



The Independent Quality and Market Standards Team manages a network of third-party inspectors to verify a sampling of projects for compliance with program rules and technical requirements.

What customers should expect when selected for a quality assurance inspection

Why does NYSERDA inspect?

It is NYSERDA's responsibility to ensure installations are completed in a manner that deliver the intended results. NYSERDA adopted a rational sampling plan and generally inspects up to 20% of all projects to verify compliance with program rules and technical requirements. Field inspections are conducted by third-party inspectors with expertise in building science.

What if I've already had an inspection?

Most likely a previous inspection was done by a local code official for building code. This NYSERDA Quality Assurance inspection is specific to the EmPower+ New York Program.

What to expect during the inspection?

The purpose of the inspection is to verify the energy efficiency upgrades installed meets NYSERDA's requirements. Inspections typically take about one to two hours to complete and involve the customer, inspector, and at times, the contractor. If there are specific concerns regarding your installation, be sure to notify the inspector and he/she will attempt to address them.

You are required to attend the inspection as the inspector will need access inside and outside your home to ensure the work was completed per program requirements. The inspector will provide their own ladders and any safety equipment that may be required.

What happens after an inspection?

The contractor will be notified of the results within two weeks of the inspection. Should any non-conformities be identified, the contractor will be instructed to contact you to schedule a time to address the issue(s).

Questions?

Please contact the QMS team:
inspections@nyscrda.ny.gov

Inspectors may conduct the following tests:

Blower Door Test



Infrared Camera Testing



What does NYSERDA look for during an inspection?

General

Inspectors will introduce themselves and will provide a description of the inspection and testing procedures. He or she will ask you, the customer, if there are any specific concerns that need to be addressed. The inspector will determine whether health and safety issues were correctly identified by the Contractor and whether the most cost-effective measures were recommended.

Health and Safety

The inspector will conduct multiple health and safety tests, including but not limited to, measuring Carbon Monoxide levels, testing for gas leaks and ensuring HVAC equipment is venting properly.

Blower Door Testing and Building Envelope

The inspector will complete a blower door test to determine the home's tightness and to verify air sealing reduction targets were met, if applicable. A complete building shell inspection will be performed to determine insulation levels in wall, attics, floor, windows and doors.

Lighting and ENERGY STAR® Appliances

If lighting upgrades or appliances were installed as part of the work scope, the inspector will verify they meet program and technical requirements.

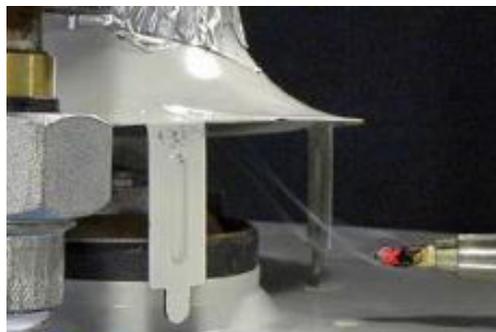
Air Sealing, Insulation, and More

The inspector will check for envelope upgrades included in your work scope such as air sealing, insulation, weather stripping, and more. All energy efficiency measures installed as part of the EmPower+ New York program will be inspected to ensure they were installed properly.

Controls/Thermostats Education and Documentation

For projects including new or upgraded thermostat installation, NYSERDA requires contractors provide thermostats that are accurate, appropriate for the heating and cooling systems in place, have easily readable display screens, and are easy to program. The inspector will also verify that training and documentation, such as manuals, were provided by the contractor.

Combustion Appliance Zone Vent Test



Attic Insulation Measurement

