

# Executive Summary

QA/QC Study

Rhode Island (RI) Energy offers several programs that install energy efficient equipment and weatherization upgrades in customer homes. These upgrades can be complex, often requiring licensed or program-trained contractors. Programs conduct Quality Assurance/Quality Control (QA/QC) assessments to verify program requirements. QA/QC activities drive program success and can positively affect customer acceptance of energy efficient equipment, program satisfaction, energy savings, and savings persistence.

## Why Review Programs' QA/QC Processes?

Robust QA/QC processes ensure that programs are delivered effectively and provide stakeholders with confidence in the savings resulting from RI Energy's programs. This study increased the transparency of third-party and in-program QA/QC processes for the Residential HVAC, EnergyWise Single Family and Multifamily, Income Eligible Single Family and Multifamily, and Residential New Construction programs.

- 6** Residential Programs Reviewed
- Materials review
  - Staff and implementer discussions (email/phone)

## Key Findings

**There are some similarities across the QA/QC processes for programs, despite the programs' differing in specific processes.** Programs document program standards like expectations for implementers and vendors. Most programs' documentation describes inspection selection rules, QA/QC inspection procedures, inspection rating definitions, issue remediation procedures, and post-inspection activities.

**Documentation updates are needed across programs to further clarify program standards, inspection procedures, and failed inspection mitigation.** While program documentation covers these topics, additional detail on whether selected jobs receive one, some, or all inspection procedures, and consequences to vendors for failed inspections is needed. EnergyWise Single Family, Multifamily, and Income Eligible Multifamily program documentation is outdated and needs updating.

This study found no evidence of duplicated efforts between programs' in-program QA/QC and third-party QA/QC procedures.

## Recommendations

**Document clear program standards.** Ensure that all programs clearly document program standards and QA/QC procedures including program expectations for high quality implementation, inspection procedures, inspection rating definitions, and remediation steps.

**Document clear inspection selection procedures.** Ensure that all programs clearly document whether a project selected for inspection will receive one, some, or all the types of inspections available within a given program. For multifamily programs, specify how many units in a building receive inspections and whether units that receive inspections receive all types.

**Document clear remediation procedures.** Ensure that all programs clearly document rules and specify plans of action or consequences to workers or organizations who repeatedly fail inspections.