



environment ★ advocacy

HERS Provider

training ★ certification

Dear Homeowner:

The California Energy Commission has established a network of licensed special inspectors to independently verify that your Contractor installed your new or replacement furnace, air conditioner or duct work according to California's Title 24 Energy Efficiency Standards.

These special inspectors, called HERS Raters, are trained and licensed by a Provider who must be approved by the California Energy Commission. CalCERTS, Inc. is one of the approved Providers. These Providers are required to periodically check up on each Rater to see if he or she is accurately testing and assessing the Contractor's work. The state requires, by law, that we independently repeat the same tests the Rater conducted on a small sampling of the homes inspected by him/her. These are Quality Assurance visits, and we contract with special QA inspectors to conduct these visits. In order to accomplish this, we may ask for your help. We ask that you consider making your house available to us for this additional testing. There is **NO CHARGE OR COST TO YOU** for this QA visit, and **YOU ARE NOT OBLIGATED TO LET US CONDUCT THIS VISIT. YOUR PARTICIPATION IS ENTIRELY VOLUNTARY.**

The QA inspector will run tests to verify the accuracy of the work done by the Rater who initially tested your system. **The routine information we gather is intended for our internal use, and is not an indication that there is any problem with your furnace or air conditioner, nor does it indicate there is a problem with the Rater or the Contractor.**

If you have any complaints or concerns about the initial rater's work, or that of our QA inspectors, please e-mail [qa@calcerts.com](mailto:qa@calcerts.com), or contact Charlie or Mark by phone at 916-985-3400, or toll free at 1-877-HERS-R8R (1-877-437-7787). We will be happy to answer any questions or concerns. You may also register a complaint through the CalCERTS, Inc registry at [www.calcerts.com](http://www.calcerts.com).

We appreciate your cooperation in this matter, as we are all working hard to help the California Energy Commission achieve its important goal of peak energy reduction which will help avoid black outs and energy shortages for all the citizens of California.

Sincerely,

Michael E. Bachand, President  
CalCERTS, Inc.

Energy Star



Title 24



USNRQ



C.E.C

[www.calcerts.com](http://www.calcerts.com)

• 31 Natoma Street, Suite 120 • Folsom, CA • 916.985.3400 • [info@calcerts.com](mailto:info@calcerts.com) •