



**ANDREW M. CUOMO**  
Governor

**RICHARD L. KAUFFMAN**  
Chair

**ALICIA BARTON**  
President and CEO

**Subject:** EmPower NY Contractors and Vendors transition from CRIS to NY HP Portal

August 16, 2017

**Dear Participating EmPower Contractors, Vendors, and interested parties:**

NYSERDA is now transitioning key services to our Shared Services contractor, CLEAResult, as well as launching the EmPower workflow in the NY HP Portal. Below, please find some important dates and instructions regarding these transitions:

**EmPower Workflow in the NY HP Portal:**

- You can access the EmPower workflow in the NY HP Portal by pointing your browser to <https://nyserda.energysavvy.com>. Contractors with current access to the NY HP Portal have been granted access to the EmPower workflow. New contractors and Vendors have been assigned accounts and you should have received an email with instructions for setting up password into the system. If you are unable to access the EmPower workflow, please email [support.residential@nyserda.ny.gov](mailto:support.residential@nyserda.ny.gov).
- User guides with a walk-through of the new workflow have been posted on the [Contractor Support Website](#). A recording of the training webinar will be posted soon.
- Questions about the use of the NY HP Portal can be submitted via email [support.residential@nyserda.ny.gov](mailto:support.residential@nyserda.ny.gov) and will be triaged to the correct person to be answered. You may also call the Contractor Support Line, which is 800-284-9069. The software vendor, EnergySavvy, will be providing support hours for more one-on-one support for software workflow specific questions on August 21, August 25, and August 31. Use the following link to sign up. A confirmation email with a link to a video conference will be sent to you within 24 hours of signing up: [Support Hours Sign Up](#)

**Invoices and Project Completion Submission:**

- For all EmPower projects with an approved workscope or an appliance ordered as of August 11, 2017, the projects will continue to be managed in CRIS. It is critical that all remaining projects managed in CRIS are completed by September 20, 2017. If this deadline is passed, the project will need to be re-entered into the NY HP Portal. Effective immediately, please begin to submit invoices and completion documents for projects being managed in CRIS to [invoices.residential@nyserda.ny.gov](mailto:invoices.residential@nyserda.ny.gov)
- Over the next week, new project referrals assigned in CRIS and projects awaiting workscope submission as of August 11 will be entered into the NY HP Portal. Previously accepted projects will need to be reaccepted in the NY HP Portal by the contractor. For all projects that are assigned and accepted through the NY HP Portal, worksopes, invoices, and completion documents must also be submitted using the NY HP Portal.
- NYSERDA will provide you with a list of your projects that will be transitioned to the NY HP Portal and a list of those which will remain in CRIS. If you are unsure of which system to submit specific project documents to, search for the project in the NY HP Portal first. If it is not there, please proceed with submitting documents to [invoices.residential@nyserda.ny.gov](mailto:invoices.residential@nyserda.ny.gov).

---

**New York State Energy Research and Development Authority**

**Albany**  
17 Columbia Circle, Albany, NY 12203-6399  
(P) 1-866-NYSERDA | (F) 518-862-1091  
[nyserda.ny.gov](http://nyserda.ny.gov) | [info@nyserda.ny.gov](mailto:info@nyserda.ny.gov)

**Buffalo**  
726 Exchange Street  
Suite 821  
Buffalo, NY  
14210-1484  
(P) 716-842-1522  
(F) 716-842-0156

**New York City**  
1359 Broadway  
19th Floor  
New York, NY  
10018-7842  
(P) 212-971-5342  
(F) 518-862-1091

**West Valley Site  
Management Program**  
9030-B Route 219  
West Valley, NY  
14171-9500  
(P) 716-942-9960  
(F) 716-942-9961

- NYSERDA will be separately emailing contractors a list of projects without workscope approvals with a start date prior to March 1, 2017. Please immediately review this list and reply back with the current status of each project. Otherwise these projects will be cancelled in CRIS or reassigned by August 25.
- If at anytime while projects are being transitioned, there is a priority application that needs to be processed, please reach out to [applications.residential@nyserda.ny.gov](mailto:applications.residential@nyserda.ny.gov) and we will do our best to accommodate the request.
- Effective immediately, the [acsempowerinvoices@honeywell.com](mailto:acsempowerinvoices@honeywell.com) email address will no longer be used.

#### **Modified Applications:**

- Please be aware, NYSERDA has made some modifications to the EmPower application.
- Effective immediately, please discontinue use of older versions of the application. The latest application, dated July 2017, is available on the [Contractor Support Website](#).
- Applications will now be submitted directly to CLEAResult (Shared Services) via mail: 2 Wall Street Albany, NY 12205 or email: [applications.residential@nyserda.ny.gov](mailto:applications.residential@nyserda.ny.gov). Applications will no longer be received via fax.
- If you need copies of the new application printed, see the instructions below for submitting a request.

#### **Requesting Documents:**

- NYSERDA has updated program documentation to reflect changes of address and contact information. When requesting copies of program forms or materials, you will send your request via Email: [support.residential@nyserda.ny.gov](mailto:support.residential@nyserda.ny.gov) using the Request for Forms. [CRM: Operational Forms](#)

#### **Coordinated EmPower/Assisted Home Performance with ENERGY STAR (AHP) Projects:**

- The complete and full coordinated worksopes should be submitted through the EmPower workflow first for initial review and approval of EmPower measures.
- For any measures to be provided through AHP, a project must also be completed in the Home Performance workflow, following the current process. Over time, as the program continues to merge processes, the extra steps will be eliminated.

#### **NY HP Portal Support:**

NYSERDA expects minimum disruption to your day-to-day business and is excited to launch EmPower workflow in the NY HP Portal. We appreciate your patience during the transition of services. Feel free to reach out to the program at [support.residential@nyserda.ny.gov](mailto:support.residential@nyserda.ny.gov) if you have any questions or concerns.

Thank you.

NYSERDA's NY Residential Existing Homes Team