



June 5, 2019

The NY Residential Existing Homes Program will be holding **Training, Tips & How to for Working in the HPwES & EmPower NY Programs** regional workshops with Program participating contractors. This session will cover use of Program Systems including NYSERDA Portal, NY HP Portal, QACSS and the LMS. Additional insight will be offered on making the most of the tools available in the systems to manage project pipelines, access reporting and more.

This session will also offer training on the proper use of Program forms and understanding the various form requirements. Following the Programmatic training, a general overview of NYS requirements for Home Performance Contractors in areas such as contracts and escrow, as well as best practices in customer service, contractor development and dispute resolution will be offered. Refreshments, check-in and networking will begin at 8:30 a.m. The workshop will end at 4:00 p.m.

Schedule of workshops: **Please note the new date for the Albany workshop.**

**Monday, June 10, 2019**

Fairfield Inn & Suites Buffalo Airport  
4271 Genesee Street  
Cheektowaga, NY 14225

[Click here to Register](#)

**Tuesday, June 11, 2019**

Holiday Inn Rochester Downtown  
70 State Street  
Rochester, NY 14614

[Click here to Register](#)

**Wednesday, June 12, 2019**

Courtyard Syracuse Carrier Circle  
6415 Yorktown Circle  
East Syracuse, NY 13057

[Click here to Register](#)

**Wednesday, June 19, 2019**

Hilton New York JFK Airport  
144-02 135<sup>th</sup> Avenue  
Jamaica, NY 11436

[Click here to Register](#)

**Thursday, June 20, 2019**

Hampton Inn & Suites Newburgh Stewart  
Airport  
1 Crossroads Court  
Newburgh, NY 12550

[Click here to Register](#)

**Monday, June 24, 2019**

CLEARResult  
2 Wall Street  
Albany, NY 12205

[Click here to Register](#)

These trainings are intended for staff most involved in the day-to-day operations of the programs. Please RSVP using the link below the location that you wish to attend. You must respond no later than June 7, 2019.

We look forward to seeing you at one of these workshops as we continually work together to grow the home performance industry.

***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](http://nyserdera.ny.gov) or follow us on [Twitter](#), [Facebook](#), [YouTube](#), or [Instagram](#)

