



NYSERDA



Home Performance with ENERGY STAR®

May 5, 2017

Dear Participating Contractors and Interested Parties:

NYSERDA is pleased to announce upcoming changes in how administrative services are provided by the Authority, in an effort to streamline program implementation and reduce costs, while maintaining high quality service and responsiveness to our partners and customers. Currently, NYSERDA contracts with separate implementation contractors for programs that offer similar administrative services. Under the new approach, these services will be centralized and referred to as "shared services".



In late 2016, NYSERDA issued a competitive solicitation to select contractors to offer shared services for a number of key functions for NYSERDA's programs. Through this process, NYSERDA has contracted with CLEAResult to provide these services for the Residential energy efficiency programs. In this role, CLEAResult will handle application processing, invoice processing, and offer front line support for customers and contractors for both Home Performance with ENERGY STAR (HPwES) and EmPower NY. NYSERDA expects to roll-out the transition of several administrative processes to shared services in phases over the next couple of months.

Effective May 8 2017, HPwES audit applications and invoice processing will move from the current CLEAResult implementation contract, to shared services. For this initial change, there will be no change in how contractors are doing business with the Home Performance with ENERGY STAR Program on a day-to-day basis. Contact information will remain the same and you will continue to contact contractorsupport@clearesult.com or 800-284-9069 for your HPwES contractor support needs.

Assisted Home Performance with ENERGY STAR incentive applications and Residential Financing applications will continue to be processed by EFS.

The following additional changes will be phased over the next several months and will be announced prior to the change:

- Contractor support services for HPwES and EmPower NY will be handled via a centralized phone number and email address. Shared services will be responsible for answering inquiries related to applications, invoicing or basic program eligibility, or triage to the responsible party.

- EmPower NY referrals will be handled through a new NYSERDA-owned database and processed by shared services.
- EmPower NY applications and invoices will be processed by shared services.

If you have any questions about this transition, please feel free to contact hpwes@nyserdera.ny.gov.

Sincerely,

The NY Residential Existing Homes Team

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](#)



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