

# Serving EmPower+ 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 currently active. The form is titled 'Utility Information' and includes a note: 'This Omniscript is saved automatically. To resume the Omniscript later, [Copy the link](#) or [Email me the link](#).' The form is divided into two sections: 'Electric Utility' and 'Heating Utility'. The 'Electric Utility' section has three fields: '\*Electric Utility Provider' (Municipal Electric), '\*Municipality' (Test), and '\*Electric Utility Account Number' (1234568888). The 'Heating Utility' section has two fields: '\*Primary Heating Fuel Type' (Wood Pellets) and 'Secondary Heating Fuel Type'. Below these fields is a text area with the instruction: 'List any occupant health issues or special requirements the contractor needs to be aware of. Identify any immediate building concerns, such as a leaking roof, inoperable refrigerators, or faulty heating equipment (maximum length 2,000 characters):'. The text area contains the note: '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 box.

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 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.

**Contractor Email to TRC:** *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.*

1. After obtaining the customer's application number, an email can be sent to [info.residential@nyserda.ny.gov](mailto: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
  - **[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.