

Home Modernization Program Update

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EmPower +
Virtual Energy Assessments (VEA)
Comfort Home

April 3rd, 2026

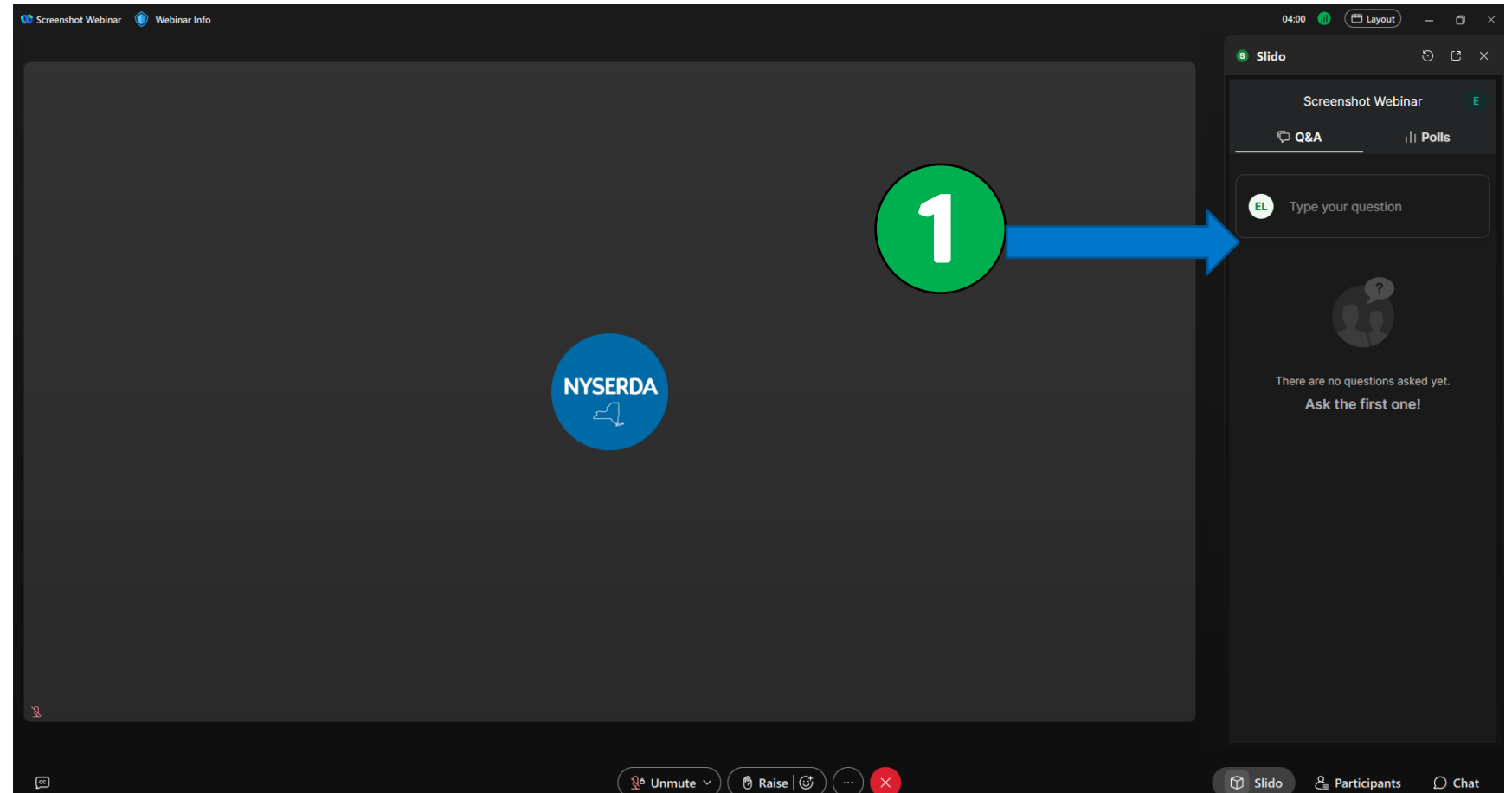


NYSERDA
New York State Energy Research
and Development Authority

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).***

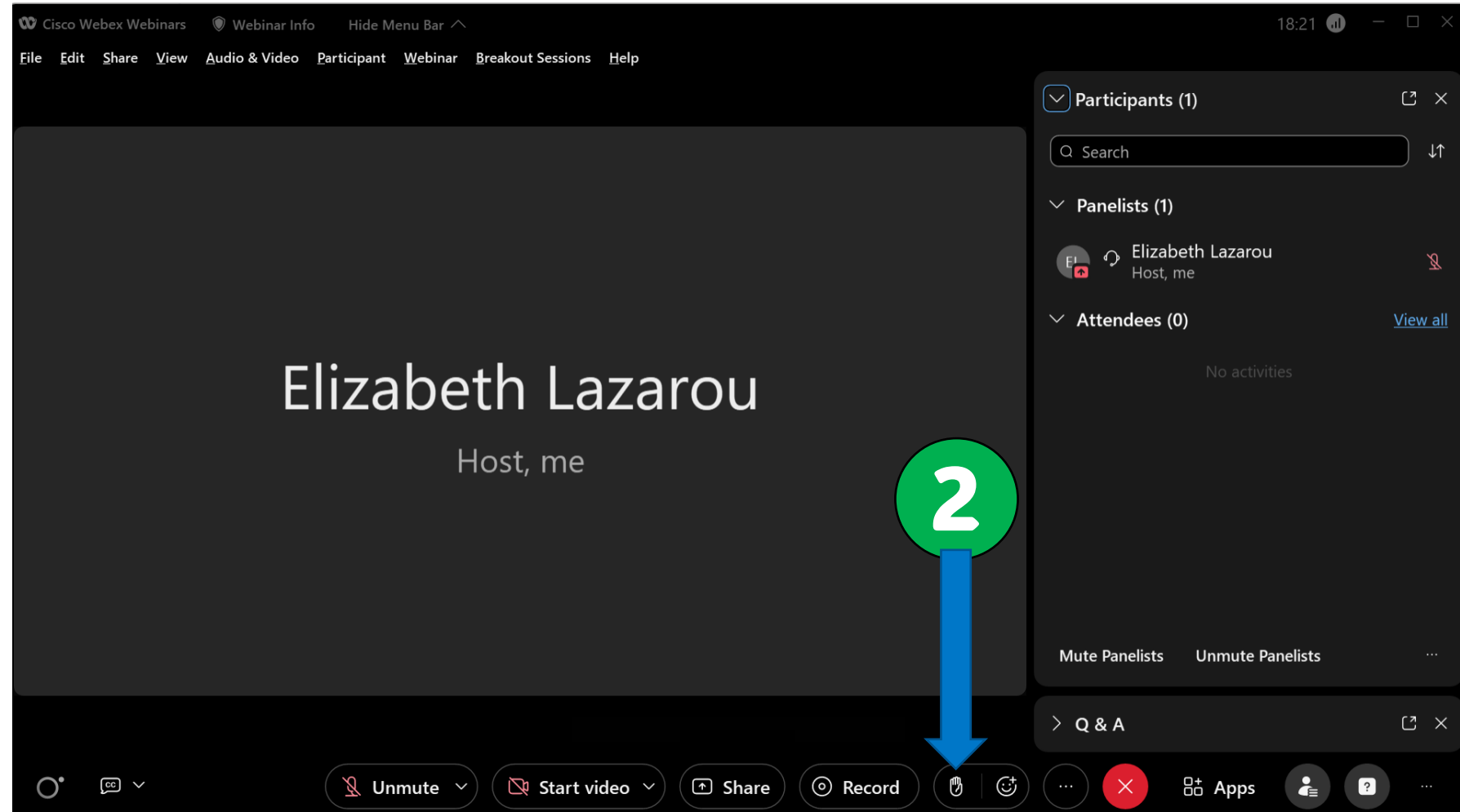
The screenshot shows a chat log with five messages. Each message is preceded by a blue arrow pointing to the word 'Topic' in the chat text. The messages are:

- Topic → Comfort Home: will the deadline for the new incentives be extended?
from Uthman Aziz to everyone: 1:24 PM
- Topic → EmPower+: How will new applications be processed after MyEnergy roll out?
from Uthman Aziz to everyone: 1:28 PM
- Topic → NYHEP: How do we confirm if a customer is getting OTDA funding or IRA funding?
from Uthman Aziz to everyone: 1:34 PM
- Topic → REA: How will the new testing requirements be implemented?
from Uthman Aziz to everyone: 1:35 PM
- Topic → 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
- 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
- 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

Updated Utility Release Form
New Notification Added
Program Manager Update

EmPower+

Measure Changes
Photo Template Guide
Contractor Service Territory Reviews
MyEnergy Contractor Training Series
Program Manual Navigation

Important Reminders

Building Performance Association

Nate Natale



NYSEERDA
New York State Energy Research
and Development Authority

Comfort Home

Updated Utility Release Form

**Available for download
from Contractor
Support site**

<https://hpwescontractorsupport.com>

Comfort Home has released the March 2026 version of the Utility Release Form, which updates the designation for account and POD numbers.

The change aligns the form with the NYHEP changes made in late 2025 where the same fields are required.

Account numbers are always required and POD numbers are also required when the customer's electric provider is NYSEG, RG&E, or Central Hudson.

The new form can be identified with a version date of "3/2026" in the footer at the bottom of page 2.

Contractors should use the new form for customer signatures going forward.

Customers who already signed the old form do not need to sign the new form.

On Hold

**Notification
added to
NYHEP for
Comfort Home**

Following several requests from contractors, a new email notification has been added to NYHEP.

When an enrollment is placed **On Hold, the contractor will receive an automated email message from NYHEP.**

Project Manager Update

Keith Bohling is moving to a new role at NYSERDA.

Starting April 9, 2026, Steve Wagner will be managing Comfort Home.

Please continue to use CLEAResult as your primary contact for support.

- **support.residential@nyserda.ny.gov**
- **(800) 284 – 9069**

If you need additional assistance, please reach out to Steve at steven.wagner@nyserda.ny.gov

Pause for Questions

EmPower+

Measure Changes

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

Photo Template Guide

As of March 18, 2026, Contractors are required to submit photos using either the *Assessment/Workscope Submission* and *Final Project Submission* EmPower+ Photo Templates or provide an alternative that arranges photographs in the same order. The **Photo Template Guide** was developed to help navigate the requirement. Sections include:

- Accessing the Photo Templates
- Saving a Copy of the Photo Template
- Using the Photo Template
 - Determining the Photos Required for a Project
 - Uploading the Required Photos into the Template
 - Adding Captions to Photos
 - Saving the Photo Template
- Receiving Additional Assistance

Contractors are encouraged to regularly check the Contractor Support site for updates. Feedback provided is being incorporated into the template.

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 NHERP
- **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 file requires clear pictures of the make and model 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 NHERP
- **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 13.3.
 - 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 NYSEERDA 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 NYSEERDA 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 file requires clear pictures of the make and model 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.

Contractor Service Territory Reviews and Outreach

A review of production by service territories was conducted to determine if contractors had counties within their service territory with no production.

- This review was based on production data over the past two years from the EmPower+, Residential Energy Assessment and Comfort Home Programs.

Throughout April, outreach will be conducted to the identified contractors requesting action plans that outline how work will be completed for customers in counties that are in their service territories but have no production.

- Contractors will have 10 business days to respond.
- If no response is provided the contractor's service territory will be reduced to counties where they have completed projects.

NYSERDA expects contractors to accept enrollments assigned in their service territory and to offer those customers with eligible energy saving measures. If an enrollment needs to be declined, a note is required to be included explaining why it was declined.

- Repeated enrollment rejections may lead to service territory reductions.

MyEnergy Contractor Training Series

Four training sessions were held between February and March, with the last training occurring on March 25th. Each session provided an overview of navigating MyEnergy, submitting an EmPower+ application on behalf of a customer, and providing the required documentation for review.

Where can I review the content if I was not able to attend?

The [slide deck](#) and [recording](#) are available on the Contractor Support Website in the Webinars section. To access them, hover over “Program Resources” in the header row and select the “Webinars” tab from the dropdown menu.

If you are experiencing issues or need assistance with MyEnergy:

- Contact us at 866-NYSERDA.
- EmPower+ Support: info.residential@nyserda.ny.gov.
- AUP Support: AUP@nyserda.ny.gov

Tips and Tricks: Navigating the 2026 EmPower+ Program Manual

The 2026 EmPower+ Program Manual was released on March 18 as a single PDF. It was designed to be easily searched and to meet ADA requirements.

A. Viewing in Browser (i.e., Chrome, Edge)

- Click the Menu icon to Toggle sidebar view.
- Click on Document outline icon to view sections.

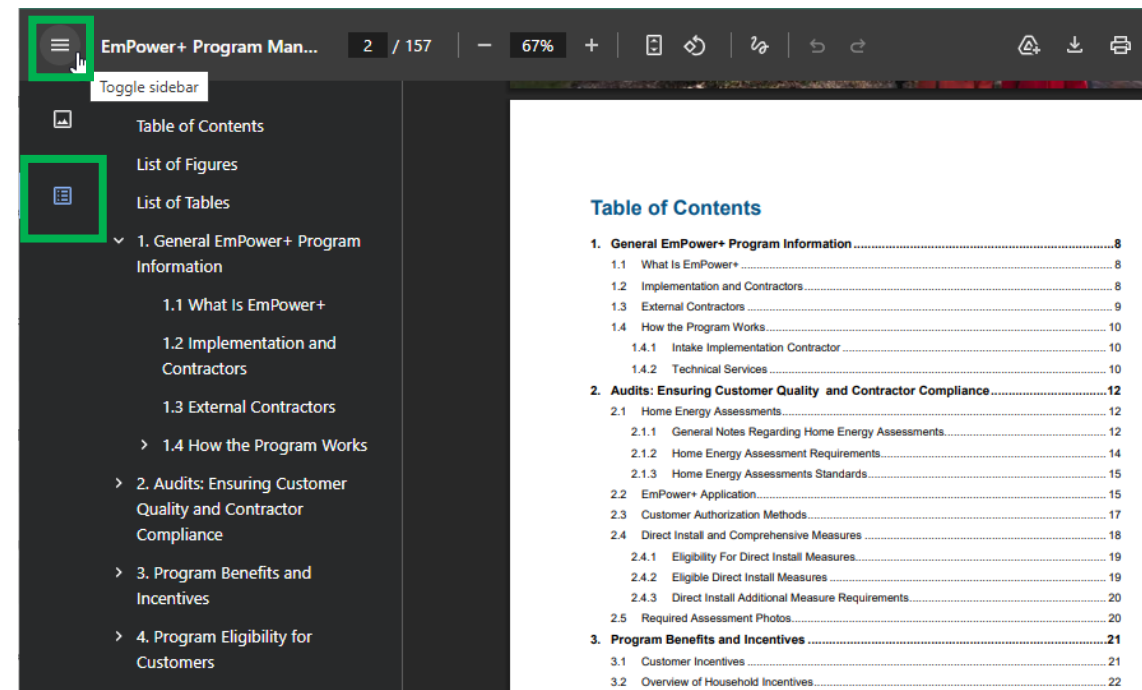
B. Viewing in Adobe Reader

- Click the Bookmark icon to view sections.
- Click the section text to navigate there.

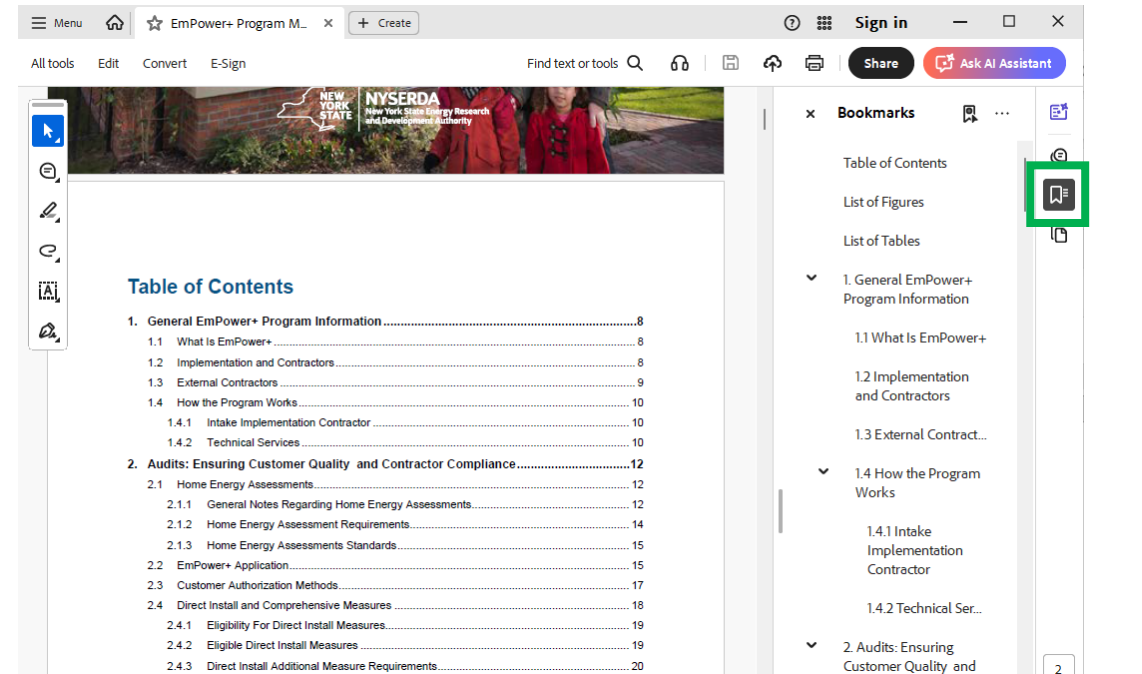
Searching PDF (Browser or Adobe Reader)

- Click into the PDF; use Ctrl + F to open the search box.

A.



B.



Reminders

Unresponsive Customer Outreach

Outreach Letter

CLEAResult can send a notice letter to unresponsive customers requesting document signatures, etc. Further details are available in the the [recording or slides](#) from the December 5, 2025, Contractor Webinar.

REMINDER: A copy of the signed contract between the contractor and the customer is required to be submitted before a letter can be issued.

Permit Requirement

Effective November 1, 2025, contractors needed to provide proof that they obtained the required permits/inspections for all projects at Final Project Submission.

Permits = If the AHJ (Authority Having Jurisdiction) requires a permit to be pulled for the work to be installed, EmPower+ requires that the permit be uploaded at Final Project Submission. Since installation occurs after the permit is issued, the permit would be available and that is why it is expected to be submitted at Final Project Submission.

Inspection = If an inspection is needed to close the permit, but that inspection date is in the future, a note is an acceptable placeholder. The expectation is that the completed inspection approval is uploaded to the closed project.

The program is firm on the permit needing to be uploaded at Final Project Submission. This means that contractors should delay installation until the permit has been approved, so that upon completion of the project the payment will not be delayed.

The Participation Agreement that all contractors have signed to participate in NYSERDA Home Modernization programs requires contractors to follow all requirements of the local code office at all times, regardless of the dates required for permit uploads to NYHEP.

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

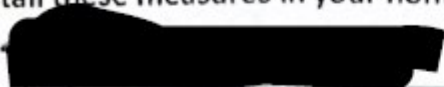
- **See new language below that has been added to the Test-In Form**

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.

Customer Signature on Test Out Form:

Customer Affirmation – read and sign before work begins.

Participating in the EmPower+ Program is an important step to reducing your energy costs and creating a healthier, more comfortable home. Your contractor has submitted a work scope to NYSERDA, and the measures have been approved for installation in your home. By signing below, you are giving consent to install these measures in your home.



Homeowner

12/26/25

Date

Tenant on Application

Date

Tenant on Application

Date

(If additional tenants live in the building, use additional forms. All tenants must sign this form.)

Customer

Date

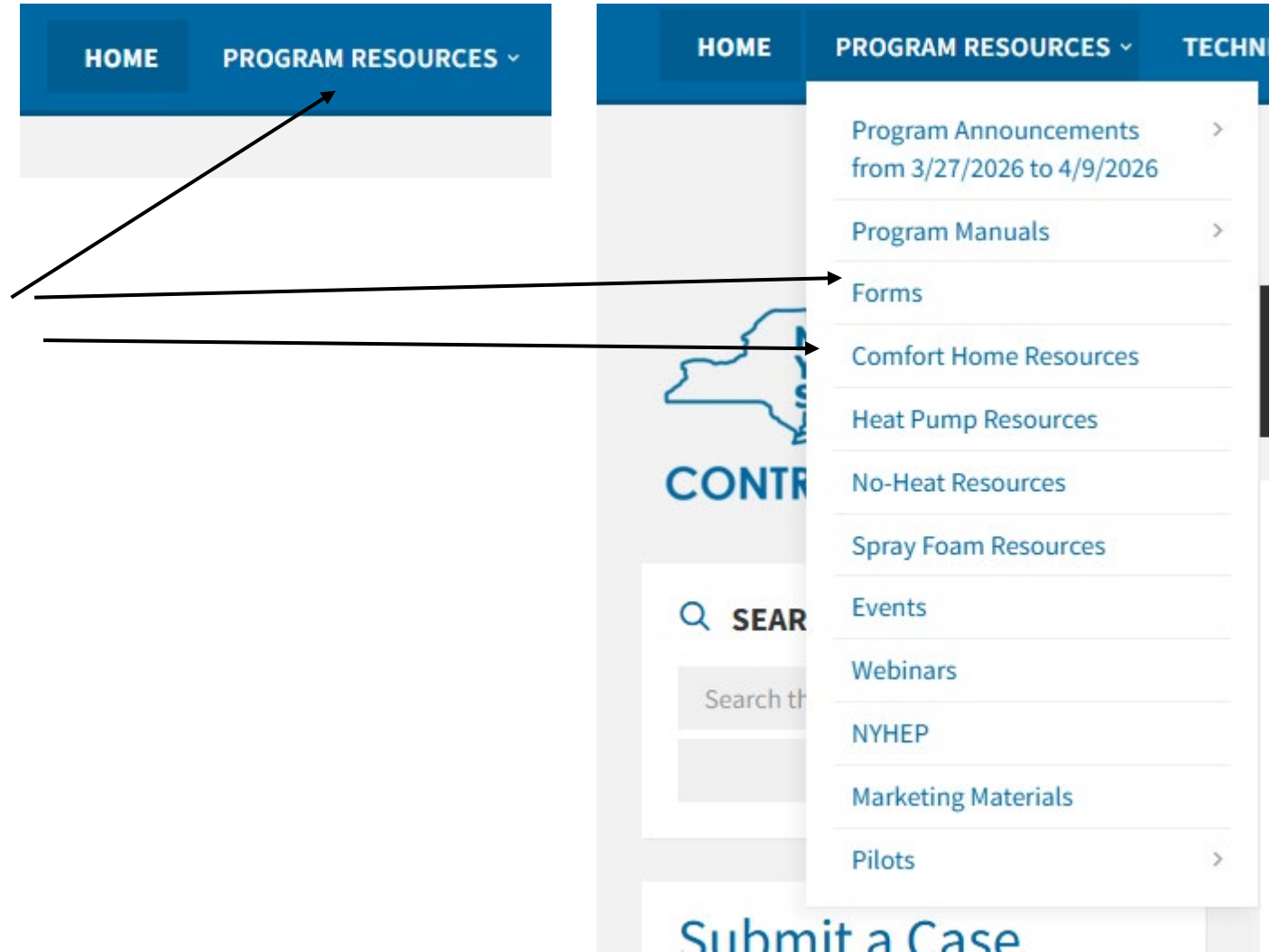
The purpose of this first section on the Test Out Form is for the customer to sign before work starts, acknowledging that they understand the work that the contractor will perform.

This section should not be given to the customer to sign at the completion of work.

Once work has been completed, the below section is then signed by the customer. See second slide...

Always use the most recent versions of forms:

Participating Contractors and Hubs should be sure to always use the most up to date Program forms and documents. To do that, navigate to the [Contractor support site](#) and click on "Program Resources" at the top of the page. In the drop down menu select forms for EmPower+ or select "Comfort Home Resources" for the most recent Comfort Home forms.



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

Building Performance Association

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.