



Home Modernization-EmPower+ & Comfort Home Program Contact List

Primary Contacts

Contractor Support

1-800-284-9069

<http://hpwescontractorsupport.com/>

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

Customer Support

1-866-NYSERDA

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

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

Program Administrator

New York State Energy Research and Development Authority (NYSERDA)

518-862-1090

General Inquiries

Email: residential.programs@nyserda.ny.gov

Program Operations Staff

Scott Oliver – Program Manager Home Modernization

Email: Scott.Oliver@nyserda.ny.gov

David Friello –Program Manager

Email: David.Friello@nyserda.ny.gov

Erik Gilbert – Senior Project Manager

Email: Erik.Gilbert@nyserda.ny.gov

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Max Ciovacco – Project Manager

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Technical Services Staff

Matthew Houle – Senior Project Manager

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Keith Place- Project Manager

Email: Keith.Place@nyserda.ny.gov

Quality Assurance Staff

David Houle – QA Senior Project Manager

Email: David.Houle@nyserda.ny.gov

Residential Financing Staff

Heather Clark – Senior Project Manager, Residential Financing

Email: Heather.Clark@nyserda.ny.gov

Lucia Cappiello – Contractor, Finance Solutions

Email: Lucia.Cappiello@nyserda.ny.gov

Community Energy Resources (Formerly called CBO) Staff

Jessica Ortiz – Senior Project Manager, Energy and Climate Equity

Email: Jessica.Ortiz@nyserda.ny.gov

Lori Clark – Project Manager, Energy and Climate Equity

Email: Lori.Clark@nyserda.ny.gov



Shared Services Contractor

TRC

Questions related to general program information, EmPower+ Application support and Referrals.

General Inquiries

Toll Free: 1-866-NYSERDA

Email: info.residential@nyserda.ny.gov

Jamie Lackie – Project Manager

Email: Jamie.Lackie@nyserda.ny.gov

Cathy Kenny-Wilkerson – Project Manager

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Peter Kerwin – Project Manager

Email: Peter.Kerwin@nyserda.ny.gov

Program Operations and Technical Services Contractor

CLEAResult

Questions related to contractor assignment on approved applications, workscope and completion approvals, technical assistance, payments, appliances, program policies and guidelines, and project support.

Contractor Support

Toll Free: 1-800-284-9069

Email: support.residential@nyserda.ny.gov

Peter Hoke – Senior Program Manager

Email: Peter.Hoke@clearesult.com

Katherine Anderson – Associate Program Manager

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Tyler Bushey – Associate Program Manager

Email: Tyler.Bushey@clearesult.com

Contractor, Customer & Partner Support Staff**Adam Badger – Operations Manager**Email: Adam.Badger@clearesult.com**John Calarco – Field Manager**Email: John.Calarco@clearesult.com**Mireille Yost – Market Outreach Manager**Email: Mireille.Yost@clearesult.com**Rebecca Lloyd – Market Outreach Manager**Email: Rebecca.Lloyd@clearesult.com

David Krebs – Building Science Analyst

Erik Kimbler – Tech Support Analyst

Jackie Smith – Market Outreach Specialist

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Joseph Farrell – Building Science Specialist

Lara Meyers – Tech Support Specialist

Lynise Cromer – Tech Support Specialist

Mariah Pagan – Tech Support Specialist

Marvin Murillo – Senior Building Science Analyst

Mary Gomez – Tech Support Specialist

Mike Jean-Baptiste – Market Outreach Specialist

Nate Houser – Market Outreach Specialist

Nicole Fredette – Senior Building Science Analyst

NyQuoyia Cameron – Market Outreach Coordinator

Samantha Chavez – Tech Support Specialist

Shakaal Danastor – Tech Support Analyst

Steve Smith – Program Consultant

Zachary Kerlin – Building Science Analyst

Zamaris Acosta - Tech Support Specialist

Technical Review Staff

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Branden Net – Program Coordinator

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Justine Johnson – Building Science Analyst

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Program Support Staff

Sarah Knoell – Operations Manager

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Austin Warnalis – Senior Operations Coordinator

Chelsea Roque – Program Coordinator

Jeannette Francis – Operations Analyst

Joe Moore – Operations Analyst

Kaitlin Martin – Operations Analyst

Rebecca Bartholf-Frueh – Senior Program Coordinator

Tom Angora – Program Coordinator

Trevor Sprague – Operations Coordinator

Willa Hurt – Program Consultant



Certifications and BPI GoldStar Contractor Program

Questions related to certification, accreditation requirements, technical support and standards.

Building Performance Institute (BPI)

63 Putnam Street, Suite 202
Saratoga Springs, New York 12866

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.

Slipstream, formerly Energy Finance Solutions (EFS)

431 Charmany Drive
Madison, WI 53719
PHONE: 1-800-361-5663
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 Boulevard, Suite 200
Scottsdale, AZ 85251
Toll Free: 866-493-6393
FAX: 480-951-8879

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

All inquiries to: cs@concordservicing.com

Quality Assurance Inspections

Schedules and completes inspections for EmPower+ customers post completion of the project.

Honeywell

Toll Free: 833-239-0164