Remote Inspection Protocols

Considerations for Building Code Departments

EnergyLogic has been utilizing video conference call technology since 2014 to provide remote quality assurance oversight of our RESNET® QA Delegates across the United States. As an industry leader in remote oversight, EnergyLogic has taken the RESNET approved protocols as a foundation and adapted them to the roles that building code inspectors and site superintendents would need for success.

Please explore the information below and consider how remote inspections could fit into your process. We encourage you to adapt this document by using it as a guide to fit your own needs. Should you have any questions or would like to consult with EnergyLogic, you can contact us here.

Recommended Minimum Requirements

All features of the home that are applicable to the required inspection must be visible at the time of the remote inspection. The features must be captured sufficiently for the inspector to evaluate the feature. If the superintendent is not present during the remote inspection review, another qualified individual (i.e. installer) is permitted to perform the field testing and inspection on behalf of the direction of the inspector.

The following equipment will be required (at minimum), to complete a Remote QA Field Review:

- All testing tools and equipment required to complete the inspection

- Lighting to illuminate even the darkest corners

- Internet capable device (i.e. mobile device, tablet, laptop, etc.) which must be capable of live video streaming or recording

- Any necessary apps must be loaded on the hardware device (see Appendix A for recommended applications)

- For online inspections, a minimum of 3G cellular (with 4G preferred) or wireless internet connection

Hands free video equipment is preferred and allows the tester to perform any inspection tasks and for the inspector to easily see what is happening. If you have another person who is available to assist and hold the video equipment, hands free equipment will not be necessary.

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General Preparations & Best Practices

1. To confirm that all connections and equipment are working properly, whenever possible the person on site should complete a test of equipment, software and/or apps to make sure that all is working properly before the scheduled session in the field.

2. Make certain that all hardware is fully charged with minimum of 3 hours of run time. Have extra batteries, external power supply, and/or charging cords.

3. Have the required tools (see above minimum requirements) and make certain that they are operable (including available power or a generator).

4. If possible, test the connectivity and signal strength at the project site that will be required to support live streaming video.

5. Make sure power tools and equipment are not running in the background so that the call audio is clear.

6. Follow specific instructions for recommended video conferencing applications from Appendix A.

Online Remote Inspection Process

1. Begin the inspection at the street view looking at the structure. The address must show in the initial view. If street number is too small to see from road, then walk up to the street number sign until clearly visible to the remote inspector. If there is no street number signage installed on the house yet, then a visible building permit or other identification would need to be visible.

2. The remote inspector will follow the required checklists and guidelines for the given inspection. Supporting documentation such as building plans and photos may be necessary to confirm some inspection items. If not available beforehand, the inspector shall collect the appropriate documentation at the conclusion of the remote inspection in order to complete the review of these inspection items.

3. The inspector shall provide clear guidance to the person on site regarding the process to be followed.

4. The person on site shall be prepared to walk the remote inspector through as much detail as possible.

    ▪ "Think out loud" and communicate what it is you are seeing and doing to demonstrate to the inspector that the requirements are being met.

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5. The remote inspector shall make note of any correction items that are visible at the time of remote inspection.

6. If at any point the inspector believes that the remote inspection process is not allowing them to properly assess compliance, they may require that a building site inspection be conducted at a future date.

Offline Remote Inspection Process

1. The person on site shall capture video recording of the entire inspection process, taking special care to ensure good lighting and coverage of all inspection features are visible at the time of inspection. For hard to see items, such as equipment model numbers, supplement the video with separate, time-stamped digital photos.

2. Begin QA Review at the street view looking at the structure. The address must show in the initial view. If street number is too small to see from road, then walk up to the street number sign until clearly visible. If there is no street number signage installed on the house yet, then a visible building permit or other identification would need to be visible.

3. The inspector shall provide clear guidance to the tester on the process to be followed.

    i. If the person on site must provide as much detail as possible regarding features and equipment being used

    ii. "Think out loud" and communicate what it is they are seeing and doing to demonstrate to the QAD their understanding of the rating process.

4. The inspector shall review the video, photos and other supporting documentation to complete any required inspection documents or checklists.

5. The inspector shall make note of any correction items and communicate them to the superintendent.

6. If at any point the inspector believes that the remote inspection process is not allowing them to properly assess compliance, they may require that a site inspection be conducted the inspection on an alternative date.

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Appendix A
Useful Links*

1. GoToAssist Seeit

2. Google Duo

3. FaceTime

4. Facebook Messenger

5. Skype

6. Zoom

*Note, EnergyLogic does not endorse any specific video conferencing platform. This is a quickly evolving and competitive marketplace. The above list is not intended to be exclusive and newer applications may exist that meet the protocol requirements.

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