



July 11, 2019

Dear Participating EmPower Contractors and Appliance Vendors,

NYSERDA has updated the [EmPower Appliance Exchange Agreement](#) (Agreement) to include additional data points to ensure the replacement appliance is the correct size and any ingress limitations are identified prior to delivery. Effective immediately, please use the updated Agreement for all project submissions to the Program.

Updates to the Agreement include the following:

- Dimensions are now recorded in Width, Height, Depth format, based upon feedback from Contractors, this format is most consistent with industry standards for referencing appliance size.
- Space has been provided to record the dimensions of the original appliance(s).
- Ingress/Egress questions is expanded to asked to identify the presence of stairs, elevators, and narrow hallways/doorways.

These updates are expected to decrease the number of appliance returns to the Program. Please complete the Agreement in its entirety prior to submitting the project to the Program.

Thank you for your continued support of the EmPower New York Program. If you have any questions regarding any program policies or procedures, please contact your Account Manager or email NYSERDA directly at [hpwes@nyserda.ny.gov](mailto:hpwes@nyserda.ny.gov).

Sincerely,

David Friello, Senior Project Manager  
Low-to Moderate Income Program

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



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