

EmPower New York / Assisted Home Performance with ENERGY STAR® Frequently Asked Questions

Assisted Home Performance component of NY Home Performance with ENERGY STAR® offers additional incentives to moderate income households with incomes below 80% of state or area median. The program offers homeowners a comprehensive, whole-house approach to improving energy efficiency and home comfort while saving money. Participating Home Performance contractors accredited by the Building Performance Institute (BPI) conduct energy assessments and upgrades. Income-qualified homeowners are eligible for additional incentives to make energy improvements.

NYSERDA's EmPower New York program offers no-cost energy efficiency services to low-income households with incomes below 60% of state median (HEAP eligible). These services include electric reduction and home performance measures. On-site energy education offers customers additional strategies for managing their energy costs. The services are provided by contractors accredited by the Building Performance Institute.

Conservation Services Group (CSG) is the Home Performance with ENERGY STAR Program Implementation Contractor.

Energy Finance Solutions (EFS) is the loan originator for NY Home Performance with ENERGY STAR and income verification provider for the Assisted Home Performance subsidy.

Honeywell is the EmPower New York Program Implementation Contractor.

A. General Referrals

1. Q: Why are the new requirements regarding EmPower and Assisted Home Performance (AHP) being put in place?

A: In screening applicants for the AHP subsidy EFS previously referred applicants that appeared income eligible for free services to the Weatherization Assistance Program. Due to the increase in EmPower funding and the decrease in Weatherization funding a referral to EmPower makes the most of our available funds. Please see Section C below to learn more about how you can become an EmPower contractor so you can complete the jobs you've developed. The coordination of EmPower and Assisted now offers a contractor the ability to offer the low income families additional measures, if they are willing and able to pay 50% of the cost of these additional measures. When EmPower measures are provided, the customer's obligation for the AHP project is significantly reduced.

The coordination of these two programs is a challenge, as one provides free services and the other is market-based with a partial subsidy and each is managed on NYSERDA's behalf by separate Implementation Contractors, with different program requirements. Despite the challenges, NYSERDA is confident that the end result will benefit low-income households and provide contractors with additional opportunities. We will be making adjustments as we learn more. Please share your recommendations with us.

2. Q: What if a customer applies for AHP and EFS determines the household is eligible for EmPower?

A: EFS will evaluate the following:

- a. EFS will determine if the household previously received EmPower services costing \$4,000 or more. If not, a letter will be sent to the customer and the contractor advising of the referral for free services through EmPower. The letter will instruct the customer to fill out the accompanying waiver form and return it to EFS if they wish to decline EmPower services.
 - b. If the customer has already been served through EmPower, chooses to opt out, or is otherwise ineligible, the customer may be served through AHP.
 - c. If the contractor or referral entity indicates that the project includes additional funding, such as through the Green and Healthy Homes Initiative, that will fully fund the customer's 50% contribution, the project will remain in AHP.
3. Q: If co-funding or other grant funds are available to cover the AHP customer share, how should this be documented?
A: Any co-funding opportunities should be noted and documented on the AHP application or in a separate note attached to the application. This will help avoid confusion regarding program service to customers.
4. Q: Is there any way for me to tell in advance what measures Honeywell may approve for EmPower?
A: If you are developing a workscope for a household that provides income information that indicates that the household is HEAP eligible, you may submit the workscope to Honeywell for preliminary-approval. The proposed worksopes must include electric reduction measures where appropriate (see C-2., below). If you request such a review, please notify EFS by e-mail. EFS will then withhold the customer notification letter until the review is complete. Once the review is complete, Honeywell will share the determination with both the contractor and EFS. Final approval will be contingent upon confirmation of income-eligibility.
5. Q: It can be difficult for us if our sales team spends time developing a project for Assisted only to have it turned over to EmPower. How can we avoid this?
A: Contractors can help improve the communication, and help the overall efficiency of the process, by doing some initial screening of the household prior to the audit. By identifying households who appear to be eligible for EmPower during your initial discussions, you can help ensure that customers are appropriately served in the best way possible. The May 20th Program Announcement provides guidance and helpful tips for these discussions.
6. Q: How can I find out the status of a referred EmPower customer?
A: A referral entity may request status updates for specific customers by contacting Honeywell directly at **800-263-0960**. Honeywell can also provide further information regarding EmPower.
7. Q: Will our CSG project coordinator be able to answer EmPower questions or guide us in the direction of EmPower if they see a client who should be eligible, but we missed that fact during our interview process?
A: The CSG team is familiar with EmPower and can offer some guidance, but it is recommended that Honeywell be contacted directly regarding EmPower eligibility and procedures.

8. Q: If a customer is accepted in EmPower, and a contractor who is not currently active in EmPower has started work on the project, will they be given the work?
A: EmPower will attempt to work with contractors who have initiated contact with a household through Assisted whenever possible, under the following conditions:
- a. The contractor must be in good standing with AHP.
 - b. If the contractor is new to AHP, and has not yet been reviewed by the Quality Assurance team, further references and evaluation of competency may be required, such as references for completed work and descriptions of trainings attended.
 - c. The contractor must sign an Empower Contractor Agreement and agree to complete work according to EmPower pricing and program requirements
 - d. The contractor must meet with the Program Implementer and be trained in program procedures.
9. Q: When a job is referred to EmPower from AHP what is the expected length of time it will take to receive EmPower approval?
A: If income documentation is in place, review and approval of the proposed workscope will occur within 10 days. If it is an emergency situation (i.e. no heat), then it will be handled ASAP. If no income documentation is in place, the approval may take longer; how long will depend on the the household providing documentation.
10. Q: Once the customer is accepted, is the contractor contacted by EmPower?
A: Yes, contractors are notified by e-mail.
11. Q: If an AHP customer is referred to EmPower, will it be an “HP” (heating and shell measures) job or just an ER (electric reduction only) job?
A: Jobs referred from AHP to EmPower will be assigned as HP jobs.
12. Q: We have a customer who would appear EmPower income eligible but does not use the required therms needed to qualify for EmPower. Should we submit this to the EmPower program?
A: EmPower is removing the threshold requirement for EmPower customers. You may submit this customer for consideration in EmPower. You must recognize that options may be limited. Contractors should be evaluating energy usage in determining the best options for the household and the EmPCalc recommendations must meet cost-effectiveness requirements. Exceptions can be made, such as when a customer has closed off entire areas of a home and heating bills are artificially low. These should be communicated to the EmPower implementation staff.
13. Q: If a customer signs the EmPower waiver stating that they would like to do work through AHP at this time, does that prevent them from ever being able to use EmPower?
A: No, a waiver form is specific to a project and does not prevent a customer from participating in EmPower in the future.
14. Q: What if a customer applies for EmPower and Honeywell determines that the household is over-income?
A: Over-income customers are handled as follows:

- If a customer applies directly to EmPower, and no contractor is yet involved, Honeywell will send a letter to the customer advising their ineligibility for EmPower and instruct them how to begin the AHP application process.
- If a contractor refers a household directly to EmPower and Honeywell finds that the customer is over-income, Honeywell sends a letter to the customer and notifies the contractor.
- If EFS determines that a customer is over-income for EmPower, the customer is not referred to Honeywell. EFS notifies the contractor that they can proceed with AHP only.

15. Q: We've had 3 or 4 signed subsidy agreements placed "on-hold" for approval due to possible EmPower eligibility after the fact.

A: There was a group of projects in which notification of EmPower eligibility was delayed. This situation has been corrected. NYSERDA and implementation staffs have been working through the approvals for this group as work scopes have been submitted. Moving forward we are attempting to review submitted work scopes promptly. As each workscope is approved in this group, an e-mail is sent to the contractor with the approved budget and directions on how to proceed.

B. Referrals from CBOs

1. Q: Will the CBO be required to submit all of the intake materials to Honeywell or simply refer the customer to Honeywell?

A: To obtain reimbursement for the referral the CBO is required to submit a fully completed application (income documentation is not required, but welcome). Referrals without a completed application, such as providing the Honeywell phone number to a household, are also welcome, but will not be tracked as referrals and will not be eligible for compensation.

For CBOs not participating in the referral program, please direct customers to Honeywell and Honeywell will complete all intake forms.

If there are co-funding opportunities that can match AHP funds these should be noted and documented on the AHP application or in a separate note attached to the application. This will help avoid confusion regarding program service to customers.

2. Q: Will EmPower referrals be counted toward the CBO's Home Performance with ENERGY STAR performance goals?

A: No, these remain separate.

3. Q: What is the role of the CBO once a customer referral is made to EmPower?

A: If a customer contacts a CBO regarding their referral, a CBO may either direct the customer to Honeywell, OR may contact Honeywell on the customer's behalf. Honeywell will close the loop with the CBO on any resolution and/or copy the CBO on any email correspondence.

4. Q: Can a CBO use their vetted list of contractors to direct referrals to contractors that do EmPower work?

A: No, Honeywell is responsible for distribution of work through EmPower.

5. Q: is it the CBO's role to educate customers on the availability of the AHP/EmPower coordinated project?

A: CBO's should be familiar with the coordination opportunity, but will only need to refer the customer to one program or the other. EFS is responsible to refer income-eligible households to EmPower that are encountered during income review for the AHP subsidy.

6. Q: Can the CBO acquire the audit information to help the customer determine if they need additional measures?

A: EmPower/AHP staff and contractors will drive the workscope and coordination effort. However, if the CBO is listed on the application as the referral source, and can assist the household in deciding whether to accept additional measures through Assisted, they may discuss any concerns about the workscope with the Program Implementers.

C. Developing Projects in EmPower

1. Q: How can I learn more about EmPower pricing and guidelines, and sign up? How long does it take?

A: Contact Elizabeth Lazarou at NYSERDA (518-862-1090 x 3427; el3@nyserdera.ny.gov). Liz can forward a PDF that includes the Contractor Agreement, including pricing, the EmPower New York Guidelines and Procedures Manual, and instructions. Liz can also answer questions regarding the program and how to become a Participating Contractor.

NYSERDA conducts a quick review and approval to begin to work in EmPower for contractors who are currently active and in good standing in the Home Performance program.

2. Q: What are Honeywell's criteria for approving measures?

A: The criteria for approval are:

- a. The measures must meet SIR and optimize energy savings for the household.
- b. Approved heating measures typically include:
 - Attic insulation where low R-values exist
 - Wall insulation where little or none exists
 - Strategic air sealing
 - Heating system upgrades where cost-effective or where an emergency exists.
- c. Approved electric reduction measures include CFLs to replace incandescent bulbs; replacement of inefficient refrigerators and freezers found by metering to be inefficient (see EmPower Guidelines and Procedures Manual for details). Please bear in mind that electric reduction measures may not be funded through NYSERDA in LIPA territory.
- d. Measures must be proposed at EmPower pricing, where applicable

3. Q: Is the EmPower insulation pricing all-inclusive?

A: No. If an insulation project entails additional work, such as installation of wind baffles or attic hatches, or where particular challenges exist, such as excessive fire stops in wall cavities, a contractor may propose an additional charge.

4. Q: Is there is fixed pricing for HVAC work?

A: No, pricing for HVAC work is determined on a case-by-case basis.

5. Q: If my sales staff develops a project for Assisted, and the customer is moved to EmPower, can I get reimbursed for the time spent developing the project?

A: Projects that originate with a contractor may add 5% to any **fixed cost** measure (i.e., measures for which there is an established unit price on the EmPower Contractor Agreement) installed through EmPower to compensate for customer acquisition costs. This markup may not be added to custom priced measures, such as those detailed under #2 & #3, above.

6. Q: What about measures not included on the price list, such as extensive foam insulation?

A: Contractors may propose custom measures to EmPower. The contractor must demonstrate the measure's cost effectiveness, and must provide Honeywell with the data that supports the estimated savings. The implementation staff will consider whether these measures are the most appropriate and cost effective, or whether a lower cost strategy may provide the household with equal benefit.

7. Q: Are EmPower guidelines based on 60% of area median income or 60% of state median income?

A: EmPower guidelines are based on 60% of **State** median income. Please note that, in many areas, this is a lower income level than 60% of area median income.

8. Q: How much funding is available through EmPower?

A: EmPower is funded at an average cost of \$4,400 per unit to a **maximum** of \$8,000 per unit. EmPower measures must meet an SIR of 1.1 on a per-measure basis.

The Program does not approve expenditures of \$8,000 on every project; the Implementation Contractor determines what measures meet cost-effectiveness guidelines, ensures that a workscope is appropriate to the customer's level of energy use, and approves accordingly.

This funding includes an average of \$900 for electric reduction measures. For this reason it is critical that contractors consider opportunities for providing ER measures to program participants. (Please note, however, that electric reduction measures may not be charged to EmPower in LIPA territory).

9. Q: What is the timeline for payment from EmPower?

A: As there have been some concerns expressed regarding the timeline for payments, NYSERDA conducted an analysis of recent invoice submissions. We found that EmPower typically pays within 30 days of receipt by Honeywell of invoice. Delays occur when the documentation is not complete, and Honeywell must hold the invoice until the paperwork is provided. You can expedite payment by signing up for direct deposit. Contact NYSERDA EmPower staff to discuss this.

10. Q: What is the expected turn-around time for contractors to complete work in EmPower?

A: Once assigned, a contractor has 10 days to accept the project. Audit and work is expected to be completed within 60 days for ER projects and 120 days for HP projects. Events such as natural disaster relief may create the need to adjust these timelines.

11. Q: Sometimes we sign a contract with a homeowner to provide services through AHP, but EmPower denies the measures that the customer wants. Why can't NYSERDA just honor the agreement between the homeowner and the customer, and pay the contractor the amount in the contract?

A: Where the customer is fully funding the measures, such agreements would be honored. However, EmPower and AHP are funded through New York ratepayers. Our goal, and obligation, is to provide cost-effective energy efficiency measures that will reduce customer energy usage and costs, thereby helping New York meet its overall goal of reducing energy use statewide. To reach these goals, the programs must choose the most effective measures and support a network of contractors who are effective in installing the measures at a cost that allows the optimum amount of work to be completed. While these choices are not always the measures that the customer asks for, or that the contractor wishes to sell, it is important that NYSERDA, implementers and participating contractors support these goals through our work, and help the customers understand the value of approved measures.

12. Q: Why do we have to fill out the EmPower audit paperwork?

A: The paperwork serves a number of purposes. (1) It provides the auditor with a data collection tool and guidance to ensure that all of the options for energy savings that may be available to a low income household through EmPower are properly evaluated. (2) Program staff use these forms to evaluate the costs of measures proposed. (3) The forms help staff understand how well the contractor is performing, and whether additional training is needed. (4) QA inspectors use these forms to locate measures installed, such as CFL, smoke alarm and CO detector locations, and the various attic and wall cavities that may exist in a home. (5) The Appliance Data Collection and Exchange Agreement is a signed document that can be forwarded to a vendor and used as the basis for deliveries. The signature ensures that the household understands exactly what is being offered. (6) The “Clean and Tune” and Combustion Appliance forms helps us ensure that the heating system is thoroughly examined and treated.

13. Q: How are no-heat emergencies handled under EmPower?

A: During the heating season, HEAP-eligible households should be referred to the Heating Repair and Replacement Program (HERR) administered by OTDA. Contractors interested in providing service to HERR can contact the county Department of Social Service for information on how they can participate in that program. If that program is closed, or if HERR determines a customer ineligible for services, the contractor should propose replacement to Honeywell.

14. Q: How does EmPower deal with heating system replacements?

A: EmPower will replace heating systems under one of the following conditions:

- If the heating system meets SIR requirements on a measure basis, it may be approved for replacement under EmPower. Please note that kWh savings for an ECM motor may be factored into overall measure cost-effectiveness. EmPower sometimes obtains additional bids in order to ensure competitive pricing.
- If the low income household experiences a no-heat emergency (see #13, above)
- Heating system replacements that do not make SIR, and that are not no-heat emergencies, may be considered as AHP measures in a coordinated AHP/EmPower project.

15. Q: We are a heating-only contractor. Do we need to get shell certification to participate in the EmPower program?

A: BPI accreditation is required. Shell certification is not required, but highly recommended. EmPower contractors are expected to recommend the most cost-effective measures. Most often these include insulation, air sealing and ER measures. These services may be provided by the EmPower contractor directly, or through subcontractors, but all measures must meet the

standards of BPI and the Program. If you are only interested in providing heating measures, please notify NYSERDA and Implementation staff that this is the case. You may then be invited to offer bids on heating systems only, as the need arises.

16. Q: How are EmPower jobs distributed to contractors?
A: When referrals are available from other sources than the contractors themselves, priority in distributing these jobs is given the contractors who have achieved “Full” status by demonstrating competency in QA scoring and overall program performance. If the number of referrals exceeds the Full status contractor’s capabilities, the work is offered to new “Provisional” status contractors. Consult the EmPower New York Guidelines and Procedures Manual for further information.
17. Q: How many contractors are currently participating in EmPower?
A: Approximately 150.
18. Q: Why are CFLs emphasized and not LEDs?
A: To date, CFLs have been found to be more cost-effective. However, with new developments in LED technology and pricing, NYSERDA is exploring ways to increase LED applications in residential programs.
19. Q: Is Total Resource Cost (TRC) a consideration when using EmPower or is it just SIR, or both?
A: Measures proposed under EmPower must meet an SIR of 1.1, with the exception of hardwired fixtures, which must meet a TRC of 1.0. Consult the EmPower Manual for guidance.
20. Q: Do CFLs count through EmPower as electric reduction? Does LIPA or EmPower get the credit?
A: If the CFLs are installed in the territories of the electric utilities that provide funding for EmPower (Central Hudson, Con Edison, National Grid, NYSEG, O&R and RG&E) they may be billed to EmPower, provided that they are not also billed to another program. EmPower cannot fund CFLs or other ER measures in LIPA territory; however, EmPower will provide HP measures to gas and oil customers participating in LIPA electric programs.
21. Q: What is the anticipated time for EmPower to exhaust its funding?
A: The program is funded through the end of 2015.
22. Q: Are contractors required to take on EmPower customers?
A: No. Please notify NYSERDA and Honeywell if you choose not to accept referrals, and are only interested in providing AHP/EmPower coordinated projects.

D. Developing Coordinated Projects

1. Q: When we go out to the home we usually create an estimate of the measures. Without knowing whether the customer is eligible for EmPower, it will be difficult to propose a project to a customer. How can the contractor advise the customer of their out-of-pocket expenses if it is not yet determined what each program will pay?
A: If the customer has not yet been accepted into EmPower during the initial visit, the contractor might express the customer’s out-of-pocket expense as 50% of the eligible AHP measures. Once accepted in EmPower, the contractor can then share the good news that the

customer's out of pocket expense will be less. Customers must not, however, be promised free services through EmPower until they have been approved. Once approved, the customers must be given the choice of only free services through EmPower or a combined project where the customer will be responsible for partial payment for AHP measures.

2. Q: What if the customer has already given me a down payment, but NYSERDA approves free measures through EmPower?

A: Contractors must ensure that customers are not billed for measures funded by EmPower. In the event that the customer has made a down payment, and the funding provided by NYSERDA through EmPower and Assisted results in a project in which the customer contribution is less than the down payment, the contractor must make arrangements with the customer for repayment. The arrangement must be made prior to invoicing and documented on the Certificate of Completion. However, the actual reimbursement to the household may occur within 30 days after the contractor is paid by EFS.

3. Q: Can I offer EmPower measures as an incentive for AHP Measures?

A: No. The low income household must be given the option of only free service through EmPower or a combined project of EmPower and Assisted measures. The household must not be put under obligation to accept AHP measures in order to receive EmPower services.

4. Q: If we have a customer that was previously approved for subsidy and is now approved for EmPower, will we be able to change the contract and install more measures so that they can take advantage of the EmPower funding?

A: Yes; contact the Implementation Staff at CSG and Honeywell to discuss this.

5. Q: What energy modeling software is required?

A: For coordinated projects model measures in TREAT, RHA or other approved software and provide EmPCalc for any recommended measures not included in the other soft ware or lacking adequate detail. For EmPower only projects, measures must be entered into EmPCalc. This simple audit program takes approximately 15 minutes to complete, and generates an invoice.

6. Q: Can I split measure costs between AHP and EmPower?

A: No. Program rules related to funding and evaluation require that each measure be billed to a single program.

7. Q: If I am serving a 2-4 family project, and some or all of the tenants are eligible for EmPower, which program do I use?

A: The building may be served as follows:

- If the tenants pay the heat, the building may be served as a combined project. Refer to the chart in the March 20 guidelines.
- If the tenants pay only electric, EmPower can provide electric reduction measures to all EmPower eligible units. The remaining services must be provided through AHP.
- If the landlord pays both heat and electricity, the building may only be considered for AHP.

8. Q: Do EmPower jobs go towards jobs total for co-op?
A. Projects coordinated with both EmPower and AHP measures DO count toward the HPwES cooperative advertising incentive program. EmPower-only job DO NOT count toward HPwES co-op.
9. Q: Do HP incentives apply to EmPower measures?
A: No.
10. Q: If EmPower is funding measures in a coordinated project, what paperwork must I provide to Honeywell?
A: As follows:
- Provide the Implementation contractors with a comprehensive workscope using TREAT or RHA. Measures being proposed to EmPower must reflect EmPower pricing guidelines.
 - Once EmPower measures have been determined by Honeywell, create stand-alone worksopes of EmPower and AHP measures for review by the implementation staff and the customer
 - Upon request by Honeywell, provide EmPCalc for any recommended measures not included in the other software or lacking adequate detail
 - Consult with the implementation staffs for further guidance.
 - Invoice with note “These services are billed exclusively to the EmPower New York program and are not billed to any other program, or to the customer” The invoice may be generated by EmPCalc.
 - Completed EmPower audit paperwork
 - AHP-related documents must be provided to CSG.
 - Certificates of Completion are required. Please provide the Home Performance Certificate of Completion to CSG and the EmPower Certificate of Completion developed for coordinated projects to Honeywell. Contact implementation staff for further information.
11. Q: Is the contractor required to coordinate EmPower with AHP or can the contractor choose to complete EmPower measures independently first and then refer the customer to AHP after the customer's EmPower project is completed?
A: Coordination is an important goal, as it improves the efficiency of the project, and permits the entire project to be considered in screening for loan eligibility. However, AHP and EmPower services can also be provided sequentially. If this instance, each set of measures will be evaluated independently, according to each program’s guidelines.
12. Q: Is there going to be a new subsidy application that we need to have customers fill out?
A: The AHP application is accepted by EmPower; customers do not need to fill out both applications.
13. Q: Will the total amount of free services be used to calculate Pro forma?
A. Yes, the entire project, both EmPower and AHPwES measures and savings are used to calculate Pro Forma.

14. Q: Is an SIR of 1.0 required on the project in its entirety (EmPower and AHP measures combined)?

A: EmPower measures must meet measure level SIR and TRC requirements, as noted above. AHP incentives will only be paid for pre-approved measures (See “NY Home Performance with ENERGY STAR Eligible Measures and Accessories”) not covered in full by EmPower.

15. Q: When calculating loan amounts, are the EmPower and AHP measures combined or just AHP?

A: The loan amount may be up to the balance of approved workscope costs not covered by the AHP subsidy (excluding free services provided by EmPower). The entire project savings, including those created by EmPower measures, are used in calculating the cost-effectiveness for loan eligibility purposes.

F. Audit Fees

1. Q: What audit fees can be charged?

A: Audit fees may be charged as follows:

a. **For AHP-only projects:** the GJGNY Audit fee of \$250

b. **For EmPower-only projects:** Audit fees according to the terms of the EmPower York Contractor Agreement, as follows:

- \$148 for an electric reduction audit
- \$275 for a full HP audit, including electric reduction measures
- \$55 if the EmPower energy education process is integrated into the audit
- Mileage from the shop, at the current federal rate

c. **For AHP/EmPower coordinated projects:**

- Invoiced to AHP: \$250 for the GJGNY audit
- Invoiced to EmPower: \$125 for additional ER evaluation, mileage, and reporting of EmPower measures on EmPower audit forms; \$55 additional if the EmPower energy education process is integrated into the work

2. Q: How will coordination work if the auditor is different than the contractor performing the work? Who is reimbursed for the audit?

A: If the audit has been completed, and the work goes to an alternate contractor, the original auditor will be reimbursed.

3. Q: What happens if the customer applies for the AHP subsidy after audit completion, EFS determines the customer to be eligible for EmPower, but CSG cannot retract the audit incentive?

A: If the audit fee was already paid through Assisted, it will not be retracted. EmPower will then only reimburse the difference between AHP and EmPower audit fees.

4. Q: One of my customers has now been approved for EmPower. When I completed the audit I did not include ER measures. Will I need to go back and redo the audit?

A: Typically, no. While EmPower procedures typically call for certain measures to be installed and appliance evaluations to be conducted during the initial visit, the Contractor can complete these tasks when returning to home to do work. However, if no additional HP work is approved through either AHP or EmPower, and the contractor must return to the house only to complete ER measures, an additional reimbursement will be provided for this return visit.

G. Primary Contacts:

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