



## Home Performance with ENERGY STAR®

Dear Participating Home Performance Contractors,

NYSERDA and CSG would like to announce the launch of a new initiative that will change the way contractors request and receive support from the Home Performance with ENERGY STAR Program. The Centralized Partner Support Plan outlined in a [Program Announcement](#) sent earlier this month has been developed and will feature new technology solutions supported by a team of subject matter experts that will ensure timely, accurate, and comprehensive answers to all Program questions.

### Centralized Contractor Support Team

The transition to a Centralized Contractor Support team and the creation of the Contractor Help Center will result in changes to remote and in-field services from the present operations of the Program. The new positions that comprise the Centralized Contractor Support Team will replace the services provided by the current Technical Field Representatives (TFR) team and therefore, after February 27th, the TFR currently

assigned to your organization will no longer be available for support. The training noted below will highlight Contractors' new points of contact and means of interacting with the Program. It is the Program's goal to implement this new initiative with as seamless of a transition in providing support services to your company as possible.



### Contractor Help Center

The Contractor Help Center is designed to establish a centralized contractor support service that provides contractors with a single vehicle for all of their support needs (e.g. technical, software, program, administrative, and incentives processing). Access to support will be through multiple communication channels and support mediums: including 24/7 self-help, detailed ticket creation, instant chat, email, and phone. The Contractor Help Center, located on the newly redesigned [Contractor Support Website](#), will establish a dynamic Knowledge Base that will populate robust Frequently Asked Questions (FAQ) and search engine tools, allowing contractors the ability to research answers to programmatic questions.

### Training

The Centralized Partner Support Plan, inclusive of the Contractor Help Center and new Centralized Support Team, officially launches **March 2nd 2015**. We invite all contractors to attend a training webinar scheduled for contractors on **March 2nd from 3:30 to 5pm**. [Click this link to register](#). The training will introduce users to the Help Center and provide a high level overview on how to utilize its key features. Users will be provided log-in credentials in advance of the training via e-mail. Please note, it is not required to log-in to use the Contractor Help Center. However, additional features become available when logged-in, that will allow Contractors full access to past support requests, ability to see the status of outstanding tickets, and have transparency to the tickets submitted by colleagues. There will be an additional webinar later in the month that will featuring more advanced user training, a deeper dive into the processes affected by this transition as well as robust Q&A session. This follow up training is tentatively scheduled for **March 16th**. Registration details for this future webinar will be provided in the coming weeks.

Additional updates will be provided in the coming weeks to help guide you through this transition 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@csggrp.com](mailto:boujeloud.reed@csggrp.com). We are confident that this new initiative will serve your needs and look forward to working with all of you to help ensure the continued growth and success of the Home Performance with ENERGY STAR Program 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 [nyserderda.ny.gov](http://nyserderda.ny.gov) or follow us on [Twitter](#), [Facebook](#), [YouTube](#), or [Instagram](#)

