



# Contractor Quality Assurance & Home Performance with Energy Star

By Valencia Roner  
Energy Grants Project Manager  
City of Greensboro  
Greensboro, North Carolina  
July 10, 2012

# Partnership Objective



- ▶ **Ensure Consistency in Quality According to Home Performance with Energy Star Standards (HPwES)**
- ▶ **Address the varying levels of experience among pre-approved contractors**
- ▶ **Maximize opportunity for optimal customer service**
- ▶ **Contribute to the creation of a market of quality energy efficiency contractors & service providers**



Through a competitive process  
**BetterBuildings for Greensboro** solicited firms  
with the HPwES designation equipped to  
provide the proper training for quality service  
and increased customer satisfaction.

## **Qualifications of BetterBuildings for Greensboro Contractors**

- ▶ **Application**
- ▶ **BPI Certified (Analyst)**
- ▶ **Minimum 3 client referenced**
- ▶ **Bank References**
- ▶ **Business License**
- ▶ **BBB Verification**
- ▶ **Certificate of Insurance**



# Program Quality Assurance Standards

- Air Tightness
- Ventilation and Moisture Management
- Insulation, Windows & Doors
- HVAC Sizing and Installation
- Fixtures and Appliances
- Combustion Safety

# Job Report Review Process for QA of Qualified Contractors



- Upon successful completion of training, a program contractor become known as a HPwES contractor
  
- Contractor Must Complete:
  - House Characterization Form
  - HPA Summary Report
  - Scope of Work
  - Test-Out Form
  
- Pass Probationary Period
  
- Property Owner Receives HPwES Certificate

# Home Performance with ENERGY STAR®

## Summary of Energy Improvements Performed



### Home Address:

Homeowner  
1234 Main St  
Anytown, USA 12345

### Work Performed by:

Any Home Performance, Inc

### Work Verified by:

Advanced Energy

### Work Completed on:

5/19/2011

### Home Performance Improvements:

- Perform attic air sealing
- Insulate attic to R38
- Insulate skylight to R15
- Perform subfloor air sealing
- Perform duct sealing
- Install outdoor thermostat on heat pump
- Install 2 LED light fixtures

---

Daniel J. Lutz



HOME PERFORMANCE WITH  
**ENERGY STAR**

Home Performance with ENERGY STAR® offers a comprehensive, whole-house approach to home improvement that results in better energy efficiency, greater comfort, and lower energy bills.

ENERGY STAR is a voluntary partnership sponsored by the U.S. EPA and U.S. DOE to protect the environment through superior energy efficiency.



**Thank You**