



Home Performance with ENERGY STAR®

Dear Participating Home Performance Contractors,

NYSERDA and CSG are pleased to announce the development of a new initiative that will improve and fundamentally change the way that contractors request and receive support from the Program. Over the next several months, the implementation of this initiative will create additional value and services available to contractors who participate in the Home Performance with ENERGY STAR Program. The Centralized Partner Support plan will feature technology solutions supported by subject matter experts that will allow for timely, accurate, and comprehensive answers to all of your Program questions. The Centralized Partner Support Team's focus will be on providing efficient responses with exemplary customer service. Some of the features of this new system are highlighted below:

- The creation of a Contractor Help Center that leverages new technologies including:
 - Instant chat for real-time online support for contractors during normal business hours;
 - Intuitive user interface within the new contractor support site; www.hpwescontractorsupport.com.
 - Ability to create and track your support requests within the Help Center;
 - Dynamic Frequently Asked Question (FAQ) postings;
 - A continuously updated Knowledge Base for 24/7 self-service support, featuring articles on Program topics;
- Program Analysts providing timely, expert level responses on navigating Program processes, procedures, and technologies;
- Dedicated Account Managers providing expert Program guidance;
- Technical Analysts providing expert consultation on building science and quality control concerns;

Additional updates will be provided in the coming weeks with in depth trainings to help guide you through the changes and how it will affect your business's day to day interactions with the Program. For questions or feedback please feel free to contact CSG's Partner Support Manager, Bou Reed at boujeloud.reed@csgrp.com. We are excited about the new initiative and look forward to working with all of you to provide top-notch support to ensure the continued growth and success of the Home Performance industry in New York.

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](#)



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