



HERS Certification

California Energy Commission

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California Energy Commission  
1516 Ninth Street, MS #12  
Sacramento, CA 95814-0027  
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The present quality assurance program done at Calcerts has nothing to do with increasing quality or workmanship.

I served in the military for 20+ years, and participated in many quality assurance programs, and the goals were always the same: Increase the technicians confidence and workmanship, and to produce quality results.

We always observed the technician in question performing a specific task, and then critique him on his performance, and made suggestions on their weak and strong points. This had promoted pride and quality in their work.

How can anyone correct any deficiencies when the QA inspector goes to a job five months after the rater had been there, and done his job?. This should be held to a maximum of no more than 30 days after a test had been done.

In my case I asked Calcerts for the contact information of the QA person that went to my jobs so I could see what I had done wrong. I was refused this option. QA inspection showing up thirty days plus past a job completion does not improve any quality or accuracy of tests.

All kinds of people go into attics, and also, homeowners have a history of removing filters and running their units without filters for a long time, thus this is a good justification of why a limit should be imposed to the timeline that a QA inspection can be done. This is extremely important for fairness and accuracy of the testing completed by a rater.

It is my suggestion to have the QA inspector meet the rater at a job. This would cut down the anger some homeowners feel, and corrections could be made on the spot.

Finally, last but not least, it is my suggestion for raters to get a homeowners signature. This would ensure proof that the job had been completed with homeowner consent, and there would be no confusion to the question if a rater had completed his job or not. I had stated to Calcerts in an E-mail last October 2012, that homeowners do not remember us sometimes, because we are often confused with the installers. Calcerts implied I was untruthful.

Thank You For Your Consideration,

Andrew Pulos