

# EmPower+ Photo Template Guide

Starting March 18, 2026, Contractors are required to submit photos using the EmPower+ Photo Templates for [Assessment/Workscope Submission](#) and [Final Project Submission](#) or provide an alternative that arranges photographs in the same order. Please follow the steps in this guide to utilize the photo template.

## 1. Accessing the Photo Templates

The EmPower+ photo templates can be found on the Contractor Support Website in the Operational Forms Section of the 2023-2024 Program Manual.

**WORKSCOPE SUBMISSION**

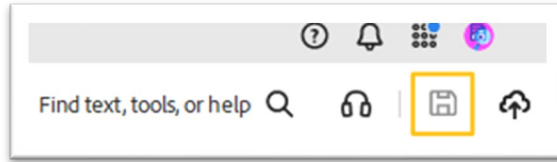
- **EmPower+ Test-In Form** – Can also be generated in NYHEP
- **Rental Property Energy Efficiency Services Agreement** – Tenant occupied enrollments; proof of ownership if switched from Audit Install
- Utility Bills (electric, natural gas) – Recent 12 months or length of time in dwelling. Required when enrollment savings over 30%
  - **Energy Usage Waiver** – actual bills preferred; waiver is acceptable for delivered fuels only
- **House Diagram** – Must include dimensions; diagram does not need to be on Program document
- **Photos – Workscope Submission Photo Template** – 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. 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.

**FINAL PROJECT SUBMISSION**

- **EmPower+ Test-Out Form** – Required if any measure other than Direct Install measures were proposed. Generated in NYHEP.
- **Signed Contract** – Required for all moderate- and low-income projects, including audit only. Signed contract needs to align with approved workscope and be signed prior to the start of work. Any workscope changes from the contract must be included in a change order. Sample contract in [Section 13.2](#).
  - Where EmPower+ funding is covering the entire cost of the project, contracts with the customer should contain the following statement: “The contract price is being paid by NYSERDA through the EmPower+ program, for and on behalf of the customer.”
  - Where EmPower+ funding is paying for a portion of the work, contract with the customer should contain the following statement: “Part of the contract price is being paid by NYSERDA through the EmPower+ program, for and on behalf of the customer.”
- **Photos – Final Project Submission Photo Template** – 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. 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.

## 2. Saving a Copy of the Photo Template

After locating the template on the Contractor Support Website, click on the blue hyperlinked text to open the template in your web browser. Save a copy of the template to your computer using the save icon at the top right of the browser window.



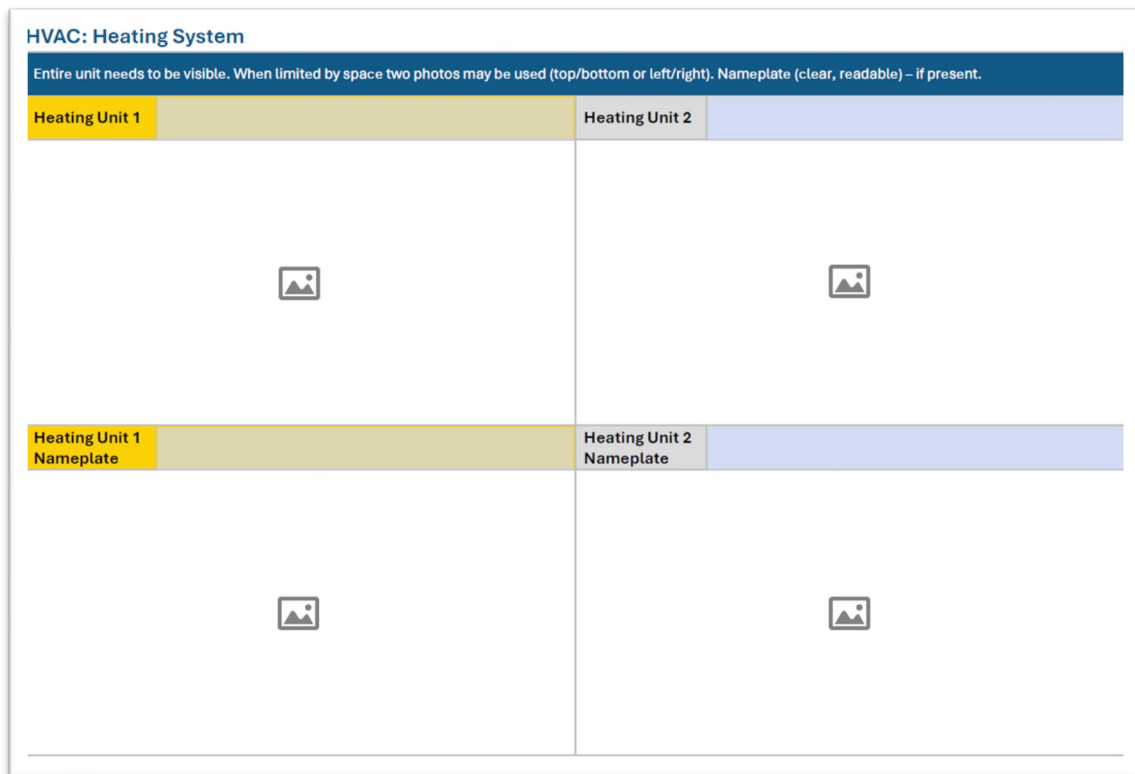
### 3. Using the Photo Template

#### 3.1 Determining the Photos Required for a Project

Open the copy of the photo template that you saved to your computer. We recommend opening it within the Adobe Acrobat application. The template is a PDF file that allows you to click areas to easily add photos and captions. The number of photos and captions you add will vary depending on the residence that you work on. Any photos that are required are highlighted in yellow, and photos that may be required are shown in gray.

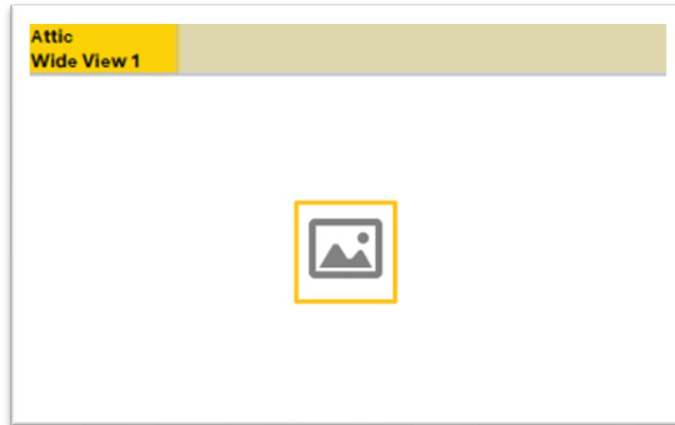


The example photo below shows that a photo is required for the primary heating unit and its nameplate. A photo of the secondary heating unit and its nameplate are only required if the residence has a secondary heating unit.

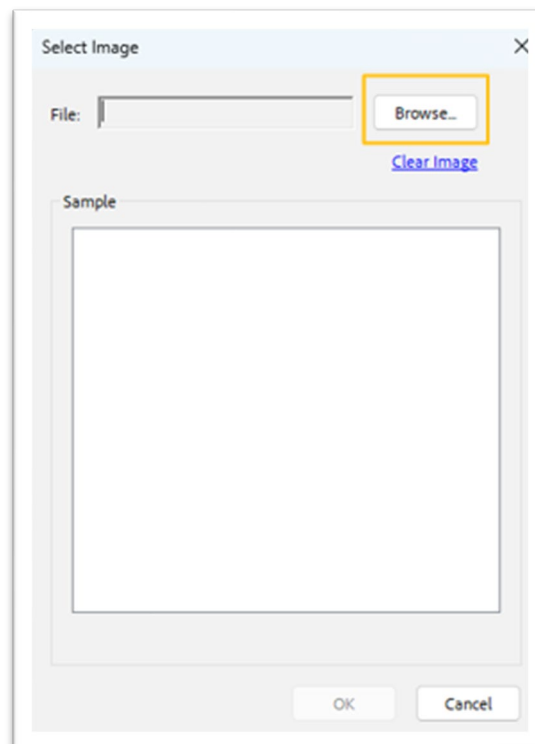


### 3.2 Uploading the Required Photos into the Template

To upload a photo to the template, click on the picture frame icon in the section that you wish to complete.

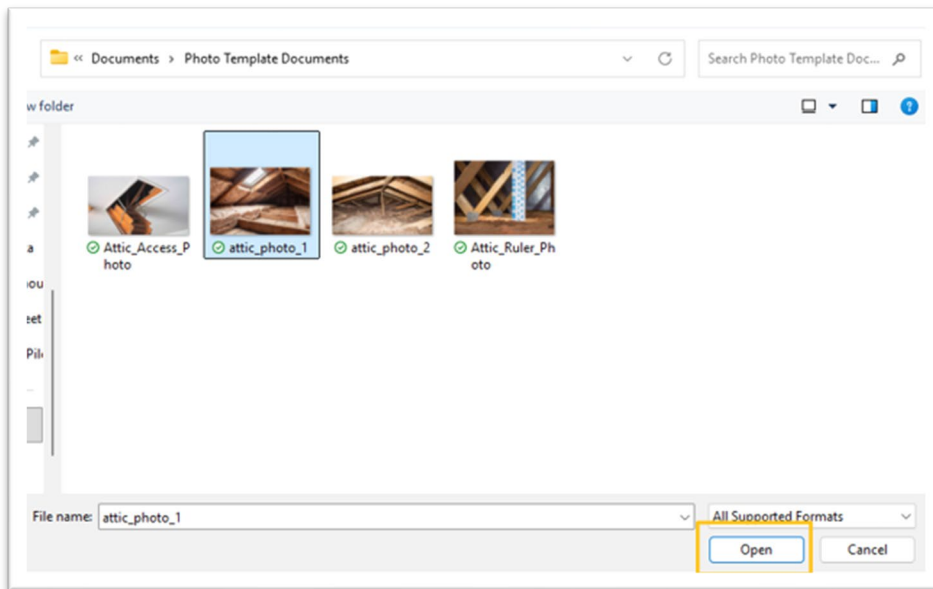


The "Select Image" box will appear. Click the "Browse..." button to find the photo that you want to upload.

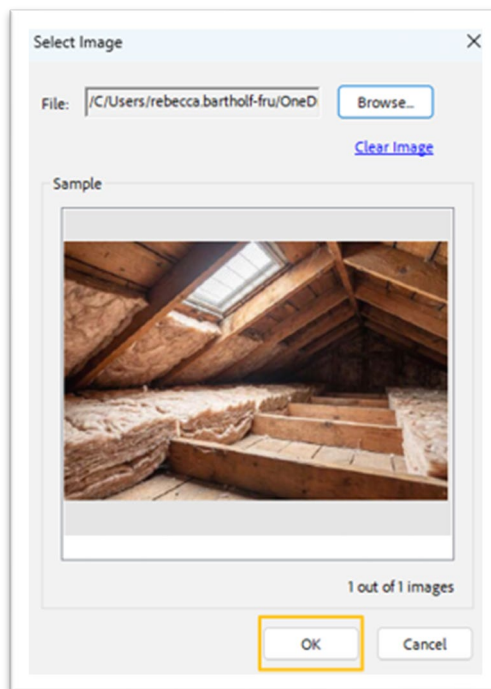


Locate the photo you wish to upload within file explorer, then select it by clicking the name of the file. If you have done so correctly, the file's name will appear in the field alongside

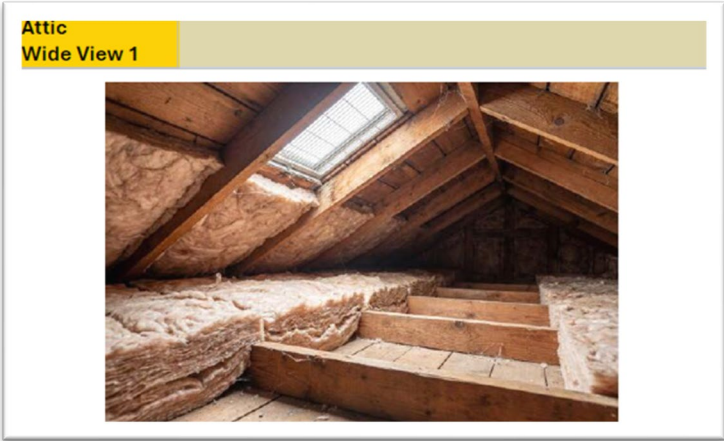
“File name:” at the bottom of the window. Next, click the “Open” button alongside the file name.



After selecting the “Open” button, the file explorer window will close. In the “Select Image” box, a preview of the selected photo will appear in the “Sample” section. Verify that the correct photo is populated. If the photo sample is incorrect, click “Clear Image,” and then find the correct photo by using the “Browse...” button. Once the image is correct, click “OK”.



The selected photograph will now populate within the selected space in the template. In the example below, we have successfully uploaded a required photograph of an attic.



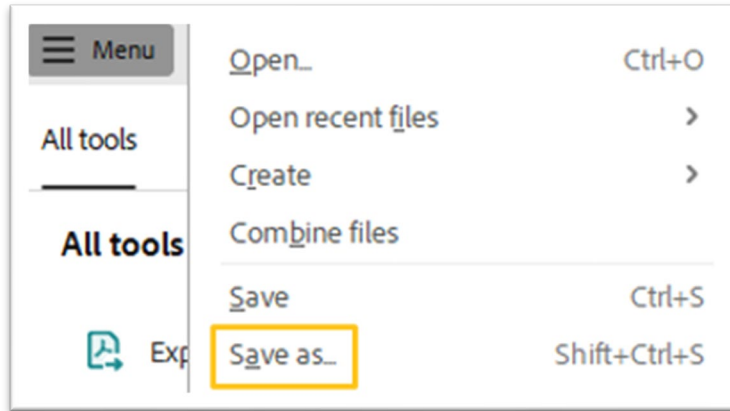
### 3.3 Adding Captions to Photos

A caption can be added to any photo using the tan or blue colored space located next to the photo description. Click the yellow or blue space and type your caption.

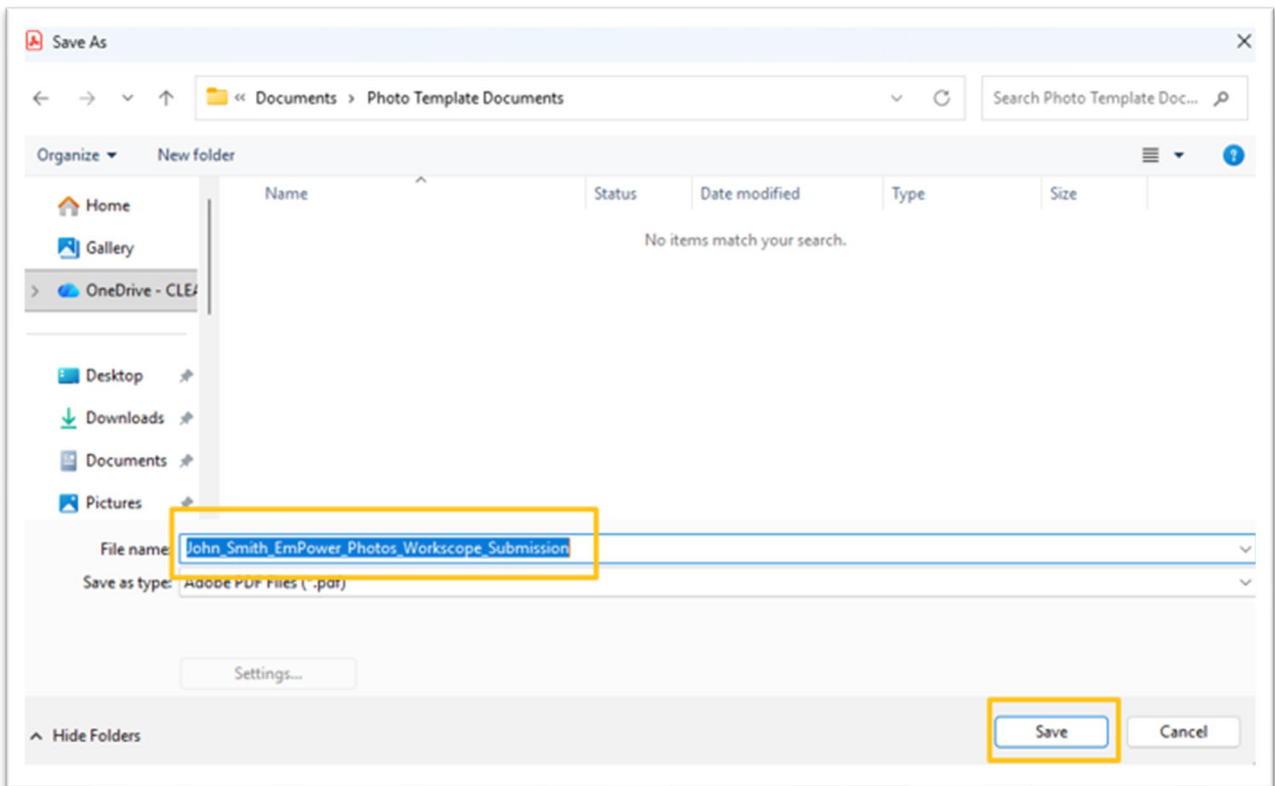


### 3.4 Saving the Photo Template

After all required photos and captions are added to the photo template, save a copy of the template to your computer by selecting “Save As...” from the upper left menu.



Choose where to save the document. Enter a file name that makes the document easily identifiable. One way to do this is to enter the customer’s name as part of the file name. After changing the file name, click “Save.”



You can now upload the photo template to the enrollment in NYHEP.

#### **4. Receiving Additional Assistance**

If you would like additional assistance with the photo templates, contact Contractor Support by any of the following methods:

- Email: [support.residential@nyserda.ny.gov](mailto:support.residential@nyserda.ny.gov)
- Call: 1-800-284-9069
- Book an appointment through the Contractor Support Online Scheduling Tool or chat with a live representative using the [Contractor Support Website](#).

Support is available from 8:30 AM until 5:00 PM Monday through Friday.