

Home Modernization Program Update

Scott Oliver, Associate Director

David Friello, Program Manager

Erik Gilbert, Senior Project Manager

Steve Wagner, Senior Project Manager

EmPower +
Virtual Energy Assessments (VEA)
Comfort Home

May 1st, 2026

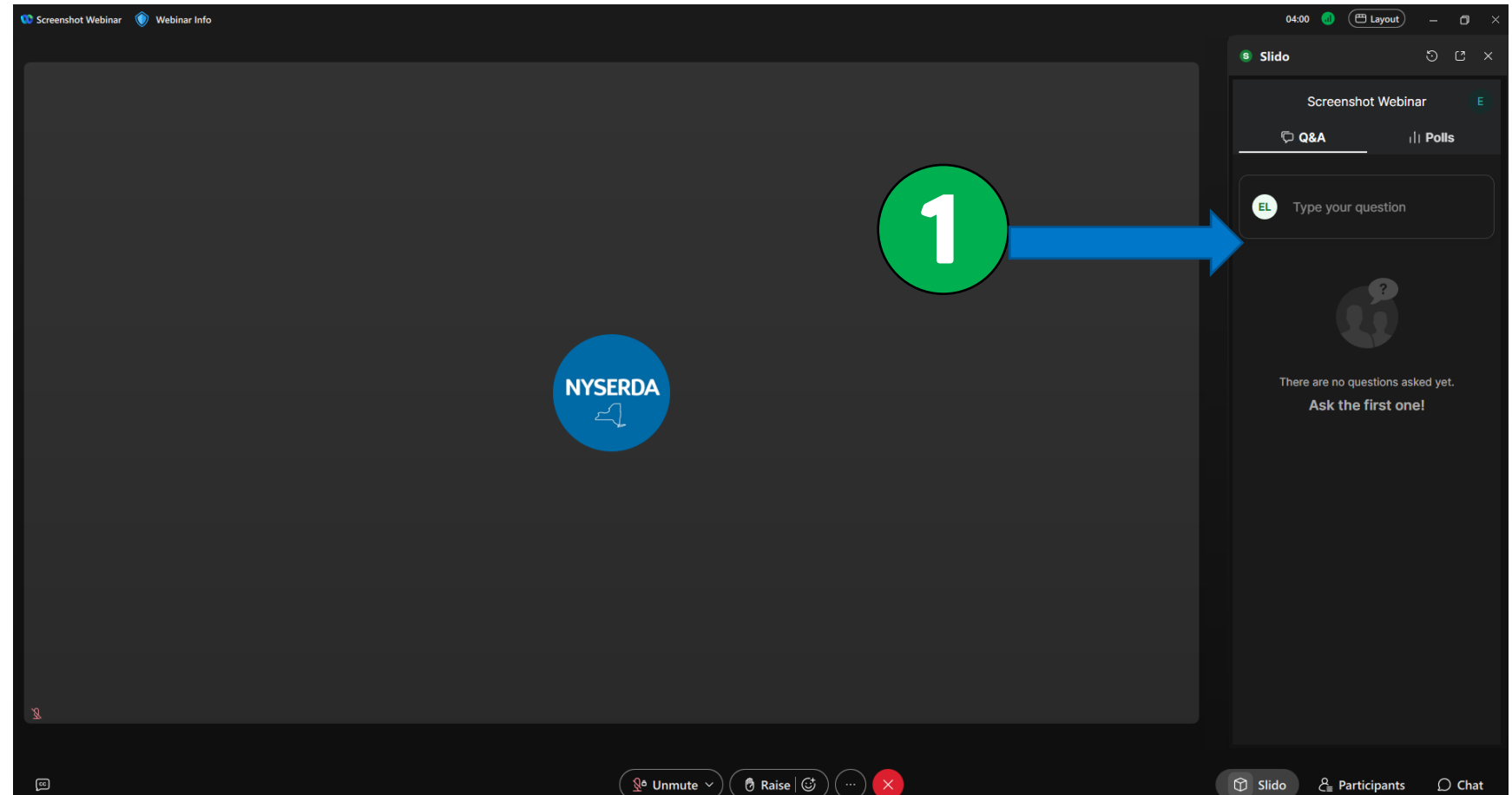


NYSERDA
New York State Energy Research
and Development Authority

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).***

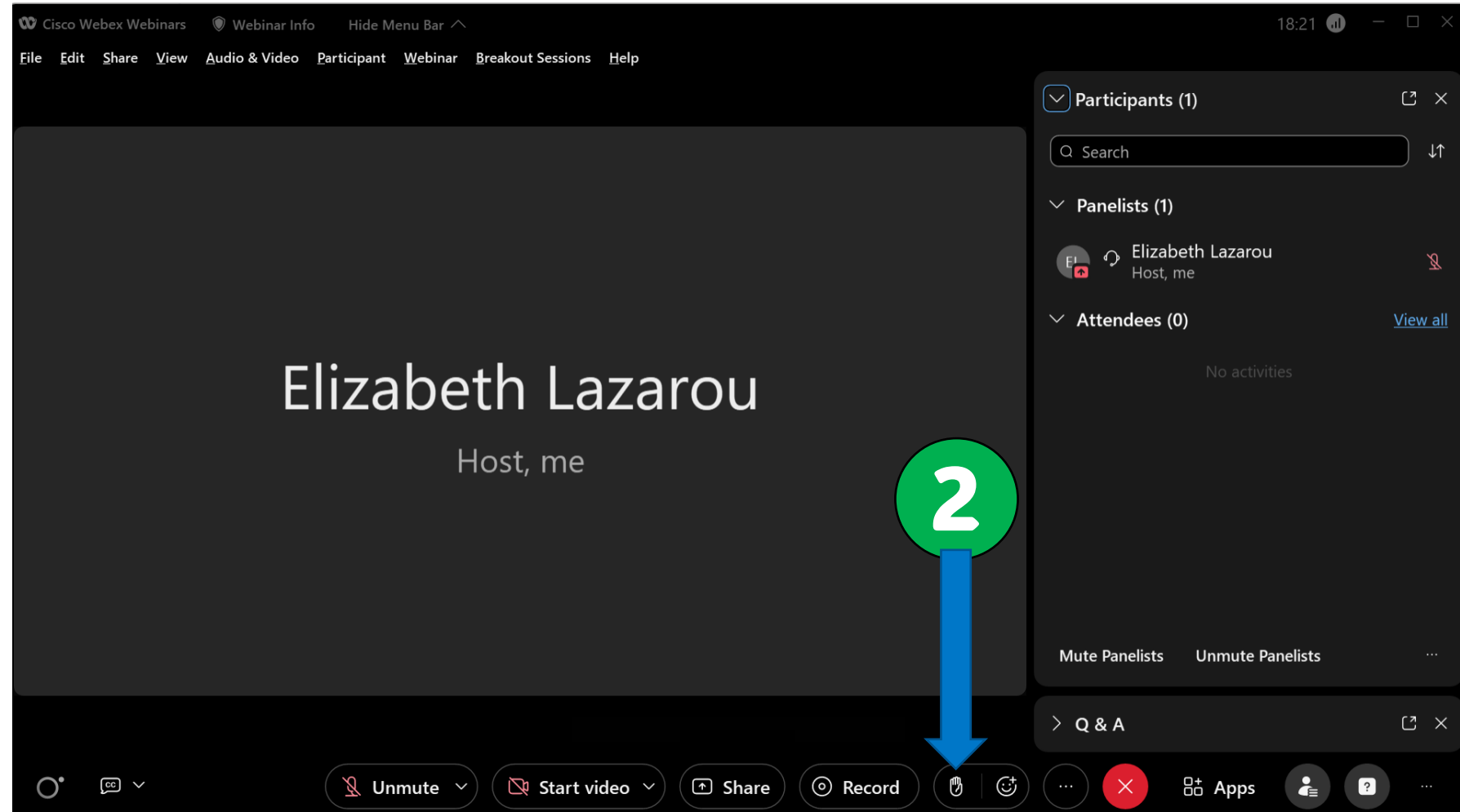
The screenshot shows a chat log with five messages. Each message is preceded by a blue arrow pointing to the word 'Topic' in the chat text. The messages are:

- 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:

EmPower+

Contractor Service Territory
HERR Benefit & NFG No-Heat Program
EmPower+ Incentives for PSEG Customers
Geo Tag Requirements
Updated Rental Property Agreement
Artificial Intelligence Review
Participation Agreement Changes
Updated Heat Pump Attestation Form



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UPCOMING RMAG MEETING

- **Thursday, May 7, at 10:00 am Register here: [Live Link](#)**

Regular program updates will be provided, along with two breakout sessions with presentations and facilitated Q&A on:

- Coordinated Home Upgrades: Challenges and Opportunities for Whole-Home Retrofit Incentives, and
- Weatherization-First Implementation: Readiness, Verification, and Delivery Challenges.

BUILDING PERFORMANCE ASSOCIATION'S

CLEAN ENERGY FOR HOMES 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.

EXPERIENCE CLEAN HEAT CONTRACTOR MIXER

- Experience Clean Heat Contractor Mixer at Artisanal Brew Works after the first day of the Clean Energy for Homes Conference in Saratoga Springs
- **Address:** 617 Maple Ave Unit D, Saratoga Springs, NY 12866
- **Time:** Thursday, May 28th from 7 - 10 pm.

EmPower+

Lifting of Restrictions on Contractor Service Territory

Since April 2025, contractors have been limited to serving territory in the North Country, Capital, Hudson Valley and New York City Regions.

- Effective immediately, the territory restrictions outlined in section 5.23.2 of the Program Manual are being lifted for new and existing contractors.
- Contractors can now request to add any territory, but they will be required to provide a business plan illustrating how they plan to serve any requested territories.

To request a change to your firm's service territory, please reach out to Contractor Support.

- Any requests for a change in service territory must come from the primary contact for your firm.
- Upon submitting the request, include your firm's business plan for the requested territories, as well as an updated Residential Programs Contractor Application.

Please submit requests and the applicable documentation via email to support.residential@nyserda.ny.gov. Contact us via phone at (800)-284-9069 with any additional questions.

HERR Benefit and NFG No-Heat Program Closure

The 2025-26 Heating Equipment Repair and Replacement (HERR) benefit and the NFG No-Heat Program have closed as of April 10th and 17th, respectively.

- Customers can provide an OTDA TA (Temporary Assistance) denial letter to receive services through EmPower+.

NYSERDA No-Heat Season will still end on either May 31st, 2026, or when funds are exhausted, whichever comes first.

- The funding tracker is located on the No-Heat Resources page of the Contractor Support site.

EmPower+ Incentives for PSEG Customers

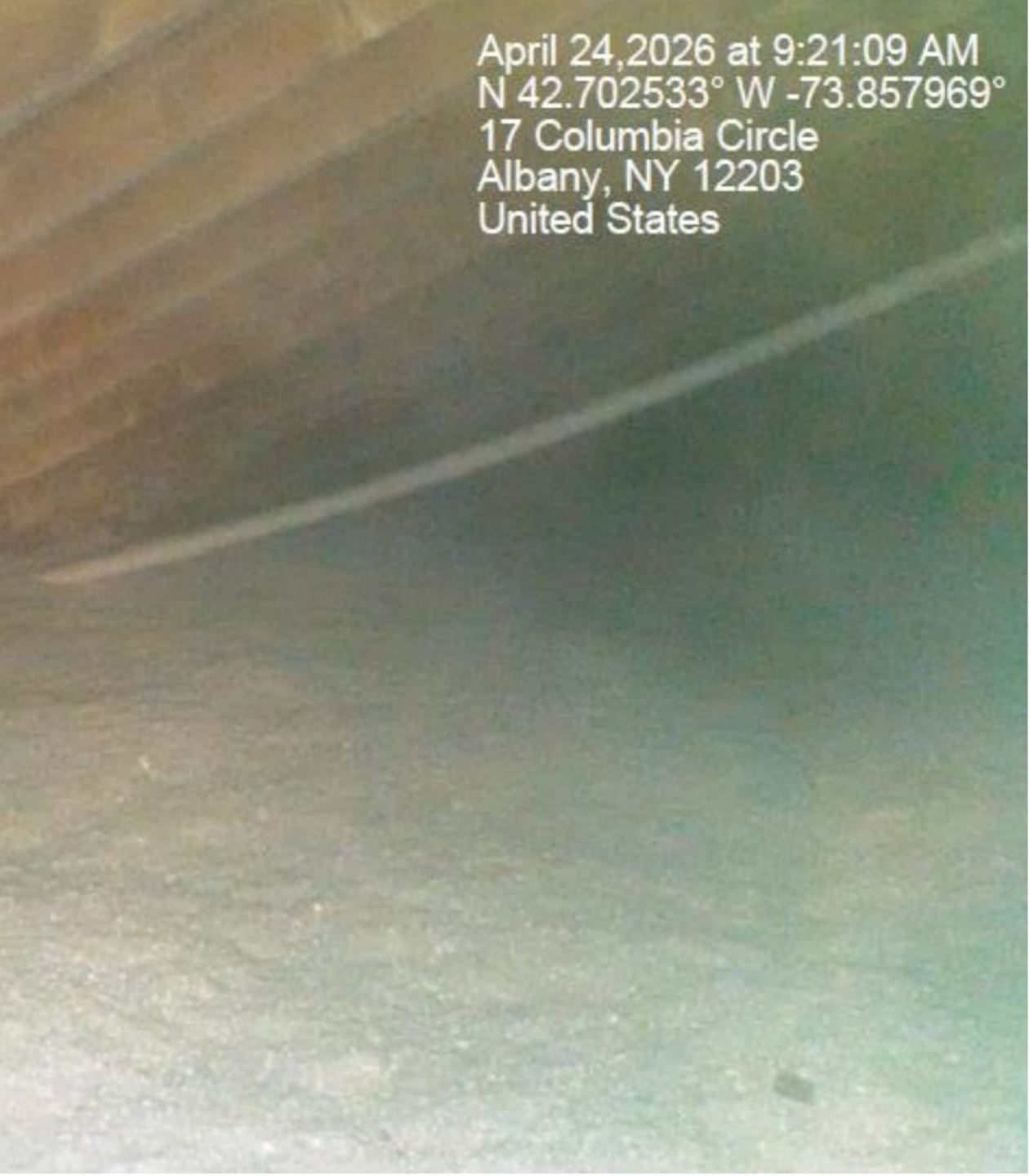
Starting May 18, 2026, the total amount of incentives received from PSEG Home Comfort and Home Performance programs for Low- and Moderate-income customers will be deducted from the EmPower+ downstate incentive caps.

- When proposing a project for PSEG customers, the contractor will be required to supply the preapproval letter for the Home Comfort and Home Performance Programs when submitting documents to NYHEP.
- The contractor should include the PSEG incentive amounts in the utility section of the individual measure. NYHEP will deduct these amounts from the possible incentive, either \$14,000 for low income downstate customers, or \$7,000 for moderate-income downstate customers.
- This deduction in incentive will not affect the \$14,000 IRA project cap.
- The Contractor Support website has the recording and slides from an April 3rd webinar detailing the application of these incentives. Additionally, the recording and both slides from the joint PSEG/NYSERDA webinar on April 21st are available.

GEO-TAG REVIEW REQUIREMENTS

Effective immediately, the coordinates and timestamp on geo-tagged photos will be reviewed for accuracy against the information in NYHEP.

- Program will reference the coordinates against the address of the enrollment, within a reasonable margin of error.
- The timestamp must be after the workscope has been approved for installation. Program will use the 1st Final Project Review Start Date.
- This check will be performed during Final Project Review.

A photograph of a concrete curb with a white geotag overlay in the top right corner. The geotag text reads: April 24, 2026 at 9:21:09 AM, N 42.702533° W -73.857969°, 17 Columbia Circle, Albany, NY 12203, United States.

April 24, 2026 at 9:21:09 AM
N 42.702533° W -73.857969°
17 Columbia Circle
Albany, NY 12203
United States

UPDATED- Rental Property Energy Efficiency Services Agreement

- An updated version of the Rental Property Energy Efficiency Services Agreement was published to Contractor Support Site on April 1st, 2026.
- The updates include clearer language for the building owner regarding penalties for the default of the agreement.
- Signed copies of the previous version of the agreement will be accepted through May 30, 2026. Please start using the current version of the agreement effective immediately.

All Participating Contractors

In May 2024, NYSERDA updated the Program Manual to explicitly incorporate the following language in Section 3.11 of the Participation Agreement:

“(T)he Participating Contractor must follow the policies and procedures found on the Doing Business with NYSERDA webpage [link](#), as amended and superseded.”

The Doing Business with NYSERDA webpage contains numerous policies contractors are required to comply with including a policy on Artificial Intelligence (AI) Systems Acceptable Use.

The AI section of the “Doing Business with NYSERDA page states:

AI Systems may be in the form of software, an application, a website, or a feature.

- *Please review the below website and the next slide for more information on NYSERDA's AI policy.*

All Participating Contractors

Section 3.11 of the Participation Agreement:

NYSERDA's Guidelines are in place to mitigate the risk of: misuse, unethical outcomes, intentional or inadvertent use of previously copyrighted works, potential biases, inaccuracy, and information security compromises.

Approval must be expressly granted to use any AI Systems by any NYSERDA Vendor for any purpose whatsoever related to their work at NYSERDA or for any reason where employee, contractor or customer information is entered into AI Systems, unless the specific AI use case is pre-approved on NYSERDA's internal AI Inventory.

- For questions on NYSERDA's AI policy please contact Osama Sehgol Osama.Sehgol@nyserda.ny.gov or Becky Gagnon Rebecca.Gagnon@nyserda.ny.gov .
- *Please Cc support.residential@nyserda.ny.gov on any communications regarding the AI policy.

PARTICIPATION AGREEMENT CHANGES- JUNE 2026 UPDATE

Section	Change
Definitions	Removed the Residential Energy Assessment definition
2.3	Added: EmPower+ Participating Contractors subsection outlining contractor requirements for Program participation
3	Added: “Effective Date: through the close out of the NYSERDA Program(s) the Participating Contractor participates in, unless otherwise terminated in accordance with Section 4 of this Agreement.”
4.3	Added: NYSERDA may take disciplinary action against a Participating Contractor at any time. Disciplinary Action up to and including termination can be taken for reasons including but not limited to: <ul data-bbox="461 868 2415 1021" style="list-style-type: none">• failure to maintain standards• poor performance in any NYSERDA or utility program(s) unresponsiveness; inappropriate behavior; or failure to meet the terms of probation or suspension. If the Participating Contractor participates in multiple NYSERDA programs, disciplinary status may be applied to each program

The Participation Agreement is no longer in the EmPower+ Program Manual and can now be found on the Contractor Support Site

PARTICIPATION AGREEMENT CHANGES

Section	Change
6.1	Removed: Contract compliance exception for Residential Energy Assessment projects
6.1	Added: Required language for all EmPower+ funded projects stating customer understanding of completed paperwork required for project payment
6.7	Added: Artificial Intelligence (AI) subsection outlining the requirements surrounding AI use by participating contractors
7.1	Added: “The Participating Contractor shall promptly submit required project documentation for payment incentives per the applicable Program Manual.”
7.4	Added: “The Contractor cannot bill the Customer for incentives on eligible measures that were installed but were not submitted to the Program in accordance with program guidelines.”
7.7	Added: “During the Stop Work Order, Contractor payments for completed projects may be withheld until a thorough investigation is completed regarding NYSEERDA’s concerns with the Contractor’s participation in the Program.”

These changes are effective June 1, 2026. No action is required by Participating Contractors. If you no longer wish to participate, please email empower.residential@nyserda.ny.gov. The updated Participation Agreement will be posted prior to June 1.

All Participating Contractors

NYSERDA updated the Heat Pump Attestation Form to require contractors to agree to the following:

"In addition, with the exception for PSEG LI customers, I will not apply for nor encourage the customer to apply for any utility rebates for this project."

Contractor: I, _____ attest that all measures completed by my company through EmPower+ adhere to current standards defined by the Building Performance Institute (BPI) and the current EmPower+ Program Guidelines. I have used the NYHEP modeling software to ensure that this project should not have negative utility bill impacts on the customer and have presented these savings estimates to the customer via the Test Out form. I further attest that, when required by Program rules, I conducted the appropriate Combustion Appliance Zone (CAZ) testing and left the home in a safe condition as per BPI Standards. I attest that I have educated the customer on the use of their heat pumps and any effect they may have on their utility bills. In addition, I confirm the primary heating system has been decommissioned in accordance with Program rules and the Decommissioning Checklist and the heat pump was installed in accordance with the NEEP Guide to Installing Air-Source Heat Pumps in Cold Climates. In addition, with the exception for PSEG LI customers, I will not apply for nor encourage the customer to apply for any utility rebates for this project.

Contractor (Signature)

Date

If there are any questions, please reach out to Contractor Support at support.residential@nyserda.ny.gov or call (800)-284-9069

Serving Customers in Counties or Zip Codes Outside of Contractors Designated Service Territory

If a lead is generated that is outside of a contractor's designated service territory, contractors can request to serve the customer via the customer's application and an email sent to TRC.

Customer Application: *Can be completed by the customer or Hub applying via MyEnergy, or the contractor if the customer is categorically income eligible.*

1. Complete application as normal and in the character field in the Utility Information step of the application (8th step of the application), the customer will enter the following note 'Preferred Contractor: [insert company name]' followed by any other relevant notes about the help they need.

The screenshot shows the MyEnergy application interface. At the top, there is a navigation bar with the MyEnergy logo and links for My Projects, Apply Now, Support, and Learn About Home Energy Upgrades. Below the navigation bar is a progress indicator with 10 steps, where the 8th step, 'Utility Information', is highlighted. The main content area is titled 'Utility Information' and contains the following fields:

- Electric Utility:**
 - *Electric Utility Provider: Municipal Electric
 - *Municipality: Test
 - *Electric Utility Account Number: 1234568888
- Heating Utility:**
 - *Primary Heating Fuel Type: Wood Pellets
 - Secondary Heating Fuel Type: (empty)

Below the utility fields is a text area for notes. The text area contains the following text: 'Preferred Contractor: ABC Contractor' and 'I have a faulty heating system that needs to be addressed, also, I am cold all winter.' The text area is highlighted with a yellow border.

Serving Customers in Counties or Zip Codes Outside of Contractors Designated Service Territory

Customer Application (continued): *Can be completed by the customer or Hub applying via MyEnergy, or the contractor if the customer is categorically income eligible.*

2. In the next step of the application, the customer will click the box that says, 'Check this box to select the next available contractor.'
3. From there the customer will continue with completing the remaining steps, uploading the required documents, signing the application and submitting it.
4. Upon submission, the customer will receive an email with their application number. They can also log into their MyEnergy Portal dashboard to see their application number.

Serving Customers in Counties or Zip Codes Outside of Contractors Designated Service Territory

Contractor Email to TRC:

- After obtaining the customer's application number, an email can be sent to info.residential@nyserda.ny.gov using the below template. This will alert the application processing team that a customer's application needs to be assigned to you as the contractor, but they are located outside of your designated service territory.
- **Subject Line:** Customer Application Outside Service Territory
- **Body:** [insert customer name, address and/or application #] will be working with our company but they are outside our service territory. Please manually assign the project to our company.
- **It is extremely important that the customer has submitted their application.** Potential customers or unsubmitted applications will cause a backlog of emails for the application processing team.

Services to One-to-Four-Unit Rental Properties with Unresponsive Tenants

An EmPower+ Application must be completed for each unit receiving in-unit service, inclusive of direct install and comprehensive measures.

However, Program understands that some tenants may be unresponsive to attempts to complete an application for participation. If that occurs, contractors are encouraged to work with the building owner to obtain documentation.'

If an application is not possible, measures must be specific to the individual unit and modeled on the unit that receives the benefit of the installed measure. See example on right.

NYHEP modeling should be accurate to the unit, not the building.

See Program Manual Section 4.16 for additional information on service to one-to-four-unit rental properties.

Example:

Two unit – Upstairs/Downstairs

Attic insulation and 2nd floor wall insulation benefits the 2nd floor unit.

Basement work, such as Rim joist insulation and moisture barriers or 1st floor wall insulation benefits the 1st floor unit.

If an application was not obtained for the upstairs unit, no attic insulation could be installed.

National Grid Weatherization Health & Safety (WH&S) & EmPower+ Coordination

Tuesday, May 19

12:00-1:00 PM

[Webinar Link](#)

National Grid's Weatherization Health and Safety (WH&S) program provides assistance with funding for the identification and remediation of potential health and safety issues which may impede other energy efficiency related work.

This will be available to all National Grid residential gas and electric heating customers in New York State.

Join the webinar to learn more.

Reminders

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