



NYSERDA

Standards & Quality Assurance

Combined Residential Application Inspection Process

- Assisted Home Performance with Energy Star
- EmPower

January 24, 25, & 26, 2022

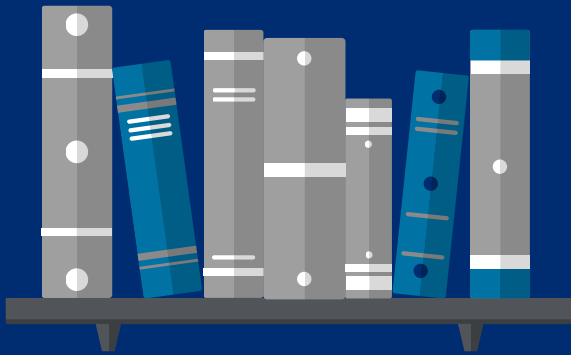
Participating Contractors



Objective

To provide program and technology updates for participating contractors regarding the Combined Residential Application Inspection Process.

SQA Inspection Process



AGENDA

Introduction

Process Overview

The NYSERDA Partner Portal

Responding to Inspection Results

Additional Resources & Support

Q&A

Introduction

Changes to the Combined Residential Application Inspection Process will be implemented on 02/01/2022.

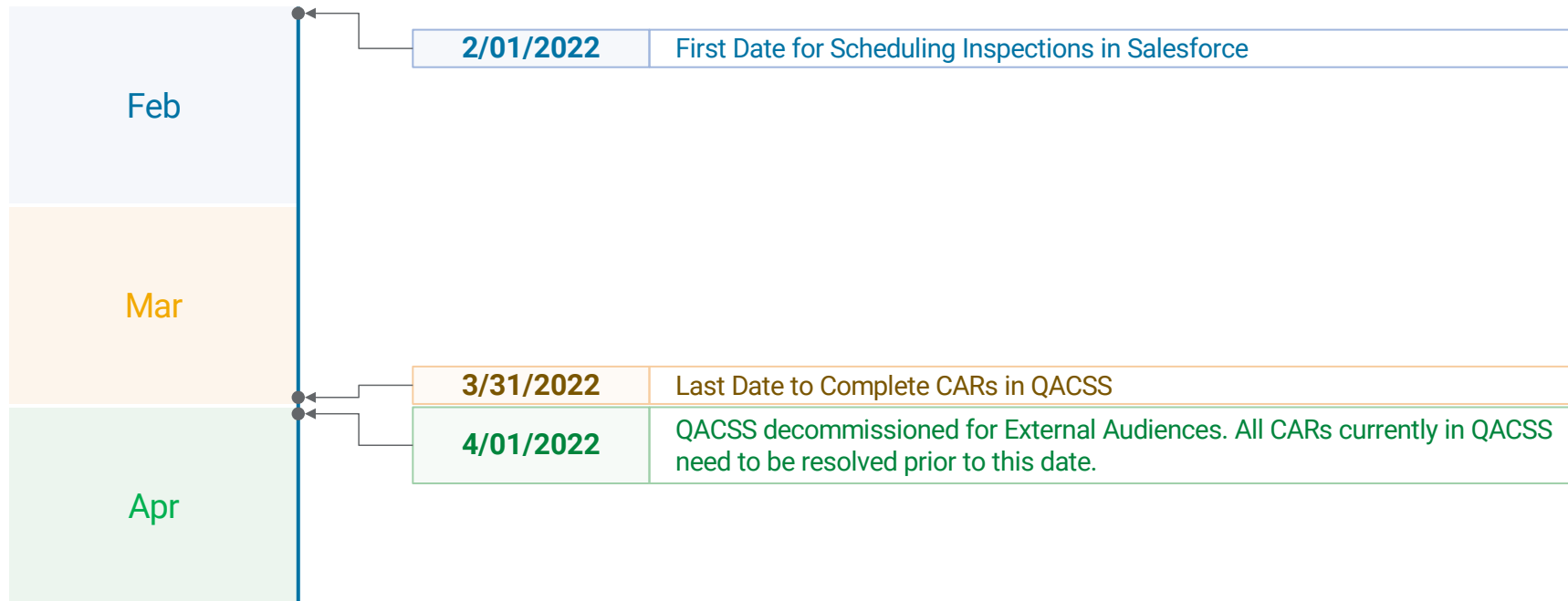
In particular, the system we will begin using to manage all aspects of the inspection process will migrate from QACSS to Salesforce, otherwise known as the NYSERDA Partner Portal.

To prepare you for these changes we have created this training session to walk you through expectations and requirements that will ensure your continued success while partnering with NYSERDA.

Process Overview



Process Overview



All legacy/historical QACSS data will be retained and made available internally at NYSERDA.

Process Overview

Contractors

The entity contracting with NYSERDA as part of a project under a NYSERDA initiative

QSP QA Company

External Quality Assurance partners that support the NYSERDA inspection process by scheduling and performing quality assurance inspections

QSP QA Roles Include:

- Scheduler
- Inspector
- QA Manager

CLEAResult

CLEAResult staff that respond to Corrective Action Responses (CARs) from Contractors.

CLEAResult Roles Include:

- Program Implementer

NYSERDA SQA Team

NYSERDA SQA Program staff that provide oversight and general management of the Inspection Process

NYSERDA SQA Roles Include:

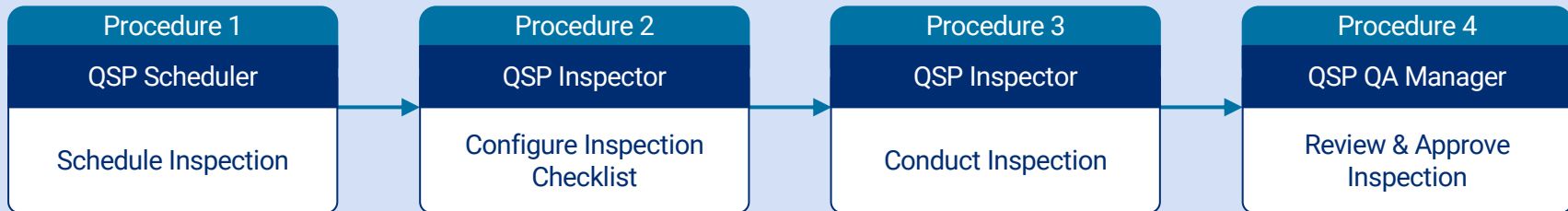
- QA Manager

Process Overview

- NYSERDA conducts a minimum of three field inspections for each new participating Contractor.
- New contractors who have not passed three inspections are listed as Provisional.
- When they are in good standing after these inspections, their status is updated to Full.
- After an installer receives Full status, NYSERDA reviews a random sample of projects for review.
- Contractors with a Probationary or Suspended status may have 100% of their projects inspected.

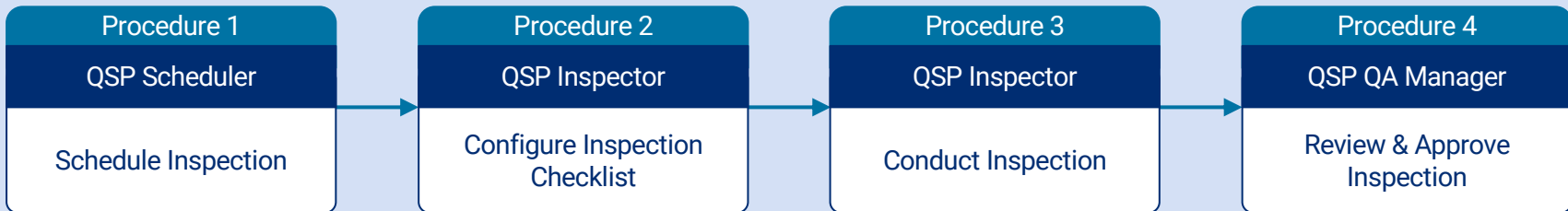
Process Overview

All Inspections

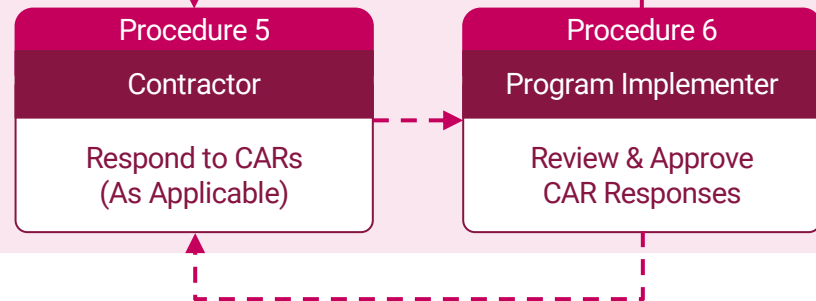


Process Overview

All Inspections



Corrective Action Required Path (Inspection Scores of 1 Or 2)



Process Overview

- The NYSERDA Portal (Salesforce) manages the Inspection Workflow
- Access is based on the role you play
- Inspection activities are initiated/resolved in the NYSERDA Partner Portal.

Welcome to the NYSERDA Partner Portal

Login Instructions:

Your **Username** is typically your email + ".nyserda" on the end.

Example: If your email is abc@gmail.com, your username will be abc@gmail.com.nyserda

You can also find your username in the welcome email sent to you from NYSERDA.

Residential Customers

If you are a residential user trying to enter in an application, then please login here: [Residential Customer Portal](#)

Username

Password

[Forgot Your Password?](#)

[Log In](#)

Process Overview

Inspection Checklist:

- All Inspections contain an Inspection Checklist
- Captures results for each Inspection Task

Project ID: [REDACTED] Project Type: Full Comprehensive Contractor Name: [REDACTED] Customer Name: [REDACTED] Customer Address: [REDACTED]

Project Inspection Status: Program Implementer Approval Needed

Category: Direct Install Measure: LEDs Checklist Version: 2021

Key: P – Pass, F – Fail, N/I – Not Inspected, or N/A – Not Applicable

#	Task	Code Reference	P	F	N/I	N/A	Defect Category	Fixed	Action
1	Contracted quantity of LEDs have been installed	Contract/EmCalc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Major	<input type="checkbox"/>	
2	Bulbs are Energy Star rated	Program requirement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Incidental	<input type="checkbox"/>	
3	Bulbs installed in areas where they are used 2 hours or more per day	Program requirement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Incidental	<input type="checkbox"/>	

Showing 1 to 3 of 3 entries

Inspector Notes [REDACTED] [EDIT](#)

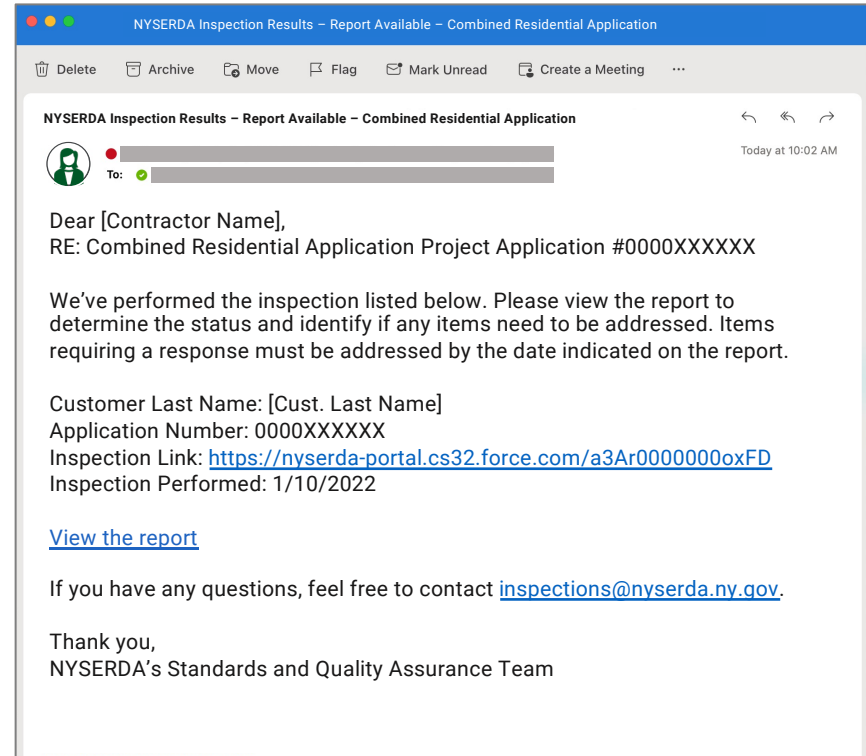
General Inspector Notes [REDACTED] [EDIT](#)

[BACK TO INSPECTION](#) [SUBMIT](#)

Process Overview

Communications:

- Delivered through email
- System Generated
- Outline Required Actions
- Contain Due Dates (as applicable)
- Include Instructions & Links
- Include Date, Time & Address
- Rescheduled Inspections
- Sent to Primary Contact




Process Overview

Inspection Reports:

- Generated after an inspection is completed
- Link to access sent to Contractors through email
- Provides high-level overview and specific inspection task details

Combined Residential Application

FIELD INSPECTION REPORT



Printed by: [REDACTED] on 1/7/2022 3:47 PM.

Application No.	Grade	Score (Maximum of 5)
0000316425	Pass	5

Contractor Name:	[REDACTED]	Report Issue Date:	1/7/2022 3:47 PM
Contractor Email:	[REDACTED]	Customer Name:	[REDACTED]
Builder Name:	[REDACTED]	Customer Address:	[REDACTED]
Builder Email:	[REDACTED]		
Project Type:	Full Comprehensive		

A post-completion field inspection has been completed for the above referenced project and a grade of PASS has been assigned reflecting successful compliance with Program standards. No further action is required. Congratulations on your commitment to quality workmanship.

Process Overview

Quality Scoring:

- 1 or 2
- 3, 4 or 5

Score	Incidental	Minor	Major	Critical
1	*	*	>1	> 0
2	*	*	1	0
3	*	> 3	0	0
4	> 3	≤ 3	0	0
5	≤ 3	≤ 2	0	0

Process Overview

Contesting & Resolving CARs:

- Review the Failed Tasks Page
- Resolve or Contest any deficiency

The screenshot shows a web application interface with a navigation menu at the top: Home, Submit a New Application, Projects, Project Invoices, Manage Users, Relationship, Project Inspections, and Dashboards. The main content area is divided into a left sidebar and a right main panel.

Left Sidebar:

- AC Combiner**
 - Grounding
 - Grounding electrode conductor is sufficiently sized. (PICN-1078235)
 - AC Combiner is properly grounded. (PICN-1078236)
 - Ground Mounted**
 - Grounding
 - Module frames must be grounded. WEEBs and other grounding devices must be installed correctly. (PICN-1078281)

Right Main Panel:

Inspection #: PI-011264

Customer Name: [Redacted]

Customer Address: [Redacted]

Defect Category: Major

Corrective Action Required: Yes

Fixed: No

Task: Grounding electrode conductor is sufficiently sized.

Failure: PICN-1078235

Attachments: View

Inspection Report: View

Failure Description: Grounding electrode conductor (GEC) is missing or undersized.

Failure Due To CNV: No

Notes

#	Date	User	Action*	Notes*	Attachments	Action
1	5/22/2020	[Redacted]	--None--			Insert

Showing 1 to 1 of 1 entries

SUBMIT

The NYSERDA Partner Portal



The NYSERDA Partner Portal

Access the NYSERDA Partner Portal:

<https://portal.nyserda.ny.gov/login>

- Manage Contractor NYSERDA Portal Users
- Access Project Inspections
- Access Relevant Reporting

Welcome to the NYSERDA Partner Portal

Login Instructions:

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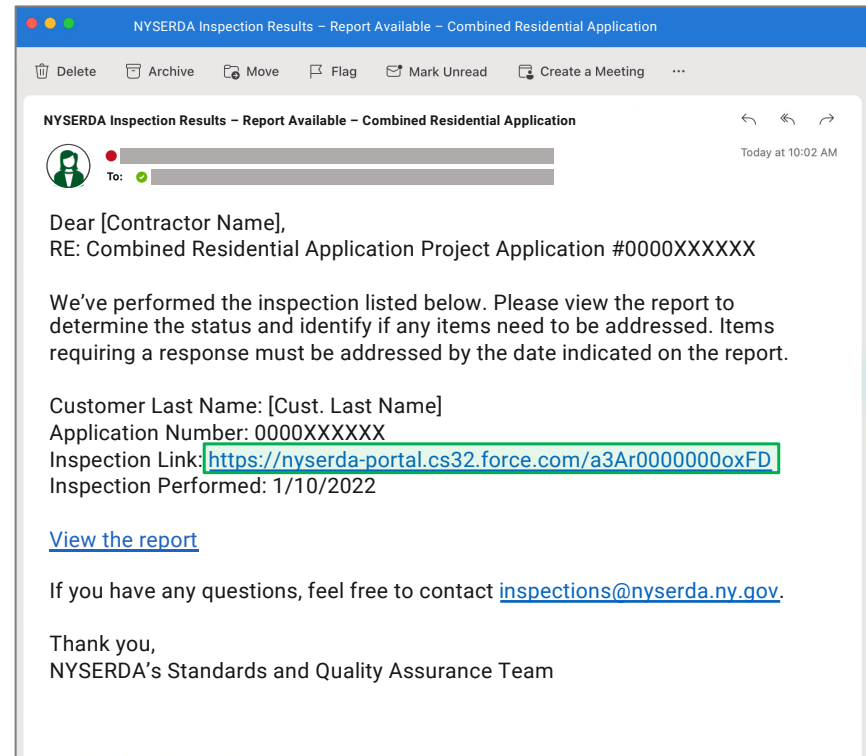
[Forgot Your Password?](#)

Responding to Inspection Results



Responding to Inspection Results

- Once an inspection is complete, Contractors will receive the results through email.
- Failed inspections contain CARs that must either be resolved or contested with proof provided to NYSERDA.
- Passed inspections with minor/incidental non-conformances must still be resolved but NYSERDA does not require proof.
- The Inspection Record and the associated Inspection Report can both be accessed using respective links within the email communication.



Responding to Inspection Results

Inspection results and the associated report can also be accessed directly from the NYSERDA Partner Portal. After logging in, access the Project Inspections tab.

A...	Project Inspections ...	Project	Record Type	Category	Status	QA Score	Inspection Date	Report Issued Date
Edit	PI-017385	0000336574	Post Completion	Field	Completed	5	3/30/2021	3/31/2021
Edit	PI-017423	0000336733	Post Completion	Field	Completed	5	1/13/2021	1/15/2021
Edit	PI-017431	0000336799	Post Completion	Field	Completed	5	5/12/2021	5/14/2021

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Additional Resources & Support



Additional Resources & Support

Link to Materials in the PUBLIC Knowledge Base:

<https://knowledge.nyserra.ny.gov/pages/viewpage.action?pageId=99877654>

The screenshot shows a Confluence page with the following content:

- Page Title:** Standards & Quality Assurance (SQA) - Combined Residential Application
- Text:** The Standards and Quality Assurance (SQA) module allows NYSERDA and contracted Quality Service Providers (QSPs) to identify projects that are eligible for field inspections. A random sampling of projects are selected for inspection to verify that program and technical requirements have been met. The SQA module allows inspectors to document evidence of any non-conformance through photos and written documentation. Information collected by the inspector is uploaded into the Salesforce QA checklist and an inspection report is generated. The SQA module allows the Contractor to submit corrective action documentation as needed and for the program implementer (either initiative staff or an external company providing support) to respond.
Audience: Participating Contractors
- Process Overview:**
 - Process Details
 - The NYSERDA Partner Portal
 - Responding to Corrective Actions
 - Training Resources
- Process Overview (Text):** The diagram below outlines the **SQA Process Steps** for the complete inspection process. The standard inspection process is outlined in the All Inspections row. If an inspection requires **Corrective Actions**, this process is included in the Correct Action Required Path. Generally speaking, inspections without major or critical failures will typically end at the Review & Approve Inspection step in the All Inspections row. If there are any CAR Tasks, the process will include the **Corrective Action Required Path**.
- Process Steps:**
 - All Inspections:**
 - Procedure 1:** GSP Scheduler (Schedule Inspection)
 - Procedure 2:** GSP Inspector (Configure Inspection Checklist)
 - Procedure 3:** GSP Inspector (Conduct Inspection)
 - Procedure 4:** GSP QA Manager (Review & Approve Inspection)

Q & A

