of CHEERS' testing protocols and procedures can be found in **Exhibit J**. Please note **Exhibit J** was filed as **CONFIDENTIAL** with the CEC Docket Unit.

1673(a)(8)

Individuals certified as HERS Raters under a different provider, holding a HERS license type that CHEERS is approved for, are allowed to take the CHEERS challenge exam. A detailed explanation of CHEERS' challenge exam can be found in **Exhibit J (CONFIDENTIAL)**.

1673(a)(9)

CHEERS assets do not include the Building Performance Contractor (BPC) training curriculum or certification examinations. CHEERS intends to obtain approval from the Energy Commission to oversee HERS Raters conducting Whole-House HERS ratings and audits prior to getting approval for overseeing a BPC program.

1673(b)

Current CHEERS Raters certified to the 2008 Standards will be required to take an update class and a proctored 2013 recertification exam with a required pass rate of 80% as explained in **Exhibit J (CONFIDENTIAL)**. New CHEERS Raters will take the CHEERS new Rater training program, which includes classroom and field-training sessions, in addition to taking proctored written and practical examinations with a required pass rate of 80% as explained in **Exhibit J (CONFIDENTIAL)**. If a Rater is successful in passing the required examinations, then he/she will electronically sign a new registry and rater agreement with CHEERS, thru the CHEERS online registration portal:

<https://www.cheers.org/CHEERS/User-Registration.aspx>

The CHEERS Registry and Rater Agreement complies with sections 1673(b)(1) – 1673(b)(4) by specifically requiring raters to:

- Provide home energy rating and field verification services in compliance with the HERS regulations
- Provide true, accurate, and complete data collection, analysis, ratings, and field verification and diagnostic testing.
- Not accept payment or consideration in exchange for reporting data gathered for a rating, analytical results used for a rating, or a rating result that was not in fact conducted and reported in compliance with these regulations.
- Comply with the conflict of interest requirements as specified in Section 1673(j).

Copies of both the registry and rater agreement are available to the Raters for record after they sign. If a current signed agreement for the Rater is on file, a new one will be required because there is no expiration date, and there are no changes between the 2008 and 2013 agreement. Please see attached **Exhibit G** for copies of the CHEERS Registry and Rater Agreement provided to the Raters. A detailed explanation of CHEERS' certification process and requirements are found in **Exhibit J (CONFIDENTIAL)**.

1673(c)

Not applicable for this submission.

1673(d)

CHEERS meets all the applicable requirements of sections 1673(a) and 1673(b) as stated above, and certifies that a CHEERS Rater will meet the same requirements of 1673(a) and will enter into an agreement with CHEERS that meets the requirements of 1673(b). Training curriculum **(CONFIDENTIAL)** has been made available for download and review on **www.cheerstraining.com** to the Energy Commission as required by section 1673(a) and copies of CHEERS Rater agreements have been submitted to the Energy Commission as required by section 1673(b) as **Exhibit G**. As also indicated above, this application submission is not applicable to the Building Performance Contractor Registry. CHEERS will maintain a registry of all Raters, persons, or firms that CHEERS has certified to the Energy Commission. Upon written request from the CEC, CHEERS will provide an electronic or printed copy of the registry to the Energy Commission.

1673(e)

The database, application web interface, and reporting functionality used by CHEERS will adequately address all of the data maintenance and retention requirements of 1673(e). Per these requirements, data will be retained for a minimum of ten (10) years.

1673(f)

The database, application web interface, and reporting functionality used by CHEERS will adequately address all of the data retention requirements of 1673(e)(2) for a minimum of 10 percent random sample of homes actually field verified and diagnostically tested annually, or 500 such homes annually, whichever is less. CHEERS will provide to the Energy Commission the FV&DT evaluation data in electronic format on an annual basis and the data will be organized by climate zones.

1673(g)

CHEERS will submit to the Energy Commission information recorded pursuant to section 1673(e) and will provide the Energy Commission with “ongoing access” to the CHEERS registry and database.

1673(h)

CHEERS will retain for at least five years after the last date they are used, at least one copy of all materials used to train Raters.

1673(i)

Please see attached **Exhibit H** for a copy of the CHEERS Quality Assurance Program that includes guidelines for how CHEERS will manage its Complaint Response System.

1673(i)(1)

CHEERS has a designated Quality Assurance Manager to oversee the quality assurance project. The following is a listing of our current QA staff:

Alex Vantaggiato (QA Manager) – Resume attached (**Exhibit C**)

Rob Starr (QA Supervisor) – Resume attached (**Exhibit D**)

Andrew Negd (QA Reviewer) – Resume attached (**Exhibit E**)

Geoff Cox (QA Reviewer) – Resume attached (**Exhibit F**)

1673(i)(2)

As documented in the CHEERS Quality Assurance Program documentation (**Exhibit H**), CHEERS shall review and approve for accuracy and completeness the rating documentation for at least the first five homes which a Rater performs after completion of the requirements specified in Section 1673(a)(1) through Section 1673(a)(6), not including those homes rated under the Provider’s direct supervision as specified in Section 1673(a)(6).

1673(i)(3)(A)

As documented in the CHEERS Quality Assurance Program documentation (**Exhibit H**), for each Rater, CHEERS shall annually evaluate the greater of one rating, randomly selected or one percent of the Rater’s past 12 month’s total number of ratings (rounded up to the nearest whole number) for each measure tested by the Rater. For Raters that have had at least one quality assurance evaluation for any measure in the past 12 months, this evaluation shall only be required to be done for those measures that have been tested by the Rater at least 10 times in the past 18 months. CHEERS shall independently repeat the rating to check whether the Rater accurately completed the rating, and determine whether information was completely collected and reported. CHEERS also shall conduct the same check on one percent of all ratings conducted through the Provider, selected randomly from the Provider’s entire pool of ratings on an ongoing basis.

1673(i)(3)(B)

As documented in the CHEERS Quality Assurance Program documentation (**Exhibit H**), raters shall not be informed by CHEERS that a building or installation will be QA'd until after the Raters have completed the original rating, and the QA shall occur after the submission of the Certificate of Field Verification and Diagnostic Testing for a field verification rating. After the aforementioned is completed, the Rater still will not be notified before the QA is taking place.

1673(i)(3)(C)

As documented in the CHEERS Quality Assurance Program documentation (**Exhibit H**), the evaluations by CHEERS' Quality Assurance personnel shall be documented in the CHEERS' database and include the results of all testing performed by the CHEERS' Quality Assurance personnel. If CHEERS' Quality Assurance personnel determine that the Rater's results did not meet the criteria for truth, accuracy, or completeness of these regulations, then CHEERS shall report the quality assurance failure on its registry for a period of six months. In addition, the CHEERS' Quality Assurance personnel shall evaluate two additional ratings of the failed measure by the same Rater performed in the past 12 months. If a second deficiency is found, then the Rater shall have two percent (rounded up to the nearest whole number) of his ratings of the failed measure evaluated for the next 12 months by all Providers. CHEERS' Quality Assurance Manager shall notify other Providers in writing or by electronic mail of Raters that are required to have additional quality assurance verification as required by this provision.

1673(i)(4)(A)

As documented in the CHEERS Quality Assurance Program documentation (**Exhibit H**), for houses or installations passed as part of a sampling group but not specifically field verified or rated by a Rater, the greater of one house or installation or one percent of all unrated or untested buildings or installations in groups sampled by the Rater shall be independently rated or field verified by the CHEERS's Quality Assurance personnel.

1673(i)(4)(B)

As documented in the CHEERS Quality Assurance Program documentation (**Exhibit H**), the quality assurance verifications mentioned in 1673(i)(4)(A) shall be blind tests in that CHEERS shall not inform the installer, builder, or the Rater that the specific building or installation will be verified.

1673(i)(4)(C)

As documented in the CHEERS Quality Assurance Program documentation (**Exhibit H**), the results of the quality assurance verifications mentioned in 1673(i)(4)(A) shall be entered into the CHEERS's database. CHEERS shall summarize the results of these quality assurance verifications, submit them to the Energy Commission on an annual basis, and provide the Energy Commission with ongoing access to the database and associated summaries of the results of these verifications.

1673(i)(5)

CHEERS has a system for receiving complaints, thru its email system or the anonymous complaint report system found on its website. CHEERS will respond to and resolve complaints related to ratings, field verification, diagnostic testing services, and reports. CHEERS shall ensure that Raters

inform purchasers and recipients of ratings and field verifications and diagnostic testing services about the complaint system. CHEERS shall retain all records of complaints received and responses to complaints for five years after the date the complaint is presented to CHEERS and annually report a summary of all complaints and action taken to the Executive Director of the Energy Commission. More detailed information on the CHEERS customer service, support program, and complaint response system is available in attached **Exhibit I**. Please note **Exhibit I** was filed as **CONFIDENTIAL** with the CEC Docket Unit.

1673(j)

Explanation of how ConSol Program Management (like Fresno) and Ratings (Compliance or Whole House/EEM) will be handled to avoid a conflict of interest, in conjunction with Section 1673(j).

Please see **Attachment 4** for a signed copy of the Conditions of Certification.

1673(k)

Not applicable for this submission

1674(a)(4)

The name, address, and telephone number of the Provider and a statement of where its principal place of business is and where and upon who service of legal process can be made.

Business physical location and mailing address:

CHEERS, Inc.
5757 Pacific Ave, Ste 220
Stockton, CA 95207
1-800-424-3377

Service of legal process to:

Michael Hodgson
5757 Pacific Ave, Ste 220
Stockton, CA 95207
1-800-424-3377

1674(a)(5)

If the Provider is a corporation, a copy of the Articles of Incorporation and the current by-laws.

See attached **Exhibits A and B**.

1674(a)(6)

If the Provider is a partnership, the names, addresses, telephone numbers, and partnership status (for example, general, managing) of all the partners, and a copy of the current partnership agreement.

Provider is not a partnership

1674(a)(7)

The names, addresses, telephone numbers, and business relationships of all the Provider's owners, parents, subsidiaries, and affiliates.

CHEERS
Michael G. Hodgson – 100% ownership
5843 E. Ashley Lane

Stockton, CA 95212
800-424-3377

Other Companies owned by Provider's owner:


ConSol
Michael G. Hodgson – 100% ownership
5757 Pacific Ave, Ste 220
Stockton, CA 95207
Mike Hodgson (209) 473-5008

CHEERS has no parent, subsidiary, affiliate, or any other business relationship with ConSol, other than being owned by the same owner. ConSol and/or CHEERS have no other parent, subsidiary, affiliate, or any other business relationship with any other entities.

1674(a)(8)

A statement that ratings are accurate, consistent, and uniform, utility bill estimates are reasonable and recommendations on cost-effective energy efficiency improvement measures are reliable.

"CHEERS Inc. states that ratings are accurate, consistent, and uniform, and certifies the reliability and accuracy of the Data Registry when used for registration of Compliance Documents in accordance with the requirements of Standards Section 10-103(a), Reference Joint Appendix JA7"




Jay Lenzmeier
Executive Director
CHEERS Inc.

1674(a)(9)

A statement that the Provider understands and will not knowingly fail to comply with the requirements of these regulations.

"CHEERS Inc. understands and will not knowingly fail to comply with the requirements of these regulations (Title 20, Sections 1670 through 1675)"



Jay Lenzmeier
Executive Director
CHEERS Inc.

1674(a)(10)

A statement under penalty of perjury that all statements in the application are true, provided in the form specified by Section 2015.5 of the Code of Civil Procedure.

"I certify under penalty of perjury that all statements in the application are true, provided in the form specified by Section 2015.5 of the Code of Civil Procedure."

2/3/16 Stockton, CA

Date & Place

M. G. Hodgson

Michael G. Hodgson
Principal
CHEERS Inc.

EXHIBITS

Exhibit	Description
A	CHEERS Articles of Incorporation
B	Certificate of Secretary
C	CHEERS QA Manager Resume (Alex Vantaggiato)
D	CHEERS QA Supervisor Resume (Rob Starr)
E	CHEERS QA Reviewer Resume (Andrew Negd)
F	CHEERS QA Reviewer Resume (Geoff Cox)
G	CHEERS Registry Agreement and Rater Agreement
H	CHEERS Quality Assurance Process
I	CHEERS Customer Service & Support Program (CONFIDENTIAL)
J	CHEERS Training and Certification Process (CONFIDENTIAL)
Attachment 4	Conditions of Certification