

HPwES Operational Procedures Overview

Guide to Paperwork and Procedures

Event	Description	Documentation	Submit to:
A. Customer Intake and Application	Claim GJGNY Free Reduced-Cost Audit Reservation Number (If application is not yet submitted, work with the customer to submit)	See NY HP Portal User Guide (CRM Section 11). Refer to CRM Section 3 for Audit Application.	CLEAResult Claim reservation number using NY HP Portal. Customers can apply on-line at: https://nyserda.energysavvy.com/start-your-project/hpwes/ Or applications can be emailed to: HPwES-Audit@clearresult.com Or Faxed to (866) 335-6306, OR mailed to: HPwES Energy Audit, PO Box 12129, Albany, NY 12212
	GJGNY Financing offered by Energy Finance Solutions (EFS).	Refer to CRM Section 4 for Credit Application.	Energy Finance Solutions (EFS) Can be faxed to (608) 249-5788, phoned in to (800) 361-5663, or filled out online at www.energyfinancesolutions.com .
	Assisted Home Performance with ENERGY STAR subsidy for 1 to 4 unit buildings.	Assisted HPwES Application with income documentation and owner's agreement (if applicable). Refer to CRM Section 3.	Energy Finance Solutions (EFS) Can be faxed to (608) 249-5788, phoned in to (800) 361-5663, or filled out online at www.energyfinancesolutions.com .
B. Comprehensive Energy Assessment Report/develop eligible workscope	Follow Comprehensive Energy Assessment guidelines.	Enter Data into approved modeling software and print out Comprehensive Energy Assessment Report.	CLEAResult Claim the HPwES audit reservation number, upload audit file to NY HP Portal and follow instructions as detailed in User Guide NY Home Performance Portal (CRM Section 11). Customer's utility bills must be submitted, or if unobtainable, the Energy Usage History Waiver Form.
	Provide customer with What to Expect brochure.	What to Expect brochure. Refer to CRM Section 8.	

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C. Complete Sale	Negotiate workscope and prices for eligible measures.	Create a package in approved modeling software that includes the measures and prices that have been negotiated.	<p>CLEARResult Upload workscope package (signed contract optional to upload at this time) to NY HP Portal and follow instructions as detailed in User Guide NY Home Performance Portal.</p> <p>CLEARResult will forward the approval transmittal (EST Report) to all appropriate parties (EFS). If there are issues with the job submission, the project will be placed on hold and the project is rolled back in the Portal workflow.</p>
	Customer to sign approval transmittal (EST Report) after approval but before work begins.	Signed contract with customer and contractor signatures. Signed EST Report with customer and contractor signatures.	
D. Workscope changes	Negotiate change in workscope with customer	Create amended package in the approved modeling software that includes the changes in measures and prices.	<p>CLEARResult Upload applicable documents including Workscope contract and if applicable Change Order Form (CRM Section 8) to NY HP Portal and follow instructions as detailed in User Guide NY Home Performance Portal.</p> <p>CLEARResult Upload revised package to NY HP Portal or make appropriate changes in RHA and follow instructions as detailed in the "Change Orders" section in User Guide NY Home Performance Portal. CLEARResult will issue a new approval and forward it to the appropriate party (EFS).</p>
		Change Order Form with customer and contractor signature. Refer to CRM Section 8.	
E. Complete Work	Complete work satisfactorily and perform necessary tests.	Update completion package with test out information.	<p>CLEARResult Upload the signed EST Report, signed contract, Post Installation Health & Safety Test Results, and completion package to the NY HP Portal and follow instructions as detailed in the "Final Project Submission" section of the User Guide NY Home Performance Portal.</p> <p>CLEARResult approves Completion or contractor is rolled back in Portal workflow if there are issues with completion. For jobs using Program Financing or Assisted Home Performance, CLEARResult forwards completion to EFS for disbursement of funds to contractor.</p> <p>CLEARResult also approves the project level contractor incentives and submits an invoice to NYSERDA for disbursement of funds to the contractor.</p>
		Signed contract with customer and contractor signatures.	
		Signed section 6 of the EST Report with customer and contractor signatures.	
		If applicable, update RHA with test out information. Flag improvements as 'installed'.	