

EmPower+ No Heat Guidelines

EmPower+ is not an emergency services program. The program does, however, attempt to respond to emergency situations within the constraints of program guidelines and the existing infrastructure for the provision of services. As such, NYSERDA has established the following guidelines for the submittal of “No-Heat” projects that address heating systems that have failed during the heating season.

- No-heat equipment replacement project incentives are available for Tier 1 (Low-Income) single-family households capped at \$6,000. Customers and contractors must complete the No-Heat Attestation Form, found in Section 8 of the [Program Manual](#) and state that the heating equipment is non-operational and unable to be repaired.

In the event program incentives do not cover the cost of the heating system replacement, the balance may be financed through Green Jobs Green New York (GJGNY).

Funding

For the 2025-2026 Heating Season, EmPower+ has allocated \$1,000,000 for no-heat projects. A tracking of the available funding is available on the [Contractor Support Site](#).

Heating Season

For the purposes of this guidance, the heating season is defined as the time period beginning September 15, 2025, continuing through to May 31, 2026, or until the No-Heat budget is exhausted, whichever comes first.

No-Heat Project Eligibility

To qualify as a no-heat project, the primary heating system must have failed or be determined unsafe to operate and be non-repairable, resulting in the need for a replacement primary heating source. In order to qualify for NYSERDA’s no-heat funding, the failure must have occurred at a primary residence of an income-qualified customer.

The household seeking no-heat equipment replacement funding must be served by an eligible utility.

In addition to meeting the guidelines above, EmPower+ projects seeking no-heat equipment replacement funding must meet the following criteria.

Tier 1 (Low-Income) Households:

- The customer must apply for OTDA Temporary Assistance (TA) or, per OTDA guidance, if the customer is 60 or older, OTDA HERR. If denied, a copy of the denial letter must be submitted as part of the EmPower+ Application. If TA or HERR provides funding, a copy of the award letter indicating the funding amount must be provided. In the event the cost of the heating system is more than TA or HERR can provide, funding from Temporary Assistance or HERR can be stacked with EmPower+ to cover the whole cost of a project. The cost of the project should not exceed average market costs and NYSERDA will evaluate costs to ensure reasonability.
- The household is owner-occupied.
- For 1-4 family rental units, the building must be owner-occupied and the building owner must be income eligible.
- The primary heating system has failed or is determined unsafe to operate and is non-repairable
- For list of eligible equipment please refer to the Eligible Measures List in Section 5.15 of the Program Manual
- The customer has not exceeded their yearly EmPower+ incentive cap amount.
 1. For example, if a customer had \$10,000 worth of EmPower+ work performed in January 2025 and their primary heating system fails in November, the customer is not eligible for additional program funding until January 2026.

Ineligible Projects

The following factors would disqualify a project from being eligible for no-heat equipment replacement funding.

- Tier 3- Moderate-Income households
- 1-4 family rental properties where the building is not owner occupied or the building owner is not income eligible.
- The operation of the existing heating equipment poses no immediate health and safety concerns
- Dwelling does not have an existing heating system
- The home was purchased/rented without an operational heating system
- Home is a rental unit, and owner is not income eligible, or the building is not owner-occupied
- The customer is a customer of National Fuel Gas (NFG)
 - *NFG customers should reach out first to NFG in the event of a no-heat situation at 1-800-365-3234 M-F 7am-6pm or call the emergency line at 1-800- 444-3130 which

is available 24/7. If NFG denies services to a customer, they must apply to OTDA following the process laid out above in the Tier 1 (Low-Income) Households section.

Project Submission Requirements

In addition to the criteria listed above, the project must also meet the following:

- Customers and Contractors must complete the No-Heat Attestation Form and state that the heating equipment is nonoperational and is unable to be repaired.
 - Participating Contractor must provide an explanation of why the heating system is non-repairable. If a failed heating system can be made operational again and serve the household for additional years to come, an attempt should be made to repair it. Photos supporting any visible damage should be provided.
- When scoping a no-heat project, the Participating Contractor should prioritize upgrading the existing heating system with heat pump technology. Program will consider heat pump replacement costs which exceed existing project caps. In the event heat pump technology is significantly cost prohibitive or otherwise infeasible, the existing fossil fuel heating equipment can be replaced with fossil fuel heating equipment. The heat pump installation must meet all Program requirements. Please see Section 5.6 and 5.10 of the [Program Manual](#) for additional information on IRA incentives and heat pump installations.
- The defective heating equipment must be replaced with equipment identified on the current eligible measures list.
- All no-heat projects must be submitted to the Program and approved prior to work taking place in accordance with the project submission process outlined below. This is to ensure the project meets the qualifying criteria and the household meets the three-year prior services criteria.

Project Submission Process

Tier 1 (Low-Income) Households

- Complete the online [EmPower+ Application](#) and upload required documentation. Note the application #.
- Submit a Case to notify Program of No Heat Emergency.
 1. Email support.residential@nyserda.ny.gov, use subject: **No Heat – Application #**
 2. The Program will prioritize reviewing the project.



Revision History

December 2025- Updated Tier 1 Application process to include OTDA HERR

February 2026- Added Language for NFG customer to apply to OTDA only if denied through NFG first