

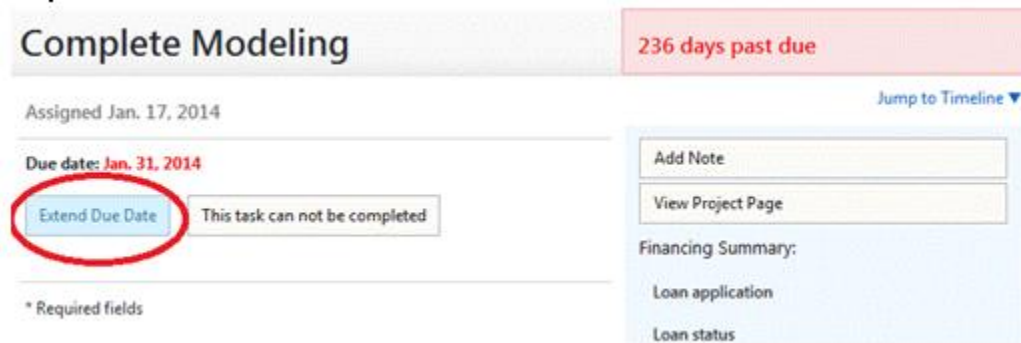


Dear Participating Home Performance Contractors,

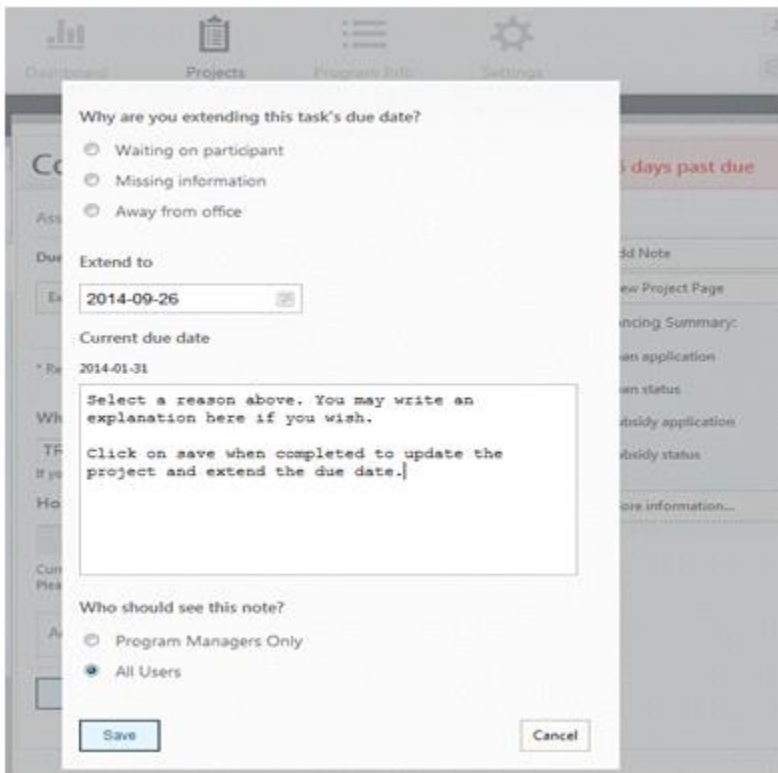
Effective October 6, 2014, Home Performance with ENERGY STAR projects in the NY HP Portal listed in the modeling stage that have not been updated in six months or more will be closed on an ongoing basis. This effort will clean up the program and contractors' work lists in the NY HP Portal.

If you anticipate that a project will move forward, you can extend the due date by following the instructions below. Doing so will update your work list so that projects in the modeling stage will not be automatically closed after six months.

Step 1: Click on Extend Due Date



Step 2: Select a reason, specify an extension date, enter a note (optional) and click on save.



Please note, if you extend the due date in the NY HP Portal, it is only extending the due date of the task in the Portal. It is not extending the due dates for audits, loans, subsidies, or work scope approvals.

If at any time, you wish to reactivate a project that has been closed, please send an email to ContractorSupport@csgroup.com with the customer name and address and the project will be reopened.

Contractors are encouraged to close projects on an ongoing basis that are not moving forward by following the instructions below.



Clicking on the 'This task cannot be completed' button will display the following choices:

- Did not get business
- Could not contact

If either of these two choices is selected, the retrofit project will be marked as closed and the project will be deactivated. Projects can be reactivated by calling or emailing Contractor Support.

If you have any questions about this policy, please contact your Technical Field Representative.

-NY Home Performance with ENERGY STAR

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](#)