Raising the Bar in Home Performance: Quality Assurance with BPI Credentials

NASEO Central, Southwest, Northwest Regional Meeting
Golden, CO
June 5, 2013
This home is 90 years old and has never had a physical
Typical home…full of systems…

Key Question: Do you know where your fresh air comes from?
Unsealed Rim Joists  
Uninsulated Ducts in Crawl Space  
Mold on Walls  
Open Sump Pit  
Visitors  
Dirty Furnace Filters  
Corrosion on Hot Water Tank
Why We Care: 130 million reasons for Home Energy Upgrade Contracting

• About 1/3 of owner-occupied homes are 45+ years old
• Another 1/3 is between 25 and 45 years old
• About 1/3 are newer than 25 years – built with building codes—if adopted
• 2/3 of homes built before modern energy codes
  • Drafty, uncomfortable and expensive to operate
  • Old equipment in need of upgrades
  • Occupants sensitive to indoor air quality problems
What is BPI?
Who BPI Works With

BPI Test Centers & Proctors

BPI Accredited Contractors

State and Local Government Programs, Utility Programs

Quality Assurance Providers

Home Owners

BPI Certified Professionals
What is Home Performance?

The whole house approach to improving the comfort, health, safety, energy efficiency and durability of your customers’ homes.
BPI’s Core Certifications

The BPI Motto: *First and Last, Do No Harm*  
Test-in and Test-out

- Heating Professional
- Envelope Professional
- Building Analyst
- Air Conditioning /Heat Pump Professional
- Air Leakage Control Installer (RBE-WHALCI)
Building a Career Ladder
DOE’s Guidelines for Home Energy Professionals Project

How Do We Achieve Quality?

- Define the Work
- Verify the Training
- Certify the Worker
Four Home Energy Professional (HEP) Certifications

- Advanced credentials for experienced workers
- ANSI accredited to ISO 17024 standard
- Pilot exam program completed in April 2013
- Focused on most important jobs in industry

- QC Inspector
- Energy Auditor
- Retrofit Installer
- Crew Leader
Why advanced credentials now?

Lack of access to skilled workers:

“Lack of trained workers capable of performing to nationally recognized standards of work consistent with customer expectations -

-- Recovery Through Retrofit, Oct 2009
- Internationally recognized
- Accredits to the ISO 17024 standard – global benchmark for personnel certifications
- Only certification standard recognized by the federal government
- Provides quality assurance to programs, employers and consumers by providing recognizable credential for judging competency
What makes the HEP certs advanced?

Demonstrate advanced competency through:

- Work experience prerequisites
  - Building science training
  - Industry certifications (BPI, RESNET, NATE, EPA)
- Passing written and field exams administered by participating BPI Test Centers.
Energy Auditor

Evaluate the energy efficiency, health, and safety of a home, and use diagnostic equipment to identify areas for energy savings. Use modeling software to produce an audit report and develop a prioritized scope of work for the customer.
Retrofit Installer

Ensure quality and compliance of proper installation/execution of products and services related to existing home energy efficiency. Install residential envelope air sealing, HV/AC duct sealing, minor lighting upgrades, and basic home repairs.
Crew Leader

Ensure quality and supervise the installation and performance of weatherization measures defined in each project’s work scope developed during the auditing/estimating process.
Quality Control Inspector

Verify compliance of retrofit work performed based on work plans and standards. Use diagnostic equipment to conduct audits and inspections, and develop reports that specify corrective actions to achieve optimal whole house home performance.
What’s In It For Me?

These are fine, but what’s in it for me?
Benefits for Programs

- Take the guesswork out of specifying credentials
- Identify and retain capable contractors through HEP certification
- Set uniform expectations for work through SWSs.
- Ensure top quality work for homeowners
- Show measurable results for rate payers/tax payers
- Reduce risk of liability
- Reduce program costs
- Improve service delivery
Benefits for Workers

- Differentiate from the competition
- Job security
- New job opportunities
- Higher level of professionalism
Benefits for Employers

Higher-quality workers doing better work leads to:

- Improved customer satisfaction
- Increased profits and reduced costs due to:
  - Reduced call backs
  - Fewer emergency replacements
- More referrals – drive new business by building consumer trust
What happens to BPI’s current certs?

- HEP certifications not replacing BPI’s existing certifications in the industry.
- Will complement and build upon BPI's existing certs in the home performance career ladder.
- Program managers may choose to phase in specifying HEP certs over 3 year period (as core certifications come up for renewal)
HEP Certifications on the Web

www.bpi.org/HEP

Find resources:
- Application
- Prerequisite Criteria
- Pilot Certification Scheme Handbook
Thank You!

Michelle Nochisaki
518-899-2727, ext. 119
MNochisaki@bpi.org