



HOME ENERGY PROFESSIONAL ENERGY AUDITOR (EA) CANDIDATE HANDBOOK – Pilot

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SCOPE

The Home Energy Professional (HEP) Energy Auditor (EA) is an experienced professional who evaluates the potential health and safety issues, durability, comfort, and energy use of a residential building. The EA conducts advanced diagnostic tests, gathers and analyzes data, and creates energy models to draw conclusions and make recommendations for improvements.

STATEMENT OF NON-DISCRIMINATION

AEE endorses the principles of equal opportunity. Eligibility criteria for examination and certification as a Home Energy Professional Energy Auditor are applied equally to all individuals regardless of age, race, religion, gender, national origin, veteran status, sexual orientation, or disability.

STATEMENT OF IMPARTIALITY

AEE’s Certification Department adheres to principles of impartiality in all its dealings. The Certification Department shall act impartially towards all applicants, candidates, and certificants.

PREREQUISITES

All items below are required prior to taking the multiple-choice and field certification exams:

Experience

In the past 5 years, candidates must obtain a minimum of 25 points from any combination of activities below.

1,000 hours = 6 months of full-time work

Activity	Maximum Points	Point Amount
Performing audits in a building science trade	20	10 points for each 1,000 hours
Home performance field/technical experience (e.g., weatherization, home inspection, HVAC)	20	10 points for each 1,000 hours
Building trades experience (e.g., framing, roofing, drywall, siding)	10	5 points for each 1,000 hours
Training from industry-specific training center (training whose content aligns with the content of the JTA for the certification)	10	5 points for every 40 hours
Related industry certifications (e.g., RESNET, Building Performance Institute, North American Technician Excellence, U.S. Environmental Protection Agency, ASHRAE, Association of Energy Engineers). Other certifications also considered	10	5 points per certification

**No activities allow a higher score than 20 points.
This structure separates field experience from professional development*

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Energy Modeling:

In the past 5 years, candidates must have completed one of the following:

Models
10 energy models that comply with a nationally recognized energy auditing standard for energy audit reports and include an analysis of the savings-to-investment ratio or simple payback of proposed measure installations.
a minimum of 8 hours of training in energy modeling that complies with a nationally recognized energy auditing standard. The training must include an end-of-course assessment for which the candidate must provide proof of a passing score and completion of one or more energy models.
a minimum of 20 desk reviews or file reviews of energy models for compliance with a nationally recognized energy auditing standard.

CERTIFICATION FEES

Application fee NOT APPLICABLE DURING PILOT PERIOD: *Application & exam fees are waived for all approved pilot candidates.*
A fee of \$600.00 dollars is payable with the filing of the application. *No application or examination fee refunds are allowed.*

Retesting fees

For each re-examination, a fee will be required:
Written Exam: \$250
Field Simulation Exam: \$250
No refunds allowed

Renewal fees

Five-year renewal fee: \$250.00
Field Simulation Exam: \$250.00
No refunds allowed

INCOMPLETE APPLICATIONS

Incomplete applications will remain on file with the Home Energy Professional Auditor Certification Department for a period of one (1) year. After one year, application materials will be destroyed.

PROCEDURES

- Confirm Prerequisites:** Confirm you meet the eligibility requirement. Refer to number 3 in this candidate handbook. Since certification is based on experience and passing the examination, it is important that the applicant understands the eligibility requirements and has attained the prerequisite to qualify for certification.
- Submit Application:** By submitting the application you’re applying for the certification and registering for the exam through remote proctoring. The application should be received by the certification department four weeks prior to the desired exam date.

The Application Form provides an organized method for documenting professional background. The applicant is requested to list on the Application Form all pertinent information in these categories for evaluation by an authorized certification staff member. All applicants must complete the application; a resume does not replace the application.

When submitting an application, you do not need to send supporting documentation initially. However, you will be required to attest to the accuracy of the information provided and may be required to submit supporting documentation if your application is selected for a random audit. A specified percentage of applications are randomly selected for audit. AEE conducts these audits to confirm the experience and/or education documented on certification applications. The purpose of the audit is to enhance the credibility of the certification program and its holders.

- 3. Application Review:** Once we receive your application, we'll verify that you meet the eligibility criteria and that your experience is acceptable. Typically the application review period will take up to 10 business days. Once the application review is complete, we'll email you to confirm the upcoming certification exam or request additional information. If we have any questions or issues with your application, we'll notify you via email.
- 4. Application Random Audit:** If your application is selected for a random audit, we'll notify you by email with the instructions and documentation needed to complete the verification of experience.

Based on the eligibility requirements that require verification, the number of prerequisite points from activities completed will vary. Past employers, certifying body and/or training center representatives may need to complete the employment/training/certification verification form. If you are self-employed or are a principal owner of a company, verification of your EIN Number including number of years in business plus providing a description of 10 jobs completed is required in the place of employment verification. **All verification forms should be completed by the employers/certifying body and/or training center representatives and/or clients before sending them to AEE. AEE does not send these requests on the candidate's behalf. Once forms are received by AEE, we may contact employers, certifying body and/or training center representatives and/or clients directly to confirm and verify the information on the form is correct.**

Examination scores will be kept on file by the authorized certification staff for a period of 1 year. Applicants have 1 year to follow up and complete his/her EA file; after 1 year, applicants must restart the process by resubmitting the application and retaking the written and field exams.

- 5. Remote Proctored Testing Information:**
Your application must be approved by AEE prior to sitting for the exam. You will receive a letter once AEE has approved your application. At that time, you may log in to the remote testing website to begin the exam scheduling process. Once the application is complete and the written exam and simulation are passed, the certification is granted. For more information on Remote Testing, visit <https://www.aeecenter.org/remoteproctoring>.
- 6. Examination Score:** Candidates must achieve passing scores on the written and field examinations.

Note for Pilot Candidates:

The passing score for both the multiple-choice and field simulation exams will be established through a **Cut Score Study** conducted after the pilot period concludes. Candidates who take the pilot exams will be notified of their results **only after the Cut Score Study is complete. No exam results will be released prior to that time.**

- 7. Issuance of Certification:** To be awarded the EA designation, candidates must submit a completed application, meet eligibility requirements, and pass both the written examination and field simulation examination. Once all requirements are met, an authorized certification staff—independent of training and assessment—reviews candidate file and makes the final certification decision based on documented evidence, after which the EA number is issued.

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WRITTEN AND SIMULATION EXAMINATION

The applicant must complete a written exam and a virtual simulation field exam.

The exams are only available online by remote proctor. They can be taken using a personal or business computer with a live proctor monitoring the examination via webcam and computer sharing technology. For more information on the remote proctoring process, visit www.aeecenter.org/remote-proctoring.

The examination questions are based on the [Energy Auditor Job Task Analysis \(JTA\)](#).

The multiple-choice exam includes 100 scored questions that assess the required knowledge and skills. In addition, 5 unscored questions are included for exam development purposes. These unscored items will be evaluated during the cut score study and may be used as replacement questions if needed in future exams. Multiple versions of the exam are administered to maintain exam integrity.

This written exam is a closed-book exam, except for **BPI-1200-S-2017** and the **NREL Standard Work Specifications**, which will be available to view online via the testing site during the exam (no marked copies of the standards will be permitted). Any paper used to take notes, create diagrams, or record diagnostic results (scrap paper) may not leave the testing environment. All papers must be destroyed on camera in front of the proctor.

Future discussion or disclosure of the content of the exam, orally or in writing, or by any other means, is prohibited. Theft or attempted theft of exam items is punishable to the fullest extent of the law. Candidates will be observed at all times while taking the exam. This includes direct observation by a proctor as well as audio and video recording of the examination. A candidate's participation in irregular behavior during the exam may result in the invalidation of the results of their examination, termination of their status, civil liability, criminal prosecution, or other appropriate sanctions.

The field simulation exam is conducted where candidates are expected to perform the tasks outlined in the field exam guide. The candidates will have access to the proper digital tools and equipment to complete the exam. Their abilities are then evaluated based on a predetermined set of criteria (e.g., exam rubric).

This simulation exam is an open-book exam (the only reference not permitted is assistance). Any paper used to take notes, create diagrams, or record diagnostic results (scrap paper) may not leave the testing environment (in-person, remote, or simulation). All papers must be destroyed on camera in front of the proctor.

The HEP EA Examinations are aligned with the knowledge, skills and abilities as outlined in the Job Task (JTA) Analysis. Refer to the exam blueprint below.

Domain and Tasks	Written Exam	Field Exam
Domain I: Collection of Visual, Material, Dimensional, and Appliance Information About the Building for an Energy Audit	44%	
Task 1: Document energy consumption	2%	N/A
Task 2: Document the building history	2%	N/A
Task 3: Conduct a physical/visual inspection of the building exterior	5%	Yes
Task 4: Conduct a physical/visual inspection of the building interior	5%	Yes
Task 5: Collect health and safety data	4%	Yes
Task 6: Collect appliance and base load information	2%	Yes
Task 7: Collect conditioned building enclosure data	3%	Yes
Task 8: Collect mechanical ventilation data	2%	N/A

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Task 9: Collect building insulation data (roof, attic, walls, and foundation subspace)	4%	Yes
Task 10: Collect attic data	3%	N/A
Task 11: Collect wall data	3%	Yes
Task 12: Collect window and door data	3%	Yes
Task 13: Collect foundation/subspace data	3%	N/A
Task 14: Collect roof data	3%	N/A
Domain II: Diagnostic Testing of the Dwelling Unit for an Energy Audit	19%	
Task 1: Prepare the dwelling unit for the test(s)	2%	Yes
Task 2: Test the electric appliances	2%	N/A
Task 3: Test indoor air-quality (e.g., carbon monoxide, combustible gases, etc.)	4%	Yes
Task 4: Determine the safety and efficiency of combustion appliances	4%	Yes
Task 5: Determine air leakage of the building envelope	4%	Yes
Task 6: Determine the performance of HVAC distribution	3%	Yes
Domain III: Evaluation of Collected Energy Audit Data to Determine the Scope of Work	37%	
Task 1: Evaluate the health and safety data	4%	N/A
Task 2: Evaluate the durability/structural integrity of the building	4%	N/A
Task 3: Evaluate the HVAC system	4%	N/A
Task 4: Evaluate the mechanical ventilation	3%	N/A
Task 5: Evaluate energy use	2%	N/A
Task 6: Evaluate the foundation/subspace	3%	N/A
Task 7: Evaluate the walls	3%	N/A
Task 8: Evaluate the attic	3%	N/A
Task 9: Evaluate the doors and windows	3%	Yes
Task 10: Conduct energy analysis	4%	N/A
Task 11: Generate the recommended work scope	4%	N/A

FIELD TESTING ENVIRONMENT

The remote proctored simulation exam consists of tasks outlined in the [Field Guide](#), which are essential for a practical certification exam that mimics key tasks performed by energy auditors in real-life scenarios. This virtual simulation exam allows candidates to demonstrate their skills remotely in a realistic test environment. It consists of four gated items that must be completed to pass the exam, regardless of the overall score. The field simulation exam must be completed successfully within a **2.5-hour limit**. Note: The time to complete the exam is subject to change based on the results of the pilot.

To assure standardized administration of field-testing, the minimum characteristics listed below of any test site shall be adhered to.

- Must NOT be a potentially hazardous environment (including but not limited to friable asbestos-containing material, mold, and mildew in excess of 10 square feet of surface area, etc.)
- A test site capable of supporting blower door set-up, measurement, and diagnostics
- Accessible attic and one major electrical appliance major electrical appliance* (e.g., refrigerator, dishwasher, or dehumidifier) with accessible manufacturer's data plate
- At least one fossil fuel-burning appliance* used for space heating (e.g., gas, oil, etc. Solid fuel appliances do not count.)
- At minimum, one natural draft vented appliance
- A ducted distribution system (must contain ductwork)

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- Water-heating appliance*
- Fuel supply line
- Kitchen gas range (gas burner and gas oven)
- Vented clothes dryer or exhaust fan.

*All appliances and equipment must be functional.

STANDARDS OF REFERENCE

The HEP Energy Auditor (EA) certification exam is based on a combination of industry practices, foundational building science principles, and key reference standard examples outlined in the [EA JTA](#). While no single resource covers all testable content, a wide range of relevant and valuable information is available in both print and online sources.

The HEP EA written exam is a **closed-book exam**, except for the following permitted resources available through the exam platform:

- [BPI-1200-S-2017: Standard Practice for Basic Analysis of Buildings](#)
- [NREL Standard Work Specifications \(SWS\)](#)

LANGUAGE

The HEP EA Exam when administered in the United States will be offered in English and Spanish.

AMERICANS WITH DISABILITIES ACT

Special arrangements may be provided to candidates with a disability (as defined by Title III of the Americans with Disabilities Act) who submit with their certification application, a written explanation of their needs along with appropriate medical documentation. An ADA request form can be accessed [HERE](#).

RESCHEDULING EXAMS

While application and exam fees are nonrefundable, a candidate may reschedule taking a remote proctored exam at any time for any reason.

Candidates taking the exam at Remote Testing. If you need to reschedule your confirmed exam date or location, please contact ProctorU via your testing account to reschedule. For exams cancelled/rescheduled less than 24-hours of exam reservation, a \$75 rescheduling fee payable to AEE will be required before the exam can be rescheduled.

TEST ADMISSION PROCEDURES

Candidates must report to the test on time. Sign-in begins 30 minutes to one hour before the posted exam time. Candidates must present a government-issue photo ID when checking in to take the exam. Candidates who arrive more than thirty minutes late or without a government-issue photo ID will NOT be permitted to take the test, and their examination fees will be forfeited. Distribution of test materials and testing instructions will begin within five minutes of the posted start time of the exam. The total written test time is 2 hours and 30 minutes. The total time for the field exam is 2 hours and 30 minutes. Additional time has been allotted for instructions. There are no scheduled breaks.

TESTING SITE RULES

The following are rules enforced at all test administrations. Candidates who are found not to follow these standards will immediately be removed from the exam. The incident will be reported to the authorized certification staff.

- All candidates must have proper photo ID to be admitted to the test.
- Candidates are admitted only to their assigned test site at their assigned time.
- Candidates will log in to their ProctorU account 3-5 minutes before the scheduled exam starts to go through the exam system checklist with the proctor.
- No guests are permitted in the examination room.
- The exam is closed book except for energy auditing standards included in the exam appendix, which is provided during the exam (ex. BPI-1200-S-2017 and NREL Standard Work Specifications) and non-internet capable calculators.
- Use of laptops, cell phones, recording devices, PDAs, or other wireless capable devices is not permitted during the exam.
- No unauthorized material is allowed in the exam room.
- No device capable of taking images is allowed in the exam room.
- No talking or reading aloud is permitted during the exam.
- You will only be allowed to make exam notes/calculations on the whiteboard or scratch paper. You may not add or remove any paper to and from your binder during the test.
- While testing, it is the candidate's responsibility to always keep their testing materials in their own space and in view of the proctor(s). An examinee that is found in violation of the testing rules will be automatically disqualified, dismissed, and reported. A retake of the exam will not be permitted for six months.
- Absolute silence must be maintained in the exam room.
- Upon request, candidates will be excused for bathroom breaks. Upon return, candidate must complete secure room check with proctor before resuming exam.
- Candidates must erase the whiteboard in view of the proctor and destroy scratch paper in view of proctor before exiting the exam.
- All answers will be recorded electronically in the exam software.
- For the exams, scoring is based on the number of correct answers. Because there is no penalty for wrong answers, it is to your advantage to answer every question in each section. If a question is difficult, you may decide to come back to the question after you have completed all the questions with which you are familiar.
- For the simulation exam, it consists of four gated items that must be completed successfully to pass the exam, regardless of the overall score.
- The written exam will be 2 hours and 30 minutes, and the field exam will be 2 hours and 30 minutes.

EXAMINATION IRREGULARITIES

Any problems, suspected incidences of cheating, alleged inappropriate examination administration, environmental testing conditions severe enough to cause disruption of the process, or other irregularities related to test administration should be addressed to the proctor or to the authorized certification staff. All such matters will be reported, investigated, and subject to further action based upon policies and procedures adopted by AEE.

HANDLING OF TESTS

AEE will take all available precautions to ensure the appropriate and secure handling of completed tests. In the rare and extreme case in which the tests become lost or unreadable, candidates will be required to undergo retesting, without being charged a re-examination fee. Candidates will be responsible for their own expenses for future testing.

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NOTIFICATION OF RESULTS

Preliminary exam results will appear on the screen after submission of the written exam and completion of a brief survey. Official examination results and certification status will be communicated via email within 30 days of the test administration date.

- Candidates who successfully complete both the written examination and the field simulation, and whose credentials and application meet all certification requirements, will be notified by letter and granted the Home Energy Professional Energy Auditor certification.
- Candidates who do not successfully complete the examination will be notified via email and provided with a diagnostic report outlining the reasons for not passing.

Note for Pilot Candidates:

The passing score for both the multiple-choice and field simulation exams will be established through a **Cut Score Study** conducted after the pilot period concludes. Candidates who take the pilot exams will be notified of their results **only after the Cut Score Study is complete. No exam results will be released prior to that time.**

RETESTING

If a candidate does not pass the written and/or simulation exam on their first attempt, they may retake the exams up to six times within a 12-month period. Candidates who do not pass both exams within that one-year timeframe must retake both the written and field simulation exams. To retest, candidates must submit the retesting form available within their AEE Account. Candidates who pass the EA written and/or simulation exam are not permitted to retake the same certification exam.

MAINTAINING CERTIFICATION

The continuing education of Home Energy Professional Energy Auditors is essential to cope with the rapidly changing field of energy auditing. In order to bypass the written exam during renewal, **an EA must accumulate 30 Continuing Education Units (CEU) and complete a field exam every five (5) years** and submit a completed Renewal Form to AEE to remain certified. An EA who does not meet the CEU requirements must retake the written and field exam at the time of renewal. EA renewal notices are emailed/mailed in the 5th year of certification beginning six months prior to the expiration date, which falls on June 30 or December 31 of that year.

CEU's for recertification can be accumulated at any time within the five-year period. For example, Energy Auditors receiving an EA certification in August 2025 must submit a record of 30 CEU and completed field exam to AEE by December 31, 2030. To receive EA certification, your options are retake and pass the field exam and written exam or bypass the written exam with CEUS and pass the field exam. ***CEU's are not maintained by AEE during the five-year period. It is the responsibility of the individual to maintain a record of education accrued and submit this information at the time of renewal.***

1-hour training earns 1 CEU. Every hour of training must align with the duties, abilities, and knowledge statements listed in the JTA for EAs.

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The following activities qualify for CEUs:

Activity	CEU Hours Max	Supporting Documentation
Technical Conferences: Learning events with content that aligns with the competency requirements; knowledge listed in the JTA will be granted CEU credit(s).	20 CEUs per certification cycle	Proof of attendance or completion of learning events (e.g., certificate)
Synchronous Training: Student and trainer are interacting in real time, and content aligns with competency requirements; knowledge listed in the JTA will be granted CEU credit(s).	20 CEUs per certification cycle	Proof of attendance or completion of learning events
Asynchronous Training: Student and trainer (content) are not interacting in real time, and content aligns with competency requirements; knowledge listed in the JTA will be granted CEU credit(s). This includes self-directed learning.	20 CEUs per certification cycle	Proof of attendance or completion of learning events
Trainer/Instructor: Credits can be received by an individual who is instructing/teaching any training course that aligns with competency requirements and knowledge listed in the JTA; will be granted CEU credit(s).	20 CEUs per certification cycle	Course syllabus, listing in conference program, etc.

All certification renewal submissions are subject to a random audit. If your renewal is selected for audit, you will be required to provide written documentation such as certificates of attendance or completion for each continuing education activity listed on your renewal form. If you are unable to provide documentation of continuing education (CEUs), you will be required to retake the written exam to renew.

RETIRED CERTIFICATION STATUS

Upon retirement, an EA will receive the designation “EA – Retired.” They will no longer be required to pay renewal fees and will be removed from the directory of actively practicing EAs. No additional reporting is required, aside from notifying the authorized certification staff of the retirement request.

If a retired EA would like to reverse the certification status from retired to active, the retired EA would need to follow one of the two options to reinstate the certification under reinstatement of EA section.

REINSTATEMENT OF EA

Certified Professionals who do not earn the required EA CEUs and pay the renewal fees on or prior to the recertification deadline will be marked as expired. A written notice will be issued, and use of the EA designation will be suspended. The individual will also be removed from all AEE listings of active EA professionals.

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To regain certification, the individual must restart the certification process. This includes meeting current eligibility requirements, submitting a new application with the appropriate fee, and passing the written exam.

REQUEST FOR HARD COPY CERTIFICATE

Certified Professionals may request a hard copy certificate. Requests must be made in writing to AEE using the [online order form](#). The fee is \$50. Certificates are mailed via USPS to the address provided by the certified professional.

USE OF EA DESIGNATION

As a Home Energy Professional Energy Auditor (EA), the Energy Auditor may use the designation with his/her name on organization letterheads, business cards, certain internet listings and forms of address. The Energy Auditor may be required to surrender the certificate in the event that it is revoked or suspended.

Certification is for individuals only. The EA designation may not be used to imply that an organization, company or firm is certified. AEE does not endorse or recommend any individual EA, product or service. Improper usage of EA designation or AEE logo may result in suspension. If you have questions about usage of the EA designation, please contact AEE.

Sample Correct Usage (Signature or Business Card):

John A. Smith, P.E., E.A. / Mary Jones, B.E.P., E.A.

Web Usage: John A. Smith is an individual member of the Association of Energy Engineers (AEE) and is a Home Energy Professional Energy Auditor (EA)

Incorrect Usage:

ABC Company is Certified by AEE.

Correct Usage:

- ABC Company has many Home Professional Energy Auditors -EAs on its staff.
- ABC Company is looking for a Home Energy Professional Energy Auditor candidate for a position.
- John Smith, President of ABC Company, is an individual member of the Association of Energy Engineers and is a Home Energy Professional Energy Auditor (EA), Certified Carbon Auditing Professional (CAP) and Certified Sustainable Development Professional (CSDP).
- ABC Company is a Corporate Member of the Association of Energy Engineers (AEE) and has five current Home Energy Professional Energy Auditors (EA) on staff including.....

Upon receipt of certification, candidate's name, company (if applicable), state, country, and certification ID number are published in the [AEE Certified Professionals Directory](#) online on the AEE website. Certification listings are only available for active certified professionals.

CODE OF CONDUCT / CODE OF ETHICS

The Home Energy Professional Energy Auditor, to uphold and advance the honor and dignity of the profession and in keeping with high standards of ethical conduct:

PRINCIPLES

- *Will be honest and impartial, and will serve the public, employers, and clients, with professionalism and devotion;*
- *Will strive to increase the competence and prestige of the profession;*
- *Will use his or her knowledge and skill for the advancement of human welfare.*

CODES OF PRACTICE

1. The Home Energy Professional Energy Auditor will be guided in all professional relations by the highest standards of integrity, and will act in professional matters for each client or employer as a faithful agent or trustee.
2. The Home Energy Professional Energy Auditor will have proper regard for the safety, health, and welfare of the public in the performance of professional duties.
3. The Home Energy Professional Energy Auditor will avoid all conduct or practice likely to discredit the profession or deceive the public.
4. The Home Energy Professional Energy Auditor will endeavor to extend public knowledge, appreciation of engineering and its achievements in order to protect the profession from misrepresentation and misunderstanding.
5. The Home Energy Professional Energy Auditor will express an opinion on an engineering subject only when founded on adequate knowledge and honest conviction.
6. The Home Energy Professional Energy Auditor will not disclose confidential information concerning the business affairs or technical processes of any present or former client or employer without consent.
7. The Home Energy Professional Energy Auditor will endeavor to avoid conflicts of interest with his employer or client, but when unavoidable, he or she shall fully disclose the circumstances to employer or client.
8. The Home Energy Professional Energy Auditor will uphold the principle of appropriate and adequate compensation for those engaged in engineering work.
9. The Home Energy Professional Energy Auditor will cooperate in extending the effectiveness of the profession by exchanging information and experience with other engineers and students, and will endeavor to provide opportunity for the professional development and advancement of engineers under his or her supervision.
10. The Home Energy Professional Energy Auditor will notify AEE immediately should he or she become fully or partially disabled and unable to carry out the full responsibilities of an EA. Subsequently, he or she will advertise and contract to undertake only those capabilities as an EA which he or she is able to completely fulfill.

CODE OF CONDUCT

Avoiding Conflicts of Interest

- A. Home Energy Professionals shall not participate in professional activities involving a conflict of interest. A conflict of interest occurs when a Home Energy Professional is inappropriately motivated by any financial, personal, or professional purpose other than the fulfillment of work orders. Work order fulfillment means the delivery of paid professional services, as specified, that skillfully, completely, and usefully meet the stated needs and desires of the client, employer, or entity seeking services, in compliance with all applicable codes, regulations, and standards.
- B. Home Energy Professionals shall avoid, whenever possible, even the appearance of a conflict of interest and shall disclose all potentially questionable associations and relationships in advance to any stakeholder with a legitimate right to be informed of them.

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- C. Home Energy Professionals shall disclose to the client or entity seeking services, in writing, any compensatory relationships with product or service providers they are recommending (if they work for a window installation contractor, are paid finders' fees, etc.).
- D. When asked for professional recommendations, Home Energy Professionals shall direct the client to the official sources for up-to-date lists of certified professionals and accredited contracting companies before making any personal referrals. Personal referrals and recommendations are acceptable, provided that they do not violate any article within this Code of Conduct.

Professionalism and Integrity

When asked for professional recommendations, Home Energy Professionals shall direct the client to the official sources for up-to-date lists of certified professionals and accredited contracting companies before making any personal referrals. Personal referrals and recommendations are acceptable, provided that they do not violate any article within this Code of Conduct.

- A. Home Energy Professionals shall comply with all safety-related regulations, warnings, and instructions set forth by local, state, or federal organizations and other recognized safety organizations.
- B. Home Energy Professionals shall report to all appropriate parties any safety and security concerns directly related to any work performed by any previous or other current contractors or employees.
- C. Home Energy Professionals shall report any additional safety and security concerns to the client or entity seeking services.
- D. Home Energy Professionals shall guide or perform work based on best practices and standards in the field, using diagnostics, testing, and visual inspection within their areas of education, training, and expertise.
- E. Home Energy Professionals shall provide professional services that effectively guide their client or entity seeking services to reduce energy consumption, improve health and safety, and increase the lifespan of the building, while also improving the quality of life and comfort for building occupants.
- F. Home Energy Professionals shall help their client or entity seeking services to evaluate the costs and benefits of available energy efficiency options in a way that promotes the client's best interests, in full compliance with applicable codes, standards, and regulations.
- G. Home Energy Professionals shall not accept any form of compensation for recommending products or services to clients or other parties having an interest in the inspected work.

Representation of the Home Energy Professional Professions and Self-Representation

- A. Home Energy Professionals shall neither misrepresent nor knowingly deceive others concerning their experience and capabilities.
- B. Home Energy Professionals shall neither misrepresent nor misuse their certification.
- C. Home Energy Professionals shall not engage in any conduct that is detrimental to the reputation or the best interests of the EA and/or QCI Certifications, the professions, or the industry as a whole.

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- D. Home Energy Professionals shall act professionally at all times and in the best interests of the client, employer, or entity seeking services. Home Energy Professionals shall not act in any way that denies or impedes competent, timely, and professional service to the client, employer, or entity seeking services.
- E. Home Energy Professionals shall not willfully damage, or by negligence or indifference allow to be damaged, any property belonging to the client, employer, or entity seeking services. Home Energy Professionals shall take reasonable means to protect the owner’s health, safety, property, and possessions, and to prevent the undue loss, theft, waste, and dissipation of the owner’s funds, resources, and supplies.
- F. Home Energy Professionals shall not betray the trust that the property owner, client, employer, or entity seeking services have placed in them by inviting them to work in their homes and businesses.
- G. Home Energy Professionals shall ensure that any individuals working under their supervision will act in a professional manner, in compliance with all applicable laws, regulations, and standards, and in compliance with all articles specified by this Code of Conduct.

Maintaining Confidentiality

- A. Home Energy Professionals shall not discuss or disclose to third parties any confidential information about properties, the property owner, client, employer, and entity seeking services, unless required by court order to do so. Confidential information is defined here as names, addresses, phone numbers, financial data, personal details, vulnerabilities, defects, measurements, diagrams, blueprints, photographs, recordings, electronic versions, and other descriptions or representations that only the employers or clients have a right and a need to know about and disseminate.
- B. Home Energy Professionals must not, without permission, disclose private, confidential information about any property owner, client, employer, or entity seeking services for the use or interests of any third parties whose services and opinions have not been explicitly requested by the property owner, client, employer, or entity seeking services. Home Energy Professionals may discreetly discuss their own work and working conditions with their family and associates, but not in any way that violates the privacy of the property owner, client, employer, the entity seeking services, and relevant family members.
- C. Home Energy Professionals shall not disclose to others the findings of work performed for the client, employer, or entity seeking services without prior authorization from the client, employer, or entity seeking services unless required by court order to make such a disclosure.

Disciplinary Actions and Appeal

- A. Violation of any article of this Code of Conduct could result in disciplinary actions, including the revocation of the EA Certification.
- B. Home Energy Professional Energy Auditors have the right to appeal any disciplinary decisions to the certifying body (CB).

APPEALS POLICY

An appeal is a formal request for reconsideration of an adverse decision made by authorized certification staff, or its representatives related to an individual’s achievement of a certification. Candidates may appeal the results of eligibility determination or the examinations within 60 days of the date of the results. The appeals process and an application for submitting an appeal is as follows:

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- If a candidate has a concern regarding AEE's determination of their eligibility or the examination, they should first email the authorized certification staff to request reconsideration of the adverse decision.
- If the candidate is not satisfied with the authorized certification staff's reconsideration, they must request an Appeal Form from the authorized certification staff. Once completed, the Appeal Form must be submitted to the authorized certification staff, who will then forward it to the Appeals and Complaints Panel.
- The Appeals and Complaints Panel has forty-five (45) days to review the appeal upon receipt. Candidates will be notified of the decision after the forty-five (45) day review period.

PROGRAM DISPUTES AND SUBMISSION OF PROGRAM COMPLAINTS

Individuals with disputes regarding the assessments, personnel, certificants or other elements of the certification program are encouraged to discuss these with the individuals involved to try to resolve the matter informally. In some cases, however, informal resolution is not possible, and individuals may wish to file a formal complaint. A complaint shall be submitted in writing using the Complaint Submission Form, available from the certification staff upon request, and submitting it to the certification staff within 90 days of the incident's occurrence. The submission may be mailed, emailed, or faxed. The submission shall include sufficient objective evidence to substantiate the claims and allow for a decision to be made and the appropriate action to be taken. Dissatisfaction based on hearsay shall not be considered as a complaint. AEE will communicate the resolution to an individual within a period of no longer than 30 days. The complainant's identity and subject of complaint will remain confidential.