

# Charge Ready NY 2.0 Program

## Quality Assurance Policies and Procedures

### For Participating Equipment Owners and Installers

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**NYSERDA**  
New York State Energy Research  
and Development Authority

# Table of Contents

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<b>Overview .....</b>	<b>1</b>
<b>Definitions .....</b>	<b>2</b>
<b>Corresponding with NYSERDA’s Quality and Market Standards Team .....</b>	<b>2</b>
<b>Program Roles and Responsibilities.....</b>	<b>3</b>
<b>Completed Projects Inspection.....</b>	<b>3</b>
<b>Field Inspections .....</b>	<b>3</b>
<b>Quality Assurance Inspection Report .....</b>	<b>4</b>
<b>Scoring Criteria .....</b>	<b>4</b>
<b>Classification of Program Non-Conformances.....</b>	<b>4</b>
Incidental .....	5
Minor.....	5
Major.....	5
Critical .....	6
<b>Overall QA Inspection Scoring Criteria.....</b>	<b>6</b>
<b>Quality Assurance Score Descriptions .....</b>	<b>7</b>
5: System Meets All Program Criteria .....	7
3: System Meets Key Program Requirements .....	7
1: System Does Not Meet Program Requirements.....	7
<b>Procedure for Handling Non-Conformance and Corrective Action .....</b>	<b>7</b>
<b>Procedure for Contesting an Inspection Score .....</b>	<b>8</b>
<b>Field Inspections Requiring Corrective Action.....</b>	<b>8</b>
<b>Prescriptive Probation and Disciplinary Action.....</b>	<b>9</b>

## Overview

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NYSERDA maintains the integrity of the Charge Ready NY 2.0 Program through an independent Quality and Market Standards (QMS) team. This team manages the Quality Assurance (QA) platform for the program.

# Definitions

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**Quality Control (QC):** Control of the process, prior to and during the process. Planned and systematic activity implemented to ensure quality requirements are met and non-conformances documented in a Quality Assurance inspection are corrected. Contractors/builders/installers should have their own QC resources to confirm their work.

**Quality Assurance (QA):** Assuring the work is done properly, at the end of the process. Field and photo evaluations to verify compliance of key milestones within projects to assess compliance with industry standards and Program requirements; identify corrective action necessary to comply with said standards and requirements.

**Quality Assurance Services Provider (QSP):** Qualified third-party consultant under contract with NYSERDA responsible for inspection services. The QSP is fully separate and independent from the Program Implementer. NYSERDA’s QA team provides 3rd-party Quality Assurance and monitoring. The quality assurance system has several components, including a review of qualifications and credentials, paperwork audits, establishment of program standards, and comprehensive field and photo inspections. QA inspections involve verification of the contracted scope of work, accuracy of site conditions, comparison of installation to submitted design, application meets applicable code, and the overall delivered quality and operation of the electric vehicle charging equipment.

NYSERDA may select any completed project at any point in the future for a field inspection based on customer complaints, warranty-related issues, or otherwise. All equipment owners and installers are encouraged to perform in-house quality control of their projects.

## Corresponding with NYSERDA’s Quality and Market Standards Team

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All correspondence with NYSERDA’s Quality and Market Standards (QMS) team should be sent to [inspections@nyserda.ny.gov](mailto:inspections@nyserda.ny.gov). A member of the QMS team will get back to you in a timely manner.

## Program Roles and Responsibilities

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The program relies on installers to implement electric vehicle charging equipment for customers seeking incentives through the program. The contractors have roles and responsibilities in the program, including but not limited to the following:

Installer Roles and Responsibilities:

- Agree to terms of NYSERDA's installer agreement
- Hold the agreement with the equipment owner
- Installation and quality of project

Equipment Owner Roles and Responsibilities:

- Installation and quality of project
- Managing complaints, warranties, and production guarantees
- Prompt resolution of non-conformances identified during a QA inspection
- Agree to terms of Equipment Owner agreement

Inspections will primarily focus on the quality of the installation, and average inspection scores will be calculated. The Equipment Owner will be included in any correspondence related to project inspections.

## Completed Projects Inspection

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The purpose of the QA inspection is to provide NYSERDA with an opportunity to evaluate the accuracy of the site conditions, comparison of installation to submitted design, application meets applicable code and the overall delivered quality and operation of the electric vehicle charging equipment. Check the QA Policy and Procedures manual for a comprehensive guide to the QMS team's processes <https://www.nysERDA.ny.gov/-/media/Project/Nyserda/Files/Programs/ASHP/QA-What-to-Expect-Customer.pdf>.

## Field Inspections

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Field inspections are conducted by a qualified independent third party, using comprehensive field inspection QA checklists and processes.

In general, QA field inspections are scheduled directly with the equipment owner, at the owner's convenience. Equipment owners and/or installers are encouraged to attend the inspection wherever possible to answer questions and perform minor fixes on site. If the equipment owner agrees the

installer may attend the inspection, the installer will be notified of the inspection date. Effort will be made to accommodate the schedule of the Installer, but the equipment owner's convenience and efficient scheduling of inspections will take precedence. If the system equipment owner has requested that the Installer not attend the QA field inspection, the Installer will not be notified of the scheduled inspection.

NYSERDA may select any completed project at any point in the future for a field inspection based on customer complaints, warranty-related issues, or a review of the work done by the Installer under status review or program disciplinary action.

## Quality Assurance Inspection Report

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The Quality Assurance (QA) inspection report will provide a list of all non-conformances identified. The report will provide an overall score of the project and identify a pass or failure.

The report will be made available to the Equipment Owner within approximately 15 days after the inspection. The report will contain a score, based on the scoring criteria, and a list of any non-conformances observed during the inspection.

## Scoring Criteria

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The scoring criteria characteristics will be used as a guideline for inspectors to gauge relative installation quality but cannot predict every possible situation. These QA scores will:

- Allow NYSERDA to track trends in installation quality over time
- Allow NYSERDA to gauge the relative quality of installations across installers, regions, or other screening criteria
- Provide valuable feedback to contractors, local code officials, and inspectors

## Classification of Program Non-Conformances

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Prior to issuing an overall QA score, it is important to understand the magnitude of non-conformances observed during onsite inspections. A high-quality solar electric system will:

- Comply with the Uniform Code Supplement as published by the NYS Department of State
- Comply with the National Electric Code (NEC)
- Meet all NYSERDA program requirements and standards

Generate safe, reliable, electricity consistent with pre-installation estimates

Table 1 contains the definitions of non-conformances.

**Table 1: Non-Conformance Definitions**

	<b>Energy Impact</b>	<b>Non-Energy Impact</b>
Incidental	May result in a savings shortfall, but the impact will be small and may not be measurable.	Not expected, on its own, to pose a substantial risk of system failure or hazard.
Minor	Will result in a savings shortfall, but the impact will be small and may not be measurable.	Requires modifications to address but not expected to pose a substantial risk of system failure or hazard.
Major	Will result in a measurable shortfall in energy savings.	Presents an increased risk of system failure or hazard but not determined to be in imminent danger of failure or hazard.
Critical	N/A	Presents an imminent hazard and/or probability of system failure.

## Incidental

Examples of Incidental non-conformances include, but are not limited to, the following:

- Layout does not match approved site plan.
- Charging cord does not dispense properly.

## Minor

Examples of minor non-conformances include, but are not limited to, the following:

- Disturbed ground is not properly patched.
- Site equipment and materials were not removed.
- EV Parking While Charging Only signs not installed.
- 24-hour toll-free customer support service number not visible.

## Major

Examples of major non-conformances include, but are not limited to, the following:

- Station power configuration does not support 4 vehicles charging simultaneously at greater than or equal to 6.2kW.
- Protective infrastructure not in place.
- Electric vehicle branch circuit is not appropriate.
- Disconnecting means is not appropriate.

## Critical

Examples of critical non-conformances include, but are not limited to, the following:

- Overcurrent protection is not appropriate.
- There is no verification of equipment grounding continuity.

This list is not intended to be exhaustive, and inspectors will fully evaluate each installation on a case-by-case basis.

## Overall QA Inspection Scoring Criteria

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Each inspection will be scored on a five-point scale. This score is an indicator of the overall quality and compliance with Program requirements, based on the number and type of non-conformances observed. Projects receiving an inspection score of 1-2 are considered failures whereas projects receiving an inspection score of 3-5 are passing scores.

Projects with an inspection score of 5 represents a fully compliant project that employs best practices. Projects with an inspection score of 3 signifies a fully acceptable project. Receiving a 1 on an inspection represents a project with major or critical failure.

Projects that have non-conformances related to critical, health and safety or major system performance attributes will automatically fail. Specific criteria for each score are listed in Table 2.

**Table 2. Inspection Score Criteria: Scoring Matrix**

Score	Incidental	Minor	Major	Critical
5	Up to 3	Up to 2	0	0
4	More than 3	Up to 3	0	0
3	N/A	More than 3	0	0
2	N/A	N/A	Up to 1	0
1	N/A	N/A	More than 1	More than 0

When assigning a QA score, the QMS Salesforce module will automatically generate a score based on the inspection results. For example, a system with two major non-conformances will receive a score of 1, even if there were no minor or incidental non-conformances. Systems with any critical non-conformance will automatically receive a score of 1. The passing scores of 3, 4, and 5 may depend on the number of incidental and minor non-conformances found in the inspection report. In this case,

a system with up to 3 minor non-conformances will receive a score of 4 since it does not quite meet the requirements for a 5 but exceeds the threshold of a score of 3.

## Quality Assurance Score Descriptions

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### 5: System Meets All Program Criteria

A system receiving a score of 5 is generally well-installed, with no noticeable non-conformances in workmanship, code compliance, or expected energy output. These systems are examples of best practices in electric vehicle charging station installations.

### 3: System Meets Key Program Requirements

A system achieving a score of 3 meets basic program requirements, but it may require some modification to be considered fully compliant.

### 1: System Does Not Meet Program Requirements

Systems receiving a score of 1 have failed to meet key program requirements and are not expected to safely generate electricity consistent with program records. These systems may require urgent attention to address safety concerns.

## Procedure for Handling Non-Conformance and Corrective Action

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The QA inspection report will list any non-conformances identified. The report will provide an overall score of the project and identify a pass or failure. Projects that have non-conformances related to critical, health and safety, or major system performance attributes will automatically fail. Projects that have minor or incidental non-conformances may pass or fail based on their overall merits.

All identified non-conformances are expected to be addressed and corrected from Inspection Report and in future work conducted in the program. Acknowledgment and plans for preventing future problems may be requested with the report. Non-conformances can be corrected post installation through corrective action to the documentation, incentive applied to the project, or remediation of the installation or its components.

Equipment Owners are required to respond to NYSEDA with proof of corrective action via email for those projects that received a failed inspection report with a score of 1 or 2. **A failed inspection report must be either disputed within 15 days by contacting NYSEDA or remedied within 30 days.** Sufficient

evidence of remediation must be provided to NYSERDA documenting the completion of required actions. NYSERDA may, at its discretion, conduct a field verification of the remediated installation.

NYSERDA has the right to provide a copy of the QA report or specific information from the inspection directly to the site operator, AHJ, or the interconnecting utility based on health, safety, and compliance concerns. In an emergency, NYSERDA or its representatives may shut down the system and will notify the equipment owner of such action as soon as is possible.

NYSERDA may communicate with any contractor or equipment owner on any matter relevant to a project. Such communications may be in reply to an inquiry from a site operator or at NYSERDA's initiation. It is the contractor's responsibility to notify the local Authority Having Jurisdiction (AHJ) of any changes made to the installation and coordinate any required reinspection as needed.

## Procedure for Contesting an Inspection Score

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A contractor may contest the findings of an inspection by emailing supporting documents and information to [inspections@nyserda.ny.gov](mailto:inspections@nyserda.ny.gov). The request must be submitted to NYSERDA within 15 days of receiving the inspection report.

Upon review, if NYSERDA agrees with the contractor, the non-conformance will be removed. The inspection score may or may not change based on other non-conformances. If NYSERDA agrees with the inspector, the non-conformance will stand, and the score will remain the same.

## Field Inspections Requiring Corrective Action

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1. All non-conformances are required to be addressed within 30 days of issuing the report.
2. All non-conformances require a response to the email address that issued the report.
3. Responses to corrective action will be reviewed and responded to by NYSERDA staff.
4. If NYSERDA staff accepts the corrective action, the non-conformance will be marked resolved and no further action is needed.
5. If NYSERDA does not accept the response, you will be notified via email as to why the response was not accepted. The non-conformance will remain open until NYSERDA accepts a response.

# Prescriptive Probation and Disciplinary Action

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If an equipment owner fails to respond to or remedy failed inspections, NYSERDA may review their status in the program and take further action.

An equipment owner may be issued a prescriptive plan, in which specific results and a timeline for demonstrating those results will be prescribed and monitored. The equipment owner may be terminated from the program if determined necessary.

Complete details of demonstrating continued project viability are located at:

<https://portal.nyserda.ny.gov/servlet/servlet.FileDownload?file=00P8z000004PsYZEAO>



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