

NY Residential Existing Homes Program Contact List Home Performance with ENERGY STAR® and EmPower New York

Primary Contacts

Contractor Support
1-800-284-9069

<http://hpwescontractorsupport.com/>

General Inquiries: support.residential@nyserda.ny.gov

Application Inquiries: applications.residential@nyserda.ny.gov

EmPower Invoices outside of the NY HP Portal: invoices.residential@nyserda.ny.gov

Customer Support

1-877-NYSMART

<https://www.nyserda.ny.gov/All-Programs/Programs/Home-Energy-Efficiency-Upgrades>

support.residential@nyserda.ny.gov

Program Administrator

New York State Energy Research and Development Authority (NYSERDA)
518-862-1090

General Inquiries

Email: hpwes@nyserda.ny.gov

Laura Geel – Program Manager

Email: Laura.Geel@nyserda.ny.gov

Program Operations Staff

David Friello –Project Manager

Email: David.Friello@nyserda.ny.gov

Erik Gilbert – Project Manager

Email: Erik.Gilbert@nyserda.ny.gov

Bill Keating – Project Manager

Email: Bill.Keating@nyserda.ny.gov

Sherri Calabrese –Project Manager

Email: Sherri.Calabrese@nyserda.ny.gov

Technical Services Staff

Kelvin Keraga – Senior Project Manager

Email: Kelvin.Keraga@nyserda.ny.gov

Matthew Houle – Project Manager

Email: Matthew.Houle@nyserda.ny.gov

Elizabeth Lazarou – Project Coordinator

Email: Elizabeth.Lazarou@nyserda.ny.gov

Quality Assurance Staff

Michael Levitz – QA Project Manager

Email: Michael.Levitz@nyserda.ny.gov

Residential Financing Staff

Kevin Hunt – Project Manager, Residential Financing

Email: Kevin.Hunt@nyserda.ny.gov

Community Energy Resources (Formerly called CBO) Staff

Jessica Waldorf – Project Manager

Email: Jessica.Waldorf@nyserda.ny.gov

Administrative Services Contractor

CLEAResult

Questions related to audit applications, EmPower applications, EmPower project assignments, and HPwES and EmPower payments.

General Inquiries

Toll Free: (800) 284-9069

Email: support.residential@nyserda.ny.gov

Scott Desnoyers – Operations Manager

Phone: (518) 207-4509

Email: Scott.Desnoyers@clearesult.com

Technical Services Contractor

CLEAResult

Questions related to workscope and completion approvals, technical assistance, program policies and guidelines, and Account Manager support.

Toll Free: (800) 284-9069

Lea Campbell – Program Manager

Phone: (518) 207-4510

Email: Lea.Campbell@clearesult.com

Account Management Staff

Ryan Moore – Senior Account Program Manager

Phone: (518) 207-4531

Cell: (518) 414-0521

Email: Ryan.Moore@clearesult.com

John Calarco – Account Manager

Phone: (631) 590-5706

Cell: (631) 905-6105

Email: John.Calarco@clearesult.com

Dave Krebs – Account Manager

Phone: (518) 207-4572

Email: David.Krebs@clearesult.com

Brian Sheridan – Account Manager

Phone: (518) 207-4541

Email: Brian.Sheridan@clearesult.com

Shane Claflin – Account Manager

Phone: (518) 207-4527

Email: Shane.Claflin@clearesult.com

Zachary Kerlin – Account Manager

Phone: (518) 207-4563

Email: Zachary.Kerlin@clearesult.com

Technical Support Resource Staff

Earl Hicks – Senior Residential Field Specialist

Email: Earl.Hicks@clearesult.com

Louis Marrongelli – Senior Building Science Consultant

Email: Louis.Marrongelli@clearesult.com

Technical Review Staff

Peter Hoke – Operations Manager

Phone: (518) 207-4534

Email: Peter.Hoke@clearesult.com

Steve Smith – Program Analyst

Email: Steven.Smith@clearesult.com

Paige Asdoorian – Program Analyst

Email: Paige.Asdoorian@clearesult.com

Jim Guyer – Program Specialist

Email: Jim.Guyer@clearesult.com

Chris Whittet – Program Specialist

Email: Chris.Whittet@clearesult.com

Brian DiPiazza – Program Coordinator

Email: Brian.DiPiazza@clearesult.com

David Piper - Program Coordinator

Email: David.Piper@clearesult.com

Evan Roz – Senior Program Consultant

Email: Evan.Roz@clearesult.com

Certifications and BPI GoldStar Contractor Program

Building Performance Institute (BPI)

All questions related to certification, accreditation requirements, technical support and standards.

Toll Free: 877-274-1274

Fax: 866-777-1274

www.bpi.org

<http://www.bpi.org/about-us/contact-us>

Consumer Financing

Process loan applications and provide contractors with the status of the loan.

Energy Finance Solutions (EFS)

431 Charmany Drive

Madison, WI 53719

PHONE: 800-361-5663

FAX: 608-249-5788

Website: <http://www.energyfinancesolutions.com>

All inquiries to: efs@energyfinancesolutions.com

Consumer Loan Servicing

Service NYSERDA's Residential Energy Efficiency loans and provide borrowers with pertinent loan information.

Concord Servicing Corporation

4150 North Drinkwater, Ste # 200

Scottsdale, AZ 85251

PHONE: 866-859-4403

FAX: 480-951-8879

Website: <http://www.powerofconcord.com>

All inquiries to: cs@concordservicing.com