

# Servicer's Guide to the Green Measurement & Verification Compliance Report

## What is the Green Measurement & Verification Compliance Report?

The Green Measurement & Verification Compliance Report ("Compliance Report") is a resource delivered to each Fannie Mae Green Mortgage Loan Servicer that shares the status and compliance of all Green Mortgage Loans in a Servicer's portfolio.

The Compliance Report provides a detailed view of the performance of that Servicer's Green Mortgage Loan portfolio within the Green M&V program, including annual Measurement reporting and Verification of Energy and Water Efficiency Measures (EWEM) compliance. It also includes Servicer Assistance Requests for the Servicer to engage with specific Borrowers, ensuring Borrower compliance with the annual Measurement reporting requirements in a timely manner.

## The Compliance Report includes four tabs:

**Total Portfolio Report tab:** Shows a snapshot of Green Mortgage Loan Measurement and Verification status and compliance. Green Mortgage Loan details listed include financing type, Sponsor, Measurement reporting preparation and submission status, and Verification Inspection status.

**Assistance Requests tab:** Includes Green Mortgage Loans that require Servicer Assistance enabling Bright Power to complete annual Measurement reporting.

The Servicer Assistance Email Templates document includes email templates tailored to the Assistance Request Types mentioned in the Compliance Report. Servicers should use these templates when engaging with Borrowers in response to Bright Power's Servicer Assistance Requests, and are encouraged to follow up via phone call if Borrowers are unresponsive to this email communication.

**Servicer Compliance Metrics tab:** Provides insight into the performance of a Servicer's portfolio and shows a comparison with that of other Fannie Mae Green Mortgage Loan Servicer peers. A few of these metrics include:

- The percentage of Green Mortgage Loans with incomplete Measurement reporting or Verification Inspections.
- The average number of days Servicer Assistance Requests remain open.
- The number of open unresolved remediations.

For each metric, Servicers should view their performance and its relation to the peer average across all Servicers. These insights should assist the Servicer to focus on possible deficiencies and take action to improve their portfolio's performance.

**How to Read | Definitions tab:** Provides Compliance Report guidance to ensure the report is interpreted properly.

Servicers needing assistance with the Compliance Report can contact Bright Power directly at [FannieMaeGreen@brightpower.com](mailto:FannieMaeGreen@brightpower.com).



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## What should Servicers expect?

Bright Power, Fannie Mae's Green Measurement and Verification Consultant, sends the Compliance Report for internal distribution via email at the beginning of every month to each Green Mortgage Loan Servicer. The email contains two attachments:

- The Compliance Report in Excel; and A Word document with Servicer Assistance Email Templates to assist with Borrower engagement.

## Servicer Assistance: What actions should Servicers take?

Requested actions for Measurement Setup and annual reporting are detailed on the Assistance Requests tab of the Compliance Report. The Assistance Request Type indicates what information is outstanding and includes the appropriate Servicer Assistance Email Template the Servicer should use to engage the Borrower. The Assistance Description provides additional detail on the request, based on the Bright Power Energy Analyst's most recent communication with the Borrower.

### To address these Assistance Requests, Servicers should:

- Review the Assistance Request Type and Assistance Description.
- Use the appropriate Servicer Assistance Email Template, specified in the Assistance Request Type, to engage with the Borrower. Follow up with a phone call, as necessary.
- Contact Bright Power to confirm the Assistance Request was resolved and that the Borrower is compliant by emailing [FannieMaeGreen@brightpower.com](mailto:FannieMaeGreen@brightpower.com).



Overdue Verification inspections and Remediation status are included on the Total Portfolio Report tab of the Compliance Report. **When a Verification Inspection is Overdue**, the Servicer should work with the Borrower to confirm:

- All EWEMs have been installed.
- Schedule a Verification Inspection.

**When a Remediation status is open**, the Servicer should take appropriate and timely action to resolve all EWEM deficiencies. Detailed guidance is provided in the *Servicer's Guide to Green Mortgage Loan Verification* and may be found under the "Verification Guide" tab in DUS Property Monitor.

### What if we have further questions?

Additional information is available on [Fannie Mae's Green Measurement & Verification website](#).

Contact [FannieMaeGreen@brightpower.com](mailto:FannieMaeGreen@brightpower.com) with questions on annual Measurement reporting.

Contact [FannieMae-Verification@brightpower.com](mailto:FannieMae-Verification@brightpower.com) with questions on questions on EWEM Verification.

