



NYSERDA



Home Performance with ENERGY STAR®

October 31, 2017

Dear EmPower NY and HPwES Participating Contractors and Interested Parties:

In May, NYSERDA issued a competitive solicitation to select one or more contractors to offer technical services for the NY Residential Existing Homes Programs, including both Home Performance with ENERGY STAR® and EmPower New York. The proposals were reviewed by a team consisting of both internal and external representatives. Through this process, NYSERDA has contracted with CLEARresult to provide technical services including workscope and completion reviews, training and guidance to contractors, customer and contractor issue resolution, and serve as account managers.



Effective November 1, 2017, each contractor will be assigned a CLEARresult Account Manager to provide you with programmatic support. A map of Account Managers by territory can be found on the [Contractor Support Website](#). Each Account Manager will soon reach out to each Primary contact (listed on file through your Participation Agreement) with their contact information and further details.

Under a separate competitive solicitation and contract, CLEARresult has been providing administrative implementation services (known as Shared Services) including application review and invoice processing for multiple programs at NYSERDA. For further information about Shared Services, you can review the [Program Announcement](#) issued May 5, 2017.

At any time, you can reach anyone on the implementation team - including Shared Services or Technical Services - by contacting support.residential@nyserdera.ny.gov or 1-800-284-9069. Fax numbers will no longer be used.

In the upcoming weeks, NYSERDA will be announcing a transition from the current Zendesk system, used to track customer and contractor requests and concerns, to a new NYSERDA-owned ticketing system to be used by both Home Performance and EmPower contractors. Further details and training will be provided in the near future.

If you have any questions about these implementation changes, please contact NYSERDA at hpwes@nyserderda.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 nyserderda.ny.gov or follow us on [Twitter](#), [Facebook](#), [YouTube](#), or [Instagram](#)

