



Dear NABCEP Certificant,

RE: NABCEP CERTIFICATION QUALITY ASSESSMENT SURVEY

NABCEP's Certified PV Installer Program is accredited by ANSI under the ISO 17024 Standard. One requirement of the ISO Standard is that the certification program monitors a certificant's performance through a documented method of quality assessment. In order to ensure continued satisfactory work during the certification period, NABCEP must have all PV Installer Certificants comply with the following requirements.

During each NABCEP three (3) year certification period, the certificant must document the satisfactory installation and completion of three (3) Qualifying Systems related to the relevant NABCEP Certification. In order to be accepted by NABCEP as a Qualifying System, the attached Assessment Survey must show that the certificant has performed the referenced installation in a competent and complete manner, to the system owner's satisfaction.

Each certificant must provide the NABCEP Quality Assessment Survey to the owners of at least three (3) Qualifying Systems (System Owners). The System Owners will complete and return the Assessment Surveys to NABCEP. During the first two (2) years of a certification period, each certificant must ensure that NABCEP has received at least one (1) Assessment Survey from a System Owner. The remaining two (2) Assessment Surveys must be received by NABCEP prior to the end of the three (3) year certification period.

If a certificant fails to submit the required Quality Assessment Surveys by the identified deadline(s), NABCEP will advise the certificant that the requirement must be satisfied within a specified time period. Until this requirement is satisfied, the certificant will be placed on conditional certification status, and may be subject to certification conditions, suspension, and/or revocation, as authorized by the NABCEP Certification Compliance Monitoring Policy and other related NABCEP policies. *This new policy will become effective on January 1, 2012.*

The survey that you and your customer(s) need to complete has an introductory page that explains the purpose of the survey and why it is an important tool in maintaining quality assurance and the value of your certification. When presenting the survey to your customers, I encourage you to inform them that you are proud of your NABCEP certification, and appreciate their cooperation in returning this survey to NABCEP, which will help you maintain your Certified Installer credential.

If you have any questions or concerns about the Quality Assessment Survey or related NABCEP policies, please do not hesitate to contact me by email or phone.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Ezra Auerbach". The signature is stylized and somewhat abstract, with a long horizontal stroke extending to the right.

Ezra Auerbach  
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NABCEP  
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