



NYSERDA



## Home Performance with ENERGY STAR®

March 28, 2017

Dear Participating Contractors and Interested Parties:

Last year, NYSERDA announced the planned merging of the administration of the Home Performance with ENERGY STAR and EmPower New York Programs. This Program Notice provides an update on progress with this work and gives some important system updates.



### Program Implementation Contractors Update

The goals of merging the administration and implementation of the Programs include lowering administrative costs, aligning policies and procedures, and reducing paperwork and administrative work for participants and contractors.

NYSERDA has issued several competitive solicitations for various implementation services of the Programs including: a lender for NYSERDA's Residential Financing Programs; third party quality control\* activities, and application and invoice processing services. The results of these solicitations will be announced soon, when contracts are in place. NYSERDA will soon be issuing a solicitation for technical implementation services.

NYSERDA also issued a competitive solicitation for marketing services. NYSERDA has retained the regional marketing firm KSV to assist the authority's marketing team with a range of marketing and communications projects, including support for the residential energy efficiency programs. Our team has met with KSV several times and together we are collaborating on a residential outreach and education plan. As part of the planning process, KSV will be reaching out to a few Home Performance contractors.

KSV specializes in energy and energy efficiency marketing from offices in New York, Vermont and Rhode Island. You can learn more about them at <http://www.ksvc.com/>.

### Home Performance with ENERGY STAR Systems Updates and new HPXML requirement

NYSERDA and CLEAResult are working together to retire the HPwES Contract workflow, the Eligibility Screening Tool, and CLEAResult's HUB system, to process all projects through a new

Express Contract Workflow in the NY HP Portal. This workflow uses HPXML inputs to automate many project approval processes, resulting in faster workscope approvals.

**Effective for all projects with completion submissions occurring after June 15, 2017, HPXML compliant software must be used.** Many contractors have already switched to HPXML software, but a number of contractors have not. We strongly encourage contractors to switch as soon as feasible to meet the June 15, 2017 workscope completion deadline. Projects in the HPwES Contract workflow not completed by this deadline must be modeled in HPXML compliant software and resubmitted through Express Contract. Once the old workflow and databases are retired, we cannot accept submissions that are not HPXML compliant.

The energy modeling tools that are currently approved for program use and that are HPXML compliant include: Cake, OptiMiser, SnuggPro, and TREAT version 3.4 or newer. For more information, visit <http://hpwescontractorsupport.com/program-documents-2/software-updates>.

NYSERDA and CLEAResult will be working to bring contractors into the Express Contract workflow over the next 2 months and to assist with a smooth transition. Please look for future updates and communications from your Account Managers for details and upcoming training opportunities.

To assist with the transition to new modeling software, NYSERDA is offering a modeling software equipment reimbursement of up to \$500 for a *limited time only*. The form for reimbursement is located at: [http://hpwescontractorsupport.com/wp-content/uploads/2017/03/Modeling-Software-Reimbursement-Form-March-2017\\_Form\\_Fillable.pdf](http://hpwescontractorsupport.com/wp-content/uploads/2017/03/Modeling-Software-Reimbursement-Form-March-2017_Form_Fillable.pdf)

#### EmPower New York System Updates

NYSERDA is working to bring the EmPower New York Program into the NY HP Portal. This will replace CRIS for project processing. EmPCalc and TIPS will continue to be accepted.

Training and further details will become available over the next couple of weeks.

#### \*Quality Assurance/Quality Control

Please note, NYSERDA is re-aligning the terminologies used for Quality Control and Quality Assurance to follow industry standards and appropriate use of the terms, as follows:

**Quality Assurance** is the planned and systematic activities, including contractor on-boarding and training, standardized check-out procedures and documentation, and contractor on-site support visits, to ensure that home performance quality requirements will be met. It also includes in-process QA field inspections.

**Quality Control** is the field observation and evaluation of an energy efficiency project to assess compliance with industry accepted building science standards and program requirements, as well as to indicate any corrective action requirements to ensure the health and safety of the occupants and successful project results. It includes third-party, post-completion QC field inspections.

To help clarify the use of these terms, we will refer to the inspections as "In-process QA Inspections" and "Post-QC Inspections" whenever possible.

As we continue to streamline the programs and improve administrative activities, NYSERDA will provide additional updates on implementation changes over the upcoming weeks and months. Please make sure to read each announcement for important updates and reach out to your Account Manager or Field Representative with any questions. You may also reach out to NYSERDA directly by emailing [hpwes@nyserdera.ny.gov](mailto:hpwes@nyserdera.ny.gov).

Thank you for your continued dedication to energy efficiency.

Sincerely,

The Home Performance Team

**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](http://nyserdera.ny.gov) or follow us on [Twitter](#), [Facebook](#), [YouTube](#), or [Instagram](#)



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