

2019-2020 NY Residential Existing Homes Program Participation Agreement Webinar Frequently Asked Questions

Q: Where can contractors find the Participation Agreement?

A: The 2019-2020 Participation Agreement can be found in [Section 2.3](#) of the [Contractor Resource Manual](#) on the Contractor Support website at: <http://hpwescontractorsupport.com>.

Q: When do Participation Agreements need to be submitted by?

A: Current Agreements expire on February 28, 2019. New Participation Agreements (PA) need to be approved before that date. It's in contractors' best interest to submit the PA earlier rather than later. If there is a specific issue, please reach out to NYSERDA at hpwes@nyserda.ny.gov.

Q: When will contractors hear back if their Participation Agreement has been accepted?

A: NYSERDA's goal is within a week but it may take as long as ten days due to the large number of Participation Agreements that are expected.

Q: Since the Program is now accepting NATE/NORA in lieu of the BPI Heating and AC/Heat Pump certifications, does a contractor still need to be BPI Gold Star Accredited?

A: Yes, the Program still requires Contractors to be [BPI Gold Star](#) Contractors (minimum of 1 full-time employee with a Building Analyst (BA) or Home Energy Professional (HEP) Energy Auditor certification). If a contractor performs specialty work (i.e. heating systems, insulation/air sealing) they will also need to have a specialty certification. For instance, to put a heating system through the Program, the contractor could be BPI Gold Star (BA or HEP) and have either NATE or BPI Heating as the specialty certification. The contractor does *not* need to have a BPI Heating certification provided they have a corresponding NATE or NORA certification.

Q: But doesn't this limit an HVAC contractor's ability to participate?

A: By allowing NATE or NORA, this offers another path for contractors interested in the participating. The Program is working with BPI to help streamline their process and participation requirements.

Q: Will a past record of solid QA scores be considered for renewal?

A: Yes, QA scores are a heavily weighted factor for participation in the Program.

Q: What is the correct address to add for additionally insured certificates?

A: The additional insured/certificate holder should state as follows:

NYSERDA and the State of New York
17 Columbia Circle
Albany, New York 12203-6399

Q: Where can I send the Certificate of Insurance?

A: Please provide the Certificate of Insurance with the Participation Agreement package to hpwes@nyserda.ny.gov. Updated insurance documents can be directly sent to NYSERDA's Contract's team at insurance@nyserda.ny.gov.

Q: If our Certificate of Insurance will expire soon after we submit our Participation Agreement/ Application, will the entire application be rejected?

A: No, it will not be rejected, but NYSEDA will need a new Certificate of Insurance before the current one expires. In the event a Certificate of Insurance is expired, NYSEDA finance will hold any payments due to the contractor until a current Certificate of Insurance is received.

Q: What are the minimum production requirements?

A: A Participating Contractor is required to report, annually, a minimum of twelve (12) completed projects, and/or at least \$48,000 in completed, eligible work. This is inclusive of Home Performance and Low-to-Moderate Income projects. See [Section 2.3](#) of the [Contractor Resource Manual](#) for additional information.

Q: Is an audit considered a project or does follow-on work have to be completed to be considered a project?

A: Audit only projects are not counted toward minimum production requirements as defined in the Participation Agreement nor do they count toward yearly production goals for EmPower New York.

Q: Why is there a large interest rate jump between household incomes below 120% AMI and household incomes above 120% AMI?

A: Based on feedback from contractors and customers, the multi-tier approach to interest rates was causing confusion in the marketplace. Therefore, the tiers were streamlined with the goal of assisting low and moderate-income households that may not otherwise have access to financing. For Market Rate projects in which the customer is over 120% AMI, NYSEDA loans are an option for financing, but outside financing continues to be encouraged.

Q: Is there going to be a single application for EmPower NY and EFS Subsidy and Loan?

A: NYSEDA is evaluating the single application – not just for the efficiency programs, but as an avenue for all NYSEDA and Utility coordinated LMI incentives. Any solutions developed will be communicated to the contractor network and will likely be rolled out in stages.

Q: Are you going to address the EmPower NY price increase?

A: After a thorough review of pricing, the EmPower NY pricing has been updated. A full list of pricing is available in [Section 7.7](#) of the [Contractor Resource Manual](#). The pricing has been included into the latest version of EmPCalc ([Section 11.2c](#)) as well.

Q: What is the future of the 10% Market Rate contractor incentive?

A: NYSEDA anticipates that the 10% Market Rate contractor incentive will be available through the end of 2019, based on available funding. However, there will be significant opportunities for contractors that will be announced throughout the year.

Q: Is there a new EmPCalc available?

A: Yes, it is available in [Section 11.2c](#) of the [Contractor Resource Manual](#) on the [Contractor Support website](#).

Q: Does a landlord have to provide proof of home ownership?

A: Yes, the landlord must provide proof of home ownership for EmPower NY projects. This has been standard practice and has not changed. The [Rental Property Energy Efficiency Services Agreement \(CRM Section 3.9\)](#) can be used in both EmPower NY and Home Performance with ENERGY STAR (HPWES).

Q: We currently have no way to verify if NYSERDA has a Landlord Agreement other than calling Contractor Support – will we be able to see that in any new HP Portal updates?

A: If a project is assigned from the Program, contractors can work on the assumption that we have a Landlord Agreement in place. An HP Portal update (March 2019) will enable NYSERDA and CLEAResult staff to attach documents for specific projects for viewing by Contractors upon request or need.

Q: Is there an updated Rental Property Energy Efficiency Services Agreement (aka Landlord Agreement) for EmPower NY services?

A: Yes. The [Rental Property Energy Efficiency Services Agreement \(CRM Section 3.9\)](#) is a combined agreement that can be used for both Home Performance with ENERGY STAR (HPwES) and EmPower NY projects.

Q: What is the New Efficiency number?

A: [Case 18-M-0084](#)

Q: How much funding is available for EmPower NY projects?

A: The Program has around \$40 million/year and with [New Efficiency: New York](#) that is going to increase. While 20% of \$1.6 billion is significant, that will be spread among the other low-income initiatives offered by NYSERDA, as well as the utilities. As a result, there is not currently an exact dollar amount.

Q: Will new forms be able to be ordered or will we have to print them?

A: Forms are available in [Section 8](#) of the [Contractor Resource Manual](#) to be printed but can also be ordered by emailing Contractor Support at support.residential@nyserda.ny.gov.

Q: Is the EmPower NY “folder” printed anymore?

A: No, the Program has replaced the “folder” with a booklet, “35 Ways to Save.” That has become the new “folder” and is a more cost-effective way to get the information out.

Q: Will additional customer education tools be available, such as the Wheel of Guidance, as a hands-on approach to energy savings to get customers more engaged?

A: The company that made this product is no longer in business and the Program hasn’t been able to find a suitable replacement. NYSERDA’s marketing team is reviewing the Energy Education materials to determine if any changes should be made.

Q: Is there any update on being able to gather energy usage from a homeowner through their address and not having to wait for them to send a contractor their usage?

A: Referring to the Electronic Data Interchange (EDI), where electric and natural gas usage will be obtained and provided in the Portal: NYSERDA is finalizing the legal language and procedures, which will be addressed through a Participation Agreement addendum and will go out as soon as it’s ready. The idea is that once a contractor signs the addendum, the Program will be able to give that contractor access to view the usage.

Q: Will contractors be able to have access to utility usage once the Participation Agreement addendum is signed?

A: Yes, when the Electronic Data Interchange (EDI) in the HP Portal goes live, contractors will have access to gas and electric utility usage information (past, present and future) where available to use in energy modeling.

Q: Is there a plan to eliminate the HP Portal (Optix) and move the project workflow into Salesforce?

A: NYSERDA is currently doing a cost-comparison on a Salesforce build out. However, it would require significant changes to Salesforce to do the same level of work that the HP Portal (Optix) was built for.

Q: Is the HPXML complaint version of EmPCalc currently available to all contractors?

A: No, but it is being piloted by a few contractors. We expect the initial pilot phase to be 4-6 weeks and then it will be rolled out in stages.