

## NY Home Performance with ENERGY STAR®

### Centralized Contractor Support

- The Centralized Contractor Support Team effectively the services provided by Technical Field Representatives (TFR). After February 27, 2015 your TFR will no longer be available for support. The Centralized Contractor Support Team will roll-out as a seamless transition in support services to your company.
- The Contractor Help Center will launch Monday, March 2, 2015. It will utilize new technology solutions supported by subject matter experts that will ensure timely, accurate, and comprehensive answers to all Program questions.
  - The Help Center is located on the contractor support site as a new tab on the menu bar: <http://hpwescontractorsupport.com/>
- The Contractor Help Center will feature an online Knowledge Base and FAQ. It will be available for self-help services 24 hours a day, 7 days a week.
  - Search articles or browse by topic.
  - Review Trending Questions and Announcements.
  - Log in and view My Activities – includes previous and current submitted tickets as well as your colleague’s tickets.
- In addition, the Support Team will be available to answer questions and provide remote services during regular business hours (Weekdays 8:30am – 5pm) via:
  - Creating a ticket,
  - Toll-Free Hotline 1-800-284-9069,
  - Instant Chat and
  - Email: [contractorsupport@csgroup.com](mailto:contractorsupport@csgroup.com).

