

Good afternoon,

NYSERDA has been made aware of homeowners receiving inaccurate information about NYSERDA programs via telephone messages from “Home Grants Outreach” at a 315-314-7325 phone number. These messages include incorrect information and claim that customers have prequalified for EmPower New York services.

As you know, contractors participating in EmPower New York are required to submit marketing materials and outreach efforts to NYSERDA for prior approval. This prequalification language has not been approved.

We appreciate efforts taken to create program outreach but note that accuracy and clarity are necessary components of all of our collective efforts to provide these essential services to New Yorkers.

If you are conducting outreach through Home Grants Outreach, the above-listed phone number, or through a marketing service, please contact us immediately and we will assist you in ensuring that your messaging accurately reflects program rules and requirements.

Thank you in advance for your cooperation and for your continued work to advance clean energy in New York State.

Sincerely,

NY Residential Existing Homes Team