

## FW: IN THE MATTER OF COMPLAINT AGAINST AND REQUEST FOR INVESTIGATION OF CALCERTS, INC.

Jennings, Jennifer@Energy

**Sent:** Thursday, May 10, 2012 2:57 PM

**To:** Energy - Docket Optical System

**Importance:** High

Please docket in 12-CAI-01 and forward to webworks for posting under Public Comments. Thank you,  
Jennifer

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**DOCKET**

**12-CAI-01**

DATE MAY 09 2012

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**From:** Public Adviser's Office

**Sent:** Thursday, May 10, 2012 1:23 PM

**To:** Jennings, Jennifer@Energy

**Subject:** FW: IN THE MATTER OF COMPLAINT AGAINST AND REQUEST FOR INVESTIGATION OF CALCERTS, INC.

**Importance:** High

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**From:** John Smith [anonymoustrater@yahoo.com]

**Sent:** Wednesday, May 09, 2012 7:55 PM

**To:** Lemei, Galen@Energy; Douglas, Karen@Energy; Peterman, Carla@Energy; Vaccaro, Kourtney@Energy

**Cc:** Nelson, Jennifer@Energy; Bartridge, Jim@Energy; Beck, Dennis@Energy; Holmes, Caryn@Energy; Public Adviser's Office; dave@davidhaddocklegal.com

**Subject:** IN THE MATTER OF COMPLAINT AGAINST AND REQUEST FOR INVESTIGATION OF CALCERTS, INC.

On behalf of many other raters that are scared to speak up but some items need to be brought to the Commission's attention before a decision has been made.

1. Calcerts has not been performing the required Quality Assurance testing per Title 20. The first 5 inspections a new rater performs are to be inspected although, I was never QA'd.
2. One percent or a minimum of 1 home should be QA'd, again, I have never been QA'd.
3. If Mr. Hoover and Mr. Davis have been not performing their inspections properly, why was it not until a complaint was filed that the inaccuracies caught?
4. Of the raters that are "banned" and names are listed on the Decertified Rater list by Calcerts, how many of the raters were decertified after a complaint was filed and how many were caught through the QA process?
5. How many QA inspections have been made annually and how many homes have been certified? Have a minimum of all homes ratings been QA'd?

6. Why is it that a private business owner (Mike Bachand) has entire control of whom is allowed to be a rater in the State of California. The decision maker(s) of raters status' is not an elected official nor state appointed. That is a lot of "power" for one business holder to have.
7. The investigation's focus should be Calcerts and their discipline/QA procedures although it seems that Calcerts has done a good job of diverting attention by focusing on the raters.
8. How can a rater learn all that they need to know in a 3-4 day class without a proper evaluation by the certifying agency. It takes many years to learn the details of the industry that can be taken away at the whim of Calcerts. The evaluation and feedback from the QA of the first five homes a rater inspects would be a vital part of rater training if it were actually performed.

I write to you from an anonymous email because as the system is today, Calcerts has full control of my career and the livelihood of my co-workers. There is nothing to stop retribution by an angered Calcerts if they found out who I am. I love the industry and full heartedly believe that it is making a difference. I hope that the Energy Commission will help strengthen the industry by making the proper decisions and necessary changes that it sees fit. The State needs a registry and I by no means want Calcerts to be decertified, but I would like a written discipline process be developed and a state appointed committee be granted the authority of reviewing complaints instead of "business" owners.