

# Home Modernization Program Update

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EmPower +  
Virtual Energy Assessments (VEA)  
Comfort Home

March 6, 2026

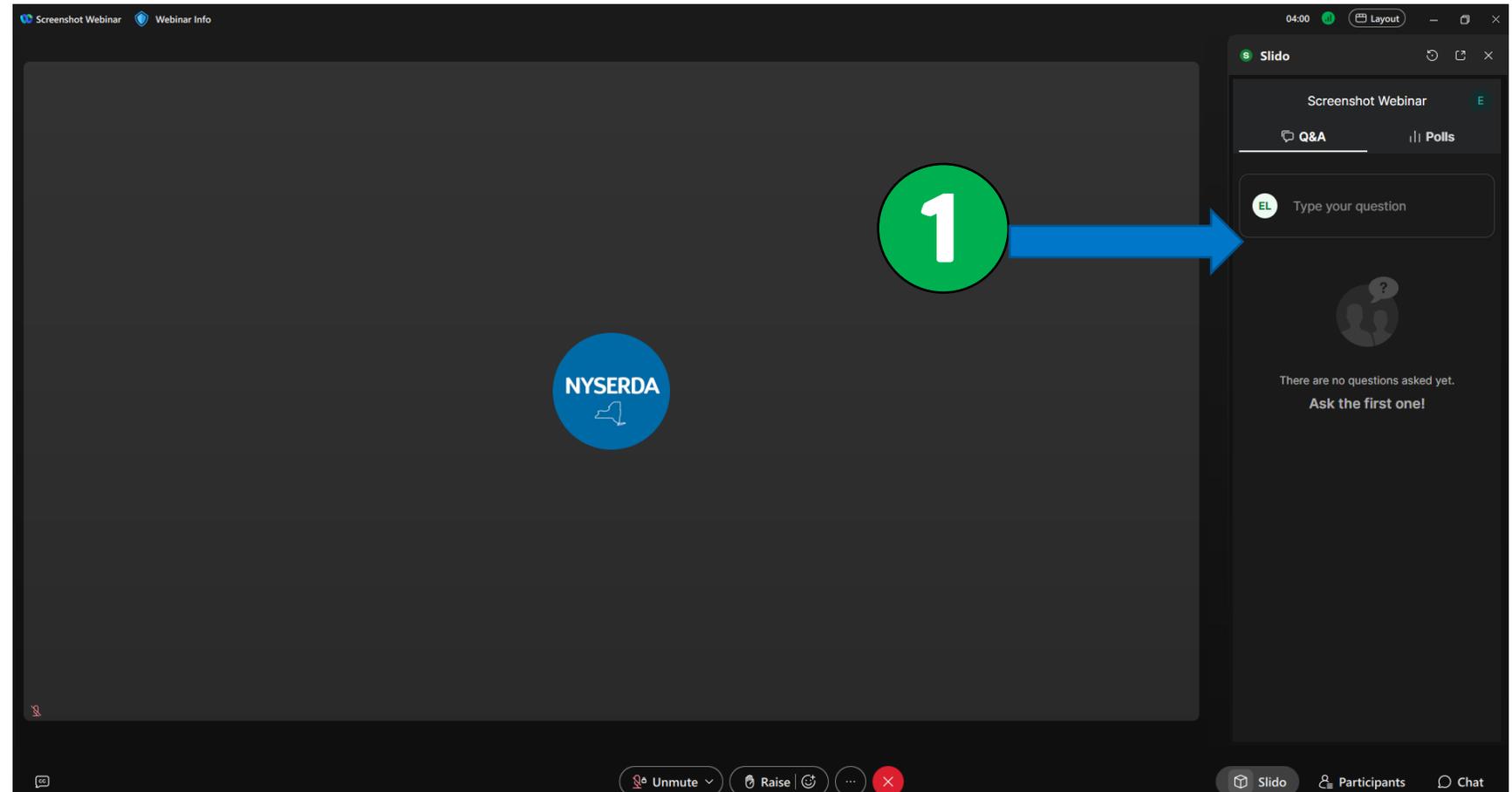


**NYSERDA**  
New York State Energy Research  
and Development Authority

# Options for Q&A During Today's Webinar - Text

## OPTION 1 - TEXT

- Locate **s slido** panel in the right portion of your webinar panel.
- Type your question as prompted into the text field and click "send."



# Format of Q&A During Today's Webinar

## Topic: [Type your question]

- > Please list your topic first followed by a colon sign.
- > Type your question pertaining to the topic after the colon sign.
- > This will allow the Host to align the questions with the topic being presented.
- > ***Please note that specific inquiries and topics not covered during today's agenda, i.e., enrollment number or client name can be addressed through the standard customer or contractor support options (Slide 4).***



Comfort Home: will the deadline for the new incentives be extended?

from Uthman Aziz to everyone: 1:24 PM



EmPower+: How will new applications be processed after MyEnergy roll out?

from Uthman Aziz to everyone: 1:28 PM



NYHEP: How do we confirm if a customer is getting OTDA funding or IRA funding?

from Uthman Aziz to everyone: 1:34 PM



REA: How will the new testing requirements be implemented?

from Uthman Aziz to everyone: 1:35 PM

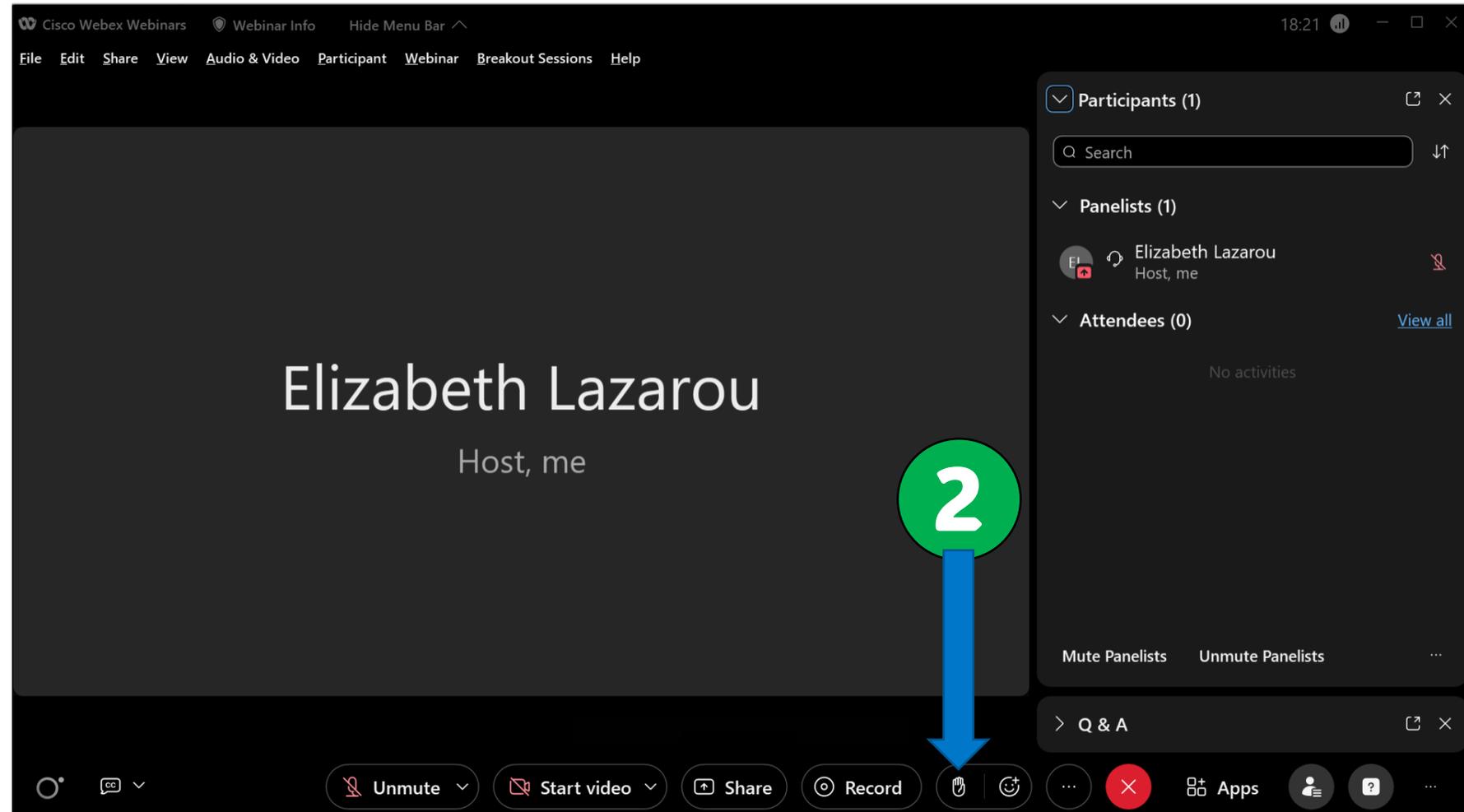


GJGNY:

# Options for Q&A during today's webinar Mic/Phone

## OPTION 2 - MIC/PHONE

- > Locate the “raise hand” icon in the toolbar at the bottom of your screen.
- > Click on the raise hand icon to let the host know you have a question.
- > The Host will indicate when you have been sent a request to unmute. Click on the unmute request to ask your question verbally.



# Support questions should be directed to:

*Please send your email to only **ONE** of the email addresses listed below, using both causes duplicative work for the implementation teams.*

## Customer Engagement and Enrollment Contractor

- Implementor: TRC
- 1-866-NYSERDA
- 1-877-NYSMART (Customer Support)
- [info.residential@nyserda.ny.gov](mailto:info.residential@nyserda.ny.gov)
- Call-center support for customers to answer questions about program offerings and assist with customer enrollment and applications to EmPower+. Process customer applications for EmPower+ and provide income verification services for program incentives.

## Program Operations and Technical Support

- Implementor: CLEARResult
- 1-800-284-9069, calls will be routed to person best able to assist
- [support.residential@nyserda.ny.gov](mailto:support.residential@nyserda.ny.gov)
- Customer support once an application has been approved as well as programmatic and technical support for contractors in the EmPower+ and Residential Energy Assessment and Comfort Home programs.

### TRC



### CLEARResult



# Today's Agenda:

## Comfort Home

A Helpful Note  
Air Infiltration Targets  
Updated Program Manual

## EmPower+

Review of EmPower+ Program Changes Overview  
Frequently Asked Questions Review

## Reminders

BPA Conference  
Clean Energy Hub Coordination  
EmPower+ Clean Heat



**NEW  
YORK  
STATE**

**NYSERDA**  
New York State Energy Research  
and Development Authority

**Comfort Home**

**SUGGESTION: USE A NOTE TO DESCRIBE PROJECT CONDITIONS AND SCOPE**

**A best practice that some contractors have adopted is proactively entering a note that in just a few sentences explains in plain English what's happening in the home.**

**This note can help the reviewers easily understand the project and can significantly help when troubleshooting is needed.**

**Attic is fully insulated and air sealed. Proposing to spray foam basement rim joist with 2" CCF (R-14). Submitting for package A, \$2,500 incentive.**

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**Attic flat is fully insulated with R-49 of cellulose insulation. Proposing to spray foam basement rim joist with 2" CCF (R-14). Proposing to dense pack all exterior walls with 4" of cellulose (R-14). Submitting for package B, \$3,000 incentive.**

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**We will be removing the existing blown in FG insulation. Flash coat the attic floor with 1" closed cell foam and add 15" cellulose to attic for total R-60+. Spray foam the rim joist. Eligible for package A incentive \$2,500.**

## **Comfort Home will adopt an air infiltration target of 10 Air Changes per Hour at 50 Pascals (ACH50) or lower for 1-4 family homes.**

After running thousands of models and evaluating over 60,000 projects in all climate zones of New York, these air infiltration targets were determined to provide the best balance between installation costs, operating costs, and achievability with New York's housing stock.

At the conclusion of a Comfort Home project, the Participating Contractor must verify the home's infiltration performance. If the contractor cannot perform a blower door test, the reason must be documented with uploaded geo-tagged photos and NYHEP must be used to estimate the air leakage.

If the target is not achieved, a note must be added in NYHEP with details.

**\*\*ACH Target Note**

House has board sheathing, all exterior walls insulated to capacity

**An updated Program Manual  
will be published on March 18.**

## Comfort Home Pilot Program

**Program Manual**

October 2025



**Section 4.2 (Envelope/Load  
Reduction Requirements)  
updated to add infiltration  
specifications**

**Air Seal**

Seal air leakage paths and measure the final air leakage rate (CFM50) using a blower door test with a target of 10 ACH50 or less for 1-4 family homes

## **Section 4.4 (Photo Requirements) added.**

**No new requirements were introduced. This section documents requirements introduced with previous program announcements.**

Complete geo-tagged before and after photos are not required for most Comfort Home projects. Geo-tagged photos are required in these circumstances:

- Multi-unit building: Photos of exterior and any other areas that show multi-unit features (basement with two boilers, for instance).
- Insulating walls in the attic for Package B: Before and after photos of the attic walls. This applies to applicable stairwell walls, knee walls, dormer cheek walls, and gable end walls.
- Dense packing above-grade exterior walls: Dense packaging of wall cavities or ceiling slopes where the proposed cavity includes pre-existing insulation must include photos of the before and after conditions.
- Reason for no blower door test
- Mechanical ventilation: Photos of the device and control(s)

**Section 5.1.1 (Eligibility) clarified, option for former income-eligible customers to participate in Comfort Home added.**

A customer who had work completed through EmPower+, EmPower, or Assisted Home Performance with ENERGY STAR® (AHPwES) and is no longer income-eligible for EmPower+ may participate in Comfort Home.

The Comfort Home project would be eligible for:

- \$2,000 if more than one year has passed since any prior NYSERDA-funded residential energy efficiency work
- \$1,000 if less than one year has passed since any prior NYSERDA-funded residential energy efficiency work.

**The Attic Insulation item on the Comfort Home QA Inspection Checklist has been updated.**

**The edits are bringing the checklist into alignment with our updated attic insulation in the Program Manual:**

“R-40 overall effective” instead of “R-49”. If there are areas that can’t be treated to R-40 (like the eaves, hatch, area around HVAC equipment), then the rest of the attic needs to be improved to higher than R-40 so that the overall average effective R-value for the attic is R-40.

**Additionally, the prior attic insulation language didn’t address the quantity installed for loose fill or square footage area to be treated. The new language holds the contractor accountable for installing the quantity or improving the sf area noted in the contract.**

**Pause for Questions**

**EmPower+**

**Program Changes Winter 2026**

**Due to changes required by the EEBE order and to the Technical Resource Manual, EmPower+ will be making to following measure changes in April 2026.**

Measure	Change
Air Purifiers	Moved to H&S with no savings
Dehumidifier	Moved to H&S with no savings
Indirect Water Heater	Removed from NYHEP
Air Conditioner- Central	Loan only
Air conditioner- Room	Loan Only
Programable Thermostat	Loan Only

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## Tranche 1: Early 2026

1. Contractor Application Submissions
2. Low Income Eligibility Changes (greater of AMI or SMI)
3. Reinstate the 50% project incentive cap for moderate Income
4. Increase project incentive caps for Upstate and Downstate
5. Changes to light bulb eligibility
6. Heat Pump Water Heater incentive changes
7. Update insulation requirements for Heat Pump projects
8. Update project photo requirements

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## Tranche 2: Q3 2026

1. Introduce Pre-weatherization Health and Safety enhanced incentive
2. Introduce Regional Plans to increase uptake in under-served regions
3. Public Facing Dashboards

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## Tranche 3: 2027

1. Deploy new project management system (to replace NYHEP)
2. Introduce a Renter Offer
3. Direct install changes

## **Most asked questions:**

### **Q. Why is EmPower+ making these changes at this time?**

**A.** The Public Service Commission released the LMI Energy Efficiency/ Beneficial Electrification (EEBE) Order in May 2025 which outlines how rate payer funding will be used by NYSERDA, National Grid, and Con Ed to manage single and multifamily energy efficiency programs from 2026 through 2030. As the funding provided by this order is deployed, the programs must make changes to align with the order. These changes can be found in the LMI Implementation Plan.

### **Q. When will these changes go into effect?**

**A.** These changes will go into effect for projects that do not have submitted work scopes by March 17, 2026. NYHEP will be updated on that date and the changes will take effect on March 18, 2026.

# **Customer Profiles and Program Budget Management**

## Starting on March 18, 2026 participating contractors will be able to submit applications for customers who have categorical income verification.

- Contractors will have access to MyEnergy for the purpose of submitting and monitoring these applications.
- Contractors will also be able to see the applications of customers who have listed the contractor as the contractor of choice on their applications.
- Training in MyEnergy for contractors will take place:
  - [Session 1](#) - February 25th - 12-1 PM
  - [Session 2](#) - March 11th - 12-1 PM
  - [Session 3](#) - March 18th - 12-1 PM
  - [Session 4](#) - March 25th - 12-1 PM

### Categorical eligible types:

- HEAP (Home Energy Assistance Program)
- SNAP (Supplemental Nutrition Assistance Program/Food Stamps)/SNAP NYC
- SSI (Supplemental Security Income)- (this is different from Social Security Retirement or Disability benefits which are used as income sources for Standard Eligibility)
- TANF (Temporary Assistance for Needy Families)
- Weatherization Assistance Program
- Public Assistance

## Most asked questions:

**Q. Will contractors submitting applications for categorically eligible customers need to indicate how they qualified the customer?**

**A.** Yes, contractors who are using categorical income verification when assisting a customer with an application will need to submit a valid award letter at the time of application that complies with program standards to income qualify the customer.

**Q. Why are contractors limited to submitting for categorical customers only?**

**A.** The program needs to maintain a consistent level of program participation to stay within its defined budgets. Limiting contractor applications to categorical customers helps the program maintain consistent participation while allowing contractors to assist some customers with their applications.

## Most asked questions:

**Q. Can you explain more about pipeline management? Will EmPower+ Contractors be capped on how many customers they can submit?**

**A.** The EEBE Order calls on the EmPower+ program to focus on certain customer types. In order to maintain a steady project pipeline, applications from these types will be given preference during times of increased application submissions:

- Referrals from utilities of customers participating in Energy Assistance Programs.
- Customers in geo-graphic DACs
- Customers with high energy cost burden.
- Customers in areas that have been historically underserved by the program (Capital District, Hudson Valley, New York City, North Country)

# Low-Income Eligibility Changes

**Historically, EmPower+ has used 60% of State Median Income to determine income eligibility for low-income customers. The EEBE order requires EmPower+ to use 60% Area Median income or State Median Income, whichever is greater.**

- The EmPower+ program will update the income qualification tables with these new numbers by March 5, 2026.
- TRC will start using the updated tables for qualification on March 18, 2026.
- If a customer who has previously applied and was classified as moderate income is now eligible as low income, their contractor can request that TRC rereview the application. If they now qualify as low-income, a new project will need to be created in NYHEP when the application is revised.

# Project Level Incentive Cap Updates

## PROJECT LEVEL INCENTIVE CAP UPDATES

- On March 18, 2026, the EmPower+ program will update the incentive rates for all projects submitted to the program that do not yet have a submitted work scope.
- The moderate-income incentive will cover 50% of the project cost up to the incentive cap.

	<b>Downstate LI</b>	<b>Downstate MI</b>	<b>Upstate LI</b>	<b>Upstate MI</b>	<b>Long Island LI</b>	<b>Long Island MI</b>
First unit	\$14,000	\$7,000	\$12,000	\$6,000	TBD	TBD
Unit 2-4 ea.	\$7,000	\$3,500	\$6,000	\$3,000	TBD	TBD

**For moderate income customers, EmPower+ will provide 50% of the cost of eligible measures up to the incentive cap. Incentive cap change from \$5,000 to: \$6,000 for Upstate customers and \$7,000 for Downstate customers**

- IRA funds will be layered on top of this amount of funding.

For example: The only eligible measure in the project is air sealing with a cost of \$4,000.

- Total cost: \$4,000
- Base EmPower+ incentive is \$2,000 (50% of \$4,000)
- IRA incentive is \$1,600
- Total possible incentive is \$3,600.

**As part of the EmPower+ yearly cycle, the program will update utility rates and EmPower+ measure pricing during the Q1 changes to the NYHEP system.**

In response to stakeholder suggestion, EmPower+ will use the customers address rather than the contractors address to determine if a project is eligible for Upstate or Downstate pricing.

## Most asked questions:

**Q. Why is EmPower+ going back to 50% incentive for moderate income?**

**A.** The NYSERDA plan for the EEBE order was originally written when the 50% incentive was still in place for moderate-income households and the Order has instructed NYSERDA to reinstate the customer cost share.

**Q. Is the 50% cost share requirement incentive cap just for moderate-income households?**

**A.** Yes, that is correct. A 50% project cost share is only for moderate-income households. The low-income incentive covers 100% of the project cost up to the program incentive level cap.

## Most asked questions:

**Q. For projects that have already been approved: Can these be rolled back in NYHEP for the increased incentive after March 18, 2026?**

**A.** No. The incentive is based on the first date an enrollment is submitted to the NYHEP Workscope Review step. If the project is submitted prior to that date, NYHEP does not have a way to automatically apply those new incentives.

**Q. To clarify, the 50% cost share requirement for moderate-income customers is for workscopes not approved prior to the March 18, 2026, cut off? Will applications approved between now and then still have the 100% incentive rate up to the program cap?**

**A.** An enrollment's first workscope **submission** date to the NYHEP Workscope Review step is used for this determination. If an enrollment workscope is submitted in NYHEP prior to the March 18, 2026 submission deadline, then it will fall under current rules.

# Lighting Measures

The EEBE order classified light bulbs as a non-strategic measure that may continue in limited applications through 2027 and phased out afterwards.

As this is a **high cost/low savings measure with recent federal standards accelerating diminished savings opportunities**, there are limited applications where direct install lighting measures will save sufficient energy to justify the cost. Beginning March 18, 2026 eligibility for direct install lighting will be limited to:

- Replacement of existing in-service incandescent lightbulbs with LEDs, AND
- As part of a comprehensive project where lighting is under 5% of the total project cost.

# Heat Pump Water Heater Changes

## Most asked questions:

**Q. Are residents allowed to access the electric panel box incentive (\$4,000) for an HPWH + weatherization project, but not ASHP/GSHP?**

**A.** To access the panel box incentive, there needs to be some sort of electrical improvement such as the installation of a HPWH, ASHP, or GSHP.

**Q. Are there any conversations happening at NYSERDA to expand electrical panel upgrade eligibility like for Health and Safety purposes?**

**A.** Currently, funding for panel upgrades is through the IRA. We are determining if additional funding can be used for panel boxes. There will always need to be energy savings for the project with a panel box replacement.

# Heat Pump Requirements

## HEAT PUMP READY ENVELOPE REQUIREMENTS, BEGINNING Q1-2026

After running thousands of models and evaluating over 60,000 LMI projects in all climate zones of New York, the following specifications were determined to provide the best balance between installation costs, operating costs, and achievability with New York’s housing stock.

Building Assembly	Minimum Requirement	Application Notes
<b>1-4 Family Homes</b>		
Infiltration	10 ACH50 max	Contractor must verify the home is at or below this level. If the contractor cannot perform a blower door test, they must use NYHEP to estimate the air leakage.
Attic Insulation	R-40 min	Area-weighted average R-value of all horizontal attic floor areas in the home must be $\geq$ R-40. This area includes attic hatches and pull-down stairs.
Above Grade Exterior Wall Insulation	R-11 min	Fill wall cavities to capacity
Rim Joint Insulation	R-14 min	Rim joists must be sealed and insulated
Foundation Wall Insulation	R-14 min	Insulation of foundation wall to cover above grade areas and up to 2 feet below grade
<b>Manufactured Homes</b>		
Infiltration	12 ACH50 max	Contractor must verify the home is at or below this level. If the contractor cannot perform a blower door test, they must use NYHEP to estimate the air leakage.
Attic Insulation	R-19 min	Area-weighted average R value of all horizontal attic floor areas in the home must be $\geq$ R-19. This area includes attic hatches and pull-down stairs.
Above Grade Wall Insulation	R-11 min	Fill wall cavities to capacity
Belly	R-23 min	

# Updated Photo Requirements

## **In order to shorten project review times and standardize document submissions, the EmPower+ will be launching new photo templates for:**

- Assessment/Workscope Submission
- Final Project Submission

Starting March 18,2026 Contractors will be expected to use the new submission templates or use a product that can arrange photographs in the same order as the templates.

A photo reference document will also be available for each measure. This document will enable users to readily identify photo needs when proposing measures.

We do want to remind contractors that the IRA requires clear pictures of the make and models tags of the installed units. We will be reviewing these photos more closely to ensure that the information on them is legible.

NYSERDA is continuing to pursue a contract with CompanyCam to provide licenses for CompanyCam for all participating contractors.

# Reminders

# Energy Affordability Guarantee Pilot Program Update



**Department of Public Service**  
**Energy Affordability Guarantee**  
**Pilot Program**

**Customer must be fully electrified (air source heat pump and heat pump water heater) via EmPower+ Tier 1 (with projects completed after May 2023)**

**Modified EmPower+ rules for projects in CenHud, ConEd, O&R, and RG&E territories including:**

- **Homes that are served by all fuel sources including natural gas will be eligible.**
- **The maximum allowable ACH50 for homes will be increased to 10.**
- **Priority provisional approval if contractors flag the project as a candidate for the Guarantee Pilot using a reservation form.**
- **Lookback dates will be waived to allow for projects that were previously served through EmPower+ to have electrification work completed.**
- **Cost effectiveness requirements for HPWH-only projects will be waived.**

**EAG Pilot Reservation Form must be completed and submitted to Matt Houle prior to submitting the work scope.**

**Room for 1,000 total participants with a goal of >100 per utility service territory.**

Program portal launched in October

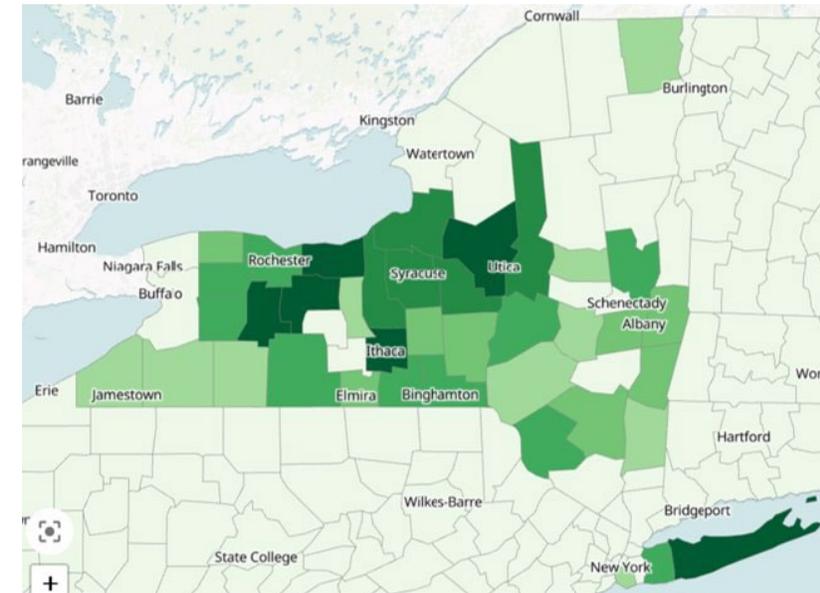
NYSERDA has commenced referrals to eligible households

Additional projects still needed in CenHud, ConEd, O&R, RG&E territories.

Anticipating flexibility with enrollment deadline until fully enrolled

Check [contractor support site](#) for talking points and handout for your use

Contractors are encouraged to talk to their previously & recently served customers who may be revisited with remaining ASHP/HPWH to become "fully-electrified" for the EAG Pilot



Geographic distribution of identified projects (Oct, 2025)

## Measure Cost Breakdown

When entering measures in NYHEP, all contractors should be splitting out the installation cost. The NYHEP field “Cost” and “Material Cost” within a measure should reflect the associate cost.

“Cost” = Full cost of installing the measure, including labor and materials

“Material Cost” = Cost of the product/unit being installed, and/or the materials required to properly install the measure.

10	^	Electrical Wiring Upgrade (KTWU)	Each	1	\$5,250.00	\$5,250.00	\$5,250.00	\$5,250.00				
<b>Is this recommended for the assessment only (no incentives or loans)?:</b>		No			<b>Is this recommended for the assessment only (no incentives or loans)?:</b>		No					
<b>Notes Description:</b>		List and explain each electrical upgrade being proposed and its relation to any existing or proposed equipment (water heaters, heating systems, ventilation fans, appliances)			<b>Notes Description:</b>		List and explain each electrical upgrade being proposed and its relation to any existing or proposed equipment (water heaters, heating systems, ventilation fans, appliances)					
<b>Notes:</b>		The floored attic has live knob and tube in it which needs to be remediated prior to any insulation work.			<b>Notes:</b>		The floored attic has live knob and tube in it which needs to be remediated prior to any insulation work.					
<b>**Cost:</b>		\$5,250.00			<b>**Cost:</b>		\$5,250.00					
<b>Material Cost:</b>		\$2,625.00			<b>Material Cost:</b>		\$2,625.00					
<b>Alternate Funding:</b>					<b>Alternate Funding:</b>							
<b>Estimated Customer Contribution:</b>		\$0.00			<b>Estimated Customer Contribution:</b>		\$0.00					

<<< Example of measure entered correctly in NYHEP

## In February, an update to Salesforce caused existing Campaign Code URLs to be changed.

- If your company is using previously generated campaign codes that **do not** begin with <https://nyserda.my.site.com>, you will need to replace them with the updated URL that is located in the 'Generate Campaign' tab in contractor user's Salesforce accounts.
- The new campaign code prompts customers to register to the MyEnergy Portal, and the contractor should be automatically populated on the application.

The screenshot shows the Salesforce interface for a contractor user. The top navigation bar includes tabs for Home, Submit a New Application, Projects, Project Invoices, Manage Users, Cases, Project Inspections, Knowledge, Dashboards, Case Tasks, and **Generate Campaign**. A green box highlights the 'Generate Campaign' tab, with a green arrow pointing to a callout box. Below the navigation bar is a 'Select Language' dropdown menu and a 'Powered by Google Translate' logo. The main content area is titled 'Existing Campaigns' and features a '+ GENERATE CAMPAIGN' button. Below this is a 'Show 10 entries' dropdown. A table displays the following data:

ID	Status	Created Date	Created By	Campaign Code	Campaign URL	Customers	Created Applications	Created Projects	Submitted	Action
P	Active	July 28, 202	Sherri Cont	f4fa453c816d4d	https://nyserda-uat.sandbo	4	3	2	1	Edit
C-		5	ractor	88	x.my.site.com/customer/ap					View
0					ex/Core_Registration_Pag					
2					e?programName=Energy_A					
2					ffordability_and_Equity_Re					
5					sidential&code=f4fa453c8					

Here you can deactivate campaigns, monitor existing campaigns, and generate new campaigns

## MyEnergy Contractor Trainings

**This training is intended for installation contractors and will provide participants with an overview of:**

- How to register and navigate MyEnergy
- The process of submitting Empower+ applications on behalf of customers
- Guidelines for which customers may qualify for Empower+ and what documents will be required.

### Upcoming Training dates:

- March 11th 12-1pm
- March 18th 12-1pm
- March 25th 12-1pm

Links to register are found on the contractor support website under Events-Training

<https://hpwescontractorsupport.com/event-category/training/>

# **Contractors should be providing customers with a copy of the signed test in form before submitting the projects for completion**

- **See new language below that has been added to the Test-In Form**

I understand that funding for this project will be approved by NYSERDA through the EmPower+ Program. The EmPower+ Program requires the completion of required paperwork as well as required testing upon project completion. I understand that EmPower+ Program funding will be withheld for this project if I fail to sign all required paperwork or if I do not allow the required testing to be completed at project completion. If EmPower+ Program funding is withheld for this project, I understand that I will be responsible for payment of the total project cost to the EmPower+ contractor.

# Building Performance Association's CEFH Upcoming Conference

**Date:** May 28th-29th, 2026

**Location:** 534 Broadway Saratoga Springs, New York, 12866

[REGISTER HERE](#)

BPA will have regional experts and practitioners lead 90-minute sessions at the event.

A Showcase of expertise and excellence within the New York's energy efficiency community.

Come and connect with peers who are shaping the future of clean energy homes in New York.

## EmPower+ and Clean Heat Rebate Reminder

Reminder for all Contractors participating in the New York Clean Heat Program that utilizes funds from both Clean Heat and EmPower+ for the same measures is against Program Guidelines.

Be sure to remind your customers not to apply for Clean Heat rebates if they are receiving EmPower+

The Clean Heat ICF team continues to review mid-stream projects to catch projects using both Program funding.

### Questions?

If there are any questions on contractor participation or project-related inquiries, please contact [nyscleanheat@icf.com](mailto:nyscleanheat@icf.com)

## CLEAN ENERGY HUB COORDINATION

- Coordinating with your Clean Energy Hub where possible, helps make your job easier!
- The Hubs have been tasked with assisting NY residents navigate this space. If you are reached out to by one of the Hubs, please be responsive.
- <https://www.nyserda.ny.gov/All-Programs/Regional-Clean-Energy-Hubs>



**Regional Clean  
Energy Hub**  
Partnering Organization

# Final Questions