PUSH Buffalo Aggregation Projects
HPwES Audit and Work Scope Submission and Approval Process Quick Guide

A. NY HP Portal Audit Application and Submission Process (Audit Project):
   1. CBO or contractor sends application and utility usage to CLEAResult with AGGREGATION clearly written on the top of the application.
   2. CLEAResult processes application and upon approval, will send approval letter to the CBO (and contractor if listed on application). Reservation number will be located within the approval letter.
      i. If application is incomplete, CLEAResult will request additional information from the CBO.
   3. Customers will receive reservation numbers from CLEAResult.
      i. *Email reminders and mailings are automatically generated by the system. Regretfully these communications cannot be suspended. To mitigate issues with customers selecting another contractor, please include the aggregation contractor name on the application so that they receive the reservation number. The CBO should set the expectation with the aggregation contractor on number of days between audit approval and when the contractor is expected to claim the reservation number.*
   4. CBO assists customer with financing and/or Assisted Subsidy application.
   5. EFS ID, upon receipt of financing and/or subsidy application, will be sent via API to the NY HP Portal. The EFS pre-approval letter will be emailed to the CBO and customer. The customer's financing and/or subsidy application status will update in the NY HP Portal. If the customer does not have an existing audit application in the NY HP Portal, the financing and/or subsidy application status will be visible to the HPwES contractor as a Pre-Application in the NY HP Portal. CBOs will not be able to view the Pre-Application in the NY HP Portal unless CLEAResult CBO staff is notified by the CBO to tag the CBO affiliation in the NY HP Portal.
   6. Claiming Audit Reservation Numbers and Claiming Audit Incentives in the NY HP Portal
      i. Based on the contractor bundle, CBOs distribute customer leads (reservation numbers) to the aggregation contractor.
      ii. Contractors claim reservation numbers and audit incentives in the NY HP Portal. Aggregation projects follow the same process as non-aggregated NY HP Portal Audit Projects.

B. NY HP Portal Aggregation Workscope Approval Submission Process (Contract Project):
   1. Modeling Task: Contract Projects – Same process as non-aggregated projects.
   2. **Contract Submission Task: Homeowner contract required at time of workscope approval.**
      a. Please upload the signed contract with homeowner at time of workscope approval (Contract Submission) as **Other Submission Document**.

i. Reminder: Only one document can be submitted. Please bundle together into one PDF contract and any other necessary documents in this section.

b. Contract should indicate the aggregation percentage discount as well as the contract amount with and without the percentage discount.

c. Price in the modeling software needs to reflect the discount per measure and cannot be added as a line item credit. This policy is consistent with HPwES contractor in house discounts– the discount is applied per measure and does not apply simply to the loan balance or customer out of pocket expense.

d. CLEAResult Program Coordinators will verify the percentage discount was applied to the project. If CBO staff notices an error in percentage discount, please notify Tina Carton (Christina.Carton@clearesult.com) and Matt King (Matthew.King@clearesult.com) PRIOR to project completion.

e. Please Note: Uploading the contract at time of project approval reduces the burden on the contractor. Contractors do not have to email contracts to CBOs prior to work commencing. CBOs have access to their customer records in the NY HP Portal.

f. Renewable Heat NY Applications are required if submitting a pellet stove rebate.

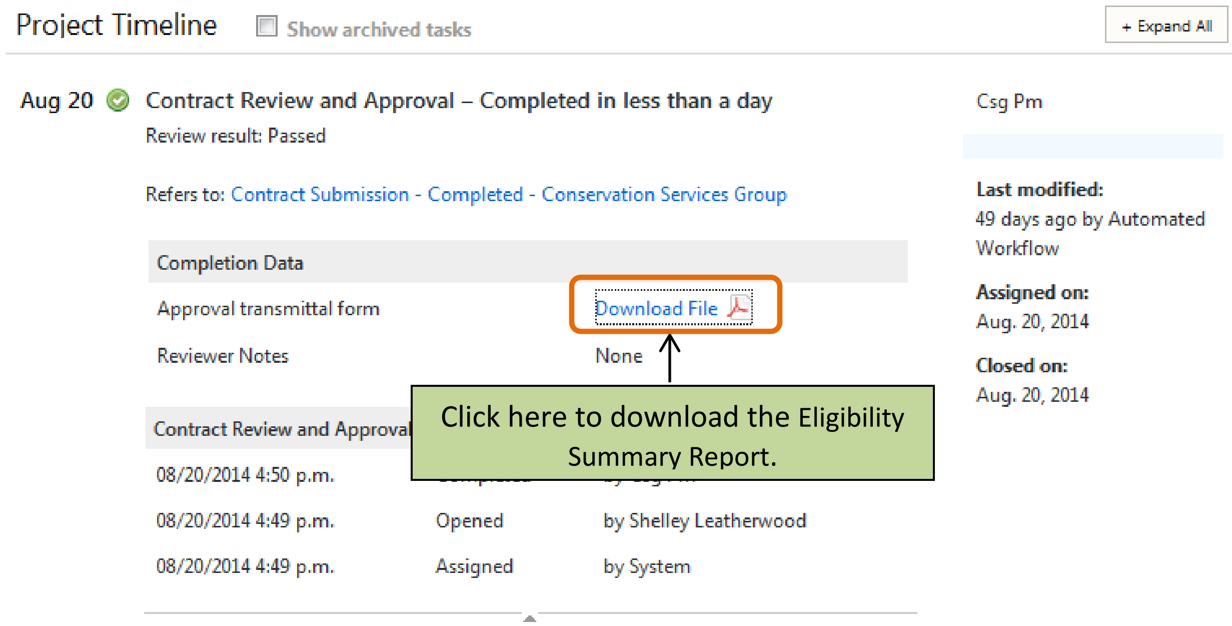
3. Eligibility Screening Task: Contract Projects

   a. NY HP Portal will generate an Eligibility Summary Report (Approval Transmittal Form) during the Eligibility Screening Task made available for review at the Financing Approval stage.

   b. Contractors will not receive a copy of this form through email but will receive an email notification that the project has passed on to the next stage. **Task notifications cannot be sent to CBOs**. CBOs need to track these projects through their dashboard.

4. Contract Submission and Contact Review Submission Task: Contract Projects

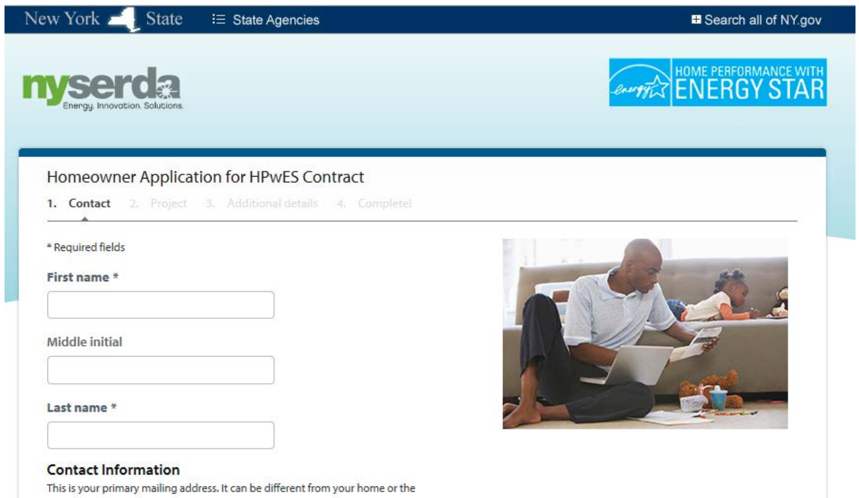
   a. The Eligibility Summary Report will be made available through the NY HP Portal after project approval. CBOs will be able to view the project details and review the report.



b. In some cases, CBOs may not have access to these projects unless a CBO Affiliation tag is added. If your organization does not have access to Contract Projects, please contact Christina.Carton@clearesult.com and/or Matt King Matthew.King@clearesult.com to add the proper attribute to the active Contract Project.

5. Final Project Submission Task: Contract Projects
   a. Contractors are required to have the customer sign the **Customer Information Form** prior to work beginning. Contractors upload the customer signed Customer Information Form at time of Final Project Submission.
      i. If the contractor is not using the new HPXML workflow, please upload the signed Customer Information Form as **Other Completion Document**.
   b. Contractors are required to have customer's sign **Section 5. Certificate of Completion** after work is completed. As stated above, this will be uploaded at time of Final Project Submission.
   c. Documents and data required at completion:
      i. Signed Customer Information Form
      ii. Signed and initialed Project Incentives and Financing Eligibility Summary Report
      iii. Signed contract with the homeowner (on company letterhead and compliant with NYS contract law) clearly indicating the contract amount with and without the aggregation percentage discount.
      iv. Post Installation Health & Safety Test Results
      v. Completion package from modeling tool with test-out results entered
      vi. Other completion documents , such as the appliance receipts

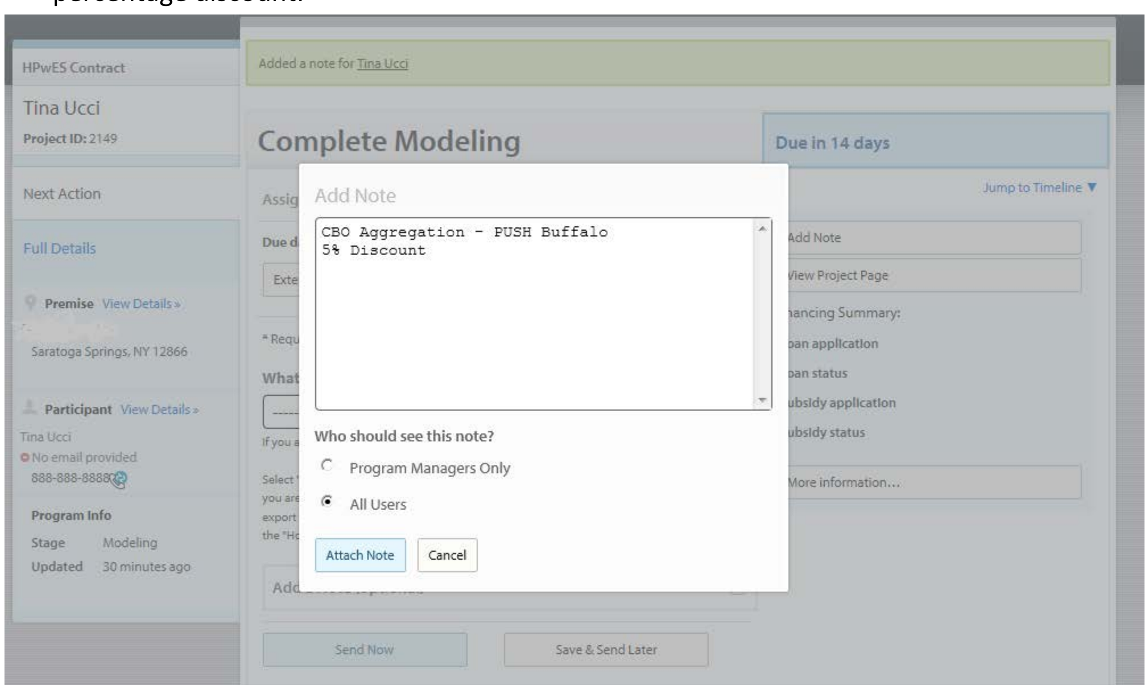
6. **EXCEPTIONS:** If this aggregation project does not start with an audit, the aggregation contractors will need to create a Contract Project in the NY HP Portal prior to customer signature on contract. When creating a Contract Project, contractors will have to add the basic homeowner information. The customer name and address information needs to match the customer information in HUB exactly.



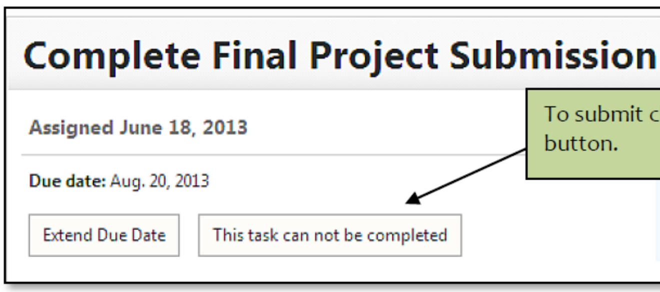
Please indicate Constituency Based Organization in the following section:

How did you first hear about the Home Performance with ENERGY STAR Program?

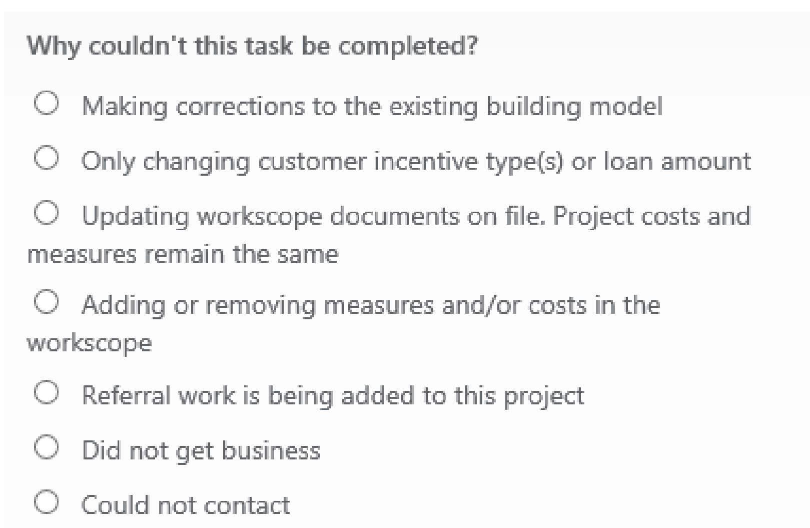
After the contract project is created and the project is in the modeling stage, please add a note to the project indicating CBO Aggregation, CBO Name, and percentage discount.



7. Program CBO administration staff will add the CBO Affiliation tag to the Contract Project. Contractors and CBOs do not have permission to modify and add the specific CBO Affiliation. Contractor and /or CBO will need to communicate to Christina.Carton@clearesult.com and/or Matthew.King@clearesult.com upon the creation of the contract project so that CLEAResult can attribute the project to a CBO thus allowing them view access to the project.
8. Change Orders
    1. Contractors should only submit projects for approval after the customer has agreed to a scope of work. Any changes to the workscope or incentives after project approval requires a change order, a new CLEAResult approval, and revised loan documents.
    2. Change orders are required to include the aggregation percentage discount as well as the contract amount with and without the percentage discount.



To submit change order click 'This task can not be completed' button.



The option selected will send the project back to the corresponding stage in the workflow.

All change orders must re-complete the EST and Contract Submission stages again.

CLEAResult will approve and send the revised Eligibility Summary Report to EFS and the contractor.