



NYSERDA



Home Performance with ENERGY STAR®

January 11, 2016

Dear Participating NY Home Performance Contractors:

We invite all participating contractors to attend an upcoming webinar, **Best Business Practices in Home Performance Contracting**, as part of our ongoing Webinar Series. This webinar is scheduled for **Wednesday, January 20, 2015 from 3:00pm to 4:30pm**. [Click this link to register.](#)

Register



In this webinar we will review and share some of the most successful strategies being used today and focus on how you can implement these practices to be more efficient and more profitable.

With feedback from customers and contractors alike we have highlighted some of the best ways to help create a successful home performance business. Even the most successful contractors will be able to take away at least one thing they can implement in 2016.



Topics to be covered will include the following:

- Managing Processes from Customer Intake to Payment
- Workmanship and Professionalism
- Contracts and Sub-Contracting
- Customer Service
- Dispute Resolution

This webinar will be presented by CLEAResult Senior Account Manager Ryan Moore, CLEAResult Senior Program Operations Supervisor Shelley Leatherwood, and CLEAResult Contractor Support and Response Manager Lea Campbell. Together they draw from over 40 years of contracting and home performance experience.

Please be on the lookout for future invitations to these technical webinars. For questions, suggestions for future technical webinars or feedback, please feel free to contact CLEAResult Eastern Account Manager, Peter Hoke at Peter.Hoke@clearesult.com or Western Account Manager, Ryan Moore at Ryan.Moore@clearesult.com.

Thank you.

About NYSERDA

NYSERDA, a public benefit corporation, offers objective information and analysis, innovative programs, technical expertise, and funding to help New Yorkers increase energy efficiency, save money, use renewable energy, and reduce reliance on fossil fuels. NYSERDA professionals work to protect the environment and

create clean-energy jobs. NYSERDA has been developing partnerships to advance innovative energy solutions in New York State since 1975. To learn more about NYSERDA's programs and funding opportunities, visit nyserdera.ny.gov or follow us on [Twitter](#), [Facebook](#), [YouTube](#), or [Instagram](#)

