

# Customer Concerns and How to Handle Them

**Residential Existing Homes Program  
(EmPower+, Comfort Home, & Various Pilots)**

# TOPIC SPECIFIC QUESTIONS ARE ENCOURAGED

**Feel free to ask any general questions related to today's topic.**

Please note that specific inquiries and topics not covered during today's training may be covered in other trainings. If you have questions following today's training, contact Contractor Support.

Contractor Support: 1-800-284-9069

<http://hpwescontractorsupport.com/>

General Inquiries: [support.residential@nyserda.ny.gov](mailto:support.residential@nyserda.ny.gov)

Contractor Website: <http://hpwescontractorsupport.com/>

## 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.

### TRC



### 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.

### CLEARResult



TRC handles all concerns related to Program Applications.  
CLEARResult handles all concerns once a NYHEP enrollment is created.

# Training Agenda

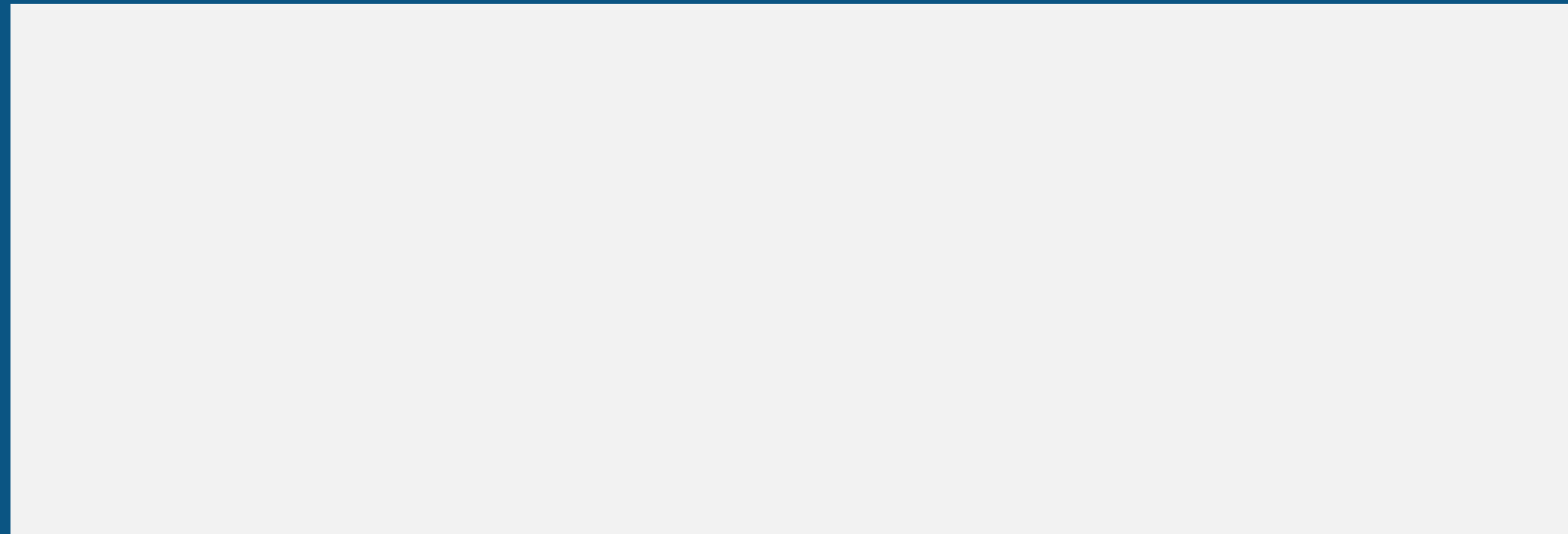
- 1) What does Program consider a "Customer Concern"?
- 2) Customer Concern Resolution Process Tree
- 3) Contractor Responsibilities
- 4) Steps Toward Resolution
- 5) Best Practices

What Does Program Consider a “Customer Concern”?

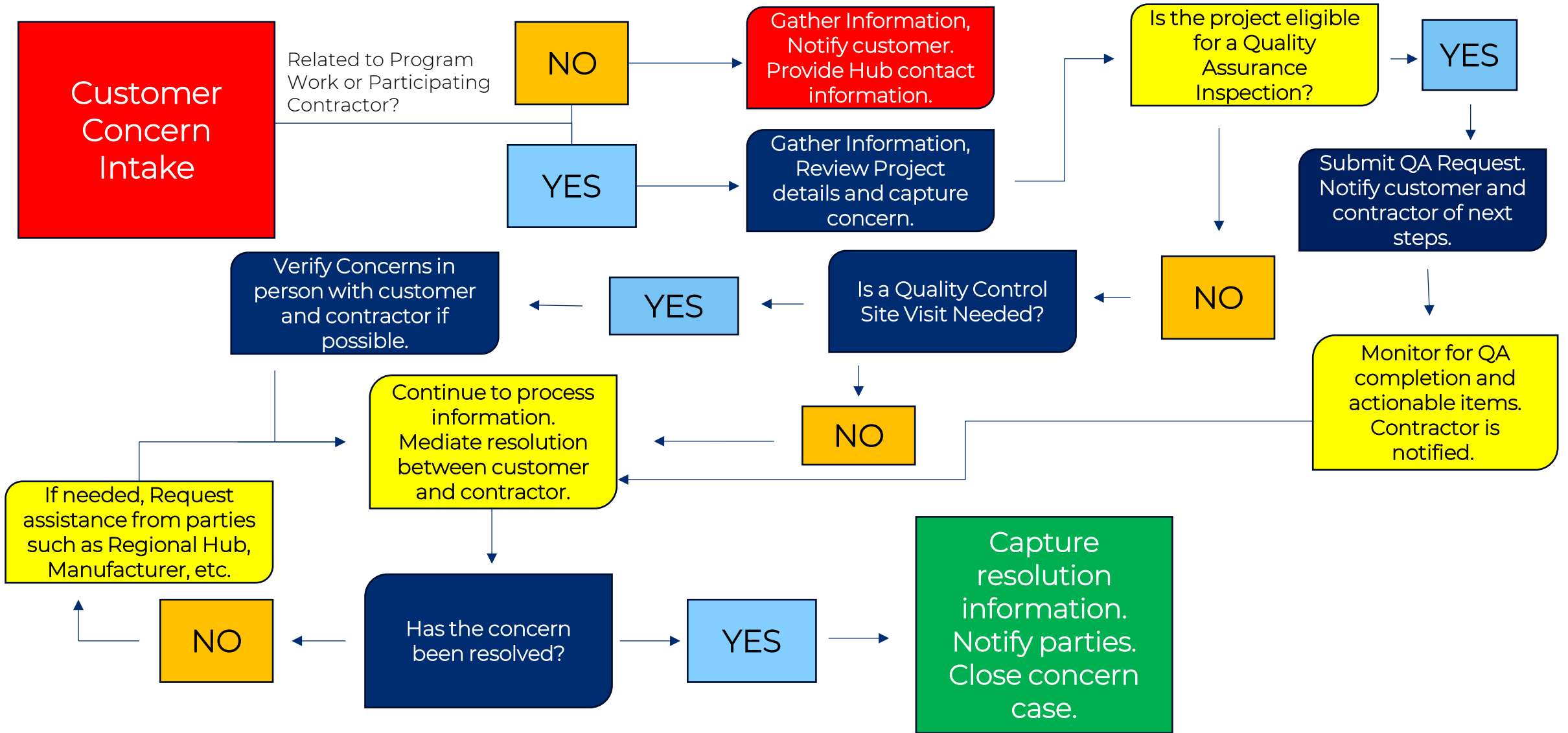
## **A “Customer Concern” is customer feedback detailing dissatisfaction with a product, service, or experience.**

- For Program to assist a customer with their concern, the concern must be related to a participating Program contractor and/or work completed through the Residential Existing Homes Programs at the customer’s home.
- As a reminder, while use of sub-contractors is allowed, the participating Program contractor submitting the measures for incentives is the responsible party and must actively work with the customer towards resolution of their concern.

# Customer Concern Resolution Process Tree



# CUSTOMER CONCERN RESOLUTION PROCESS TREE



**QUESTIONS?**

# Contractor Responsibilities

## Contracts

- Contractors are required to have a contract with the customer for all work being performed. Measures utilizing Program incentives should be labeled on the contract. A copy of the contract must be provided to the Program.
- It is the sole responsibility of the Participating Contractor to ensure that all contracts and subcontracts submitted to the Program by the Participating Contractor are written in full compliance with requirements detailed in the applicable Program Manual(s) and with the General Business Law, Article 36-A “HOME IMPROVEMENT CONTRACTS” and any other applicable statutory or regulatory provisions

## Contracts (Cont.)

- Contracts and other documents submitted by the Participating Contractor must be clear and legible and include line-item detail for each installed measure, including nameplate and efficiency information and cannot contain mandatory arbitration clauses.
- It is recommended that contracts between customers and contractors are signed after work has been approved but before work begins.

## Customer Concern Dispute and Resolution Policy

- NYSERDA requires that the Participating Contractor maintain a dispute resolution policy on file. For full details about what that policy must include, please reference Section 2 of the Program Manual. If a Participating Contractor, or its Subcontractor, becomes involved in a dispute with a Customer over business practices, the Participating Contractor shall work to settle the dispute amicably.
- The obligations of the Participating Contractor under this Section shall survive any expiration or termination of this Agreement. NYSERDA may request a copy of the Participating Contractor's dispute resolution policy at any time.

## Customer Concern Dispute and Resolution Policy (Cont.)

- NYSERDA and its Implementation Contractors have no responsibility to provide dispute resolution assistance. Regardless of the nature of, or parties involved in, the dispute and any resolution, the Participating Contractor shall hold NYSERDA and its Implementation Contractor(s) harmless from any legal action arising from work associated with the Program.
- Failure to resolve customer concerns in a timely manner may result in disciplinary action.

## Licensing & Permits

- The Participating Contractor and its Subcontractors are responsible to obtain and maintain any required federal, state, county, or municipal government licenses required for installing measures. Contractors must not perform work for which they are not licensed, if licensing is required. Evidence of current licensing may be requested by NYSERDA or its Implementation Contractors.
- The Participating Contractor and its Subcontractors must obtain and comply with the terms of any required permits for installing measures or conducting Energy Assessments prior to the start of work. The Participating Contractor shall produce evidence of applicable permits upon request by NYSERDA or an Implementation Contractor.
- Failure to comply with permitting requirements may result in disciplinary action or termination from the Program(s).

## Codes and Health & Safety

- All Participating Contractors and any Subcontractor retained by a Participating Contractor must perform work in compliance with all applicable codes, regulations, laws, and standards in the jurisdiction where completing work. In instances where Program guidance may conflict with state and/or local code, code must take precedence.
- Each Participating Contractor must have a health and safety plan and maintain a copy of the plan. Participating Contractors must maintain a list of materials installed and maintain Safety Data Sheets (SDS) for products and materials used as part of the project. SDS must be available and presented to Customers upon request.

# Steps Toward Resolution

## STEPS TOWARD RESOLUTION

- **The following slides provide several examples of customer concerns and what your resolution process should be.**
- **Program will notify you of customer concerns by your company's phone number or email address.** An example of the email you may receive is on the right.
- **You should respond to the Program within 5 business days upon notification of the concern.**

**Remember to be attentive and responsive to customers and Program representatives.**

NYSERDA EmPower+ Program / Contractor Name / Customer Name / Customer Concern / Enrollment XXXXXXX [ ref:!00D360HPvK.!500cr0VrnP3:ref ]

From Residential Existing Homes <support.residential@nyserda.ny.gov>

Date Mon 10/13/2025 5:33 PM

To [REDACTED]

Hello,

This is Field Manager John Calarco on NYSERDA's EmPower+ Program.

Program was contacted by the customer associated with Enrollment XXXXXXX. They have expressed the following concerns:

- Issue with contractor behavior.
- Work quality related to attic insulation.

Please confirm receipt of this email. To discuss in detail you can contact Program Support at the number below or respond directly to this email.

Please contact the customer to discuss and review their concern. Once completed follow up with the Program to discuss next steps. Program will follow up with the customer to confirm outreach has been made.

Thank you.

[REDACTED] Sincerely,

NYSERDA's Residential Participating Customer, Contractor, and Program Partner Support Team  
Technical Support is available from 8:30am - 5pm (EST) Mon-Fri  
Toll free: 800-284-9069 Email: support.residential@nyserda.ny.gov

[REDACTED]

## **Customer Concern Example 1:**

Customer reports that their contractor is unresponsive.

### Program Response:

- Capture a timeline of the customer's outreach to the contractor.
- Contact the contractor and establish new communication and a point of contact.

### Contractor Requirements:

- Contact the customer.
- Confirm with the Program the latest communication with the customer.

## Customer Concern Example 2:

Customer claims contractor damaged their property.

### Program Response:

- Request photo documentation of the damages.
- Confirm project status and stage. If complete, request a Quality Assurance (QA) Inspection (if applicable). If not eligible for QA, determine if a Quality Control (QC) Site Visit is needed to investigate the claim.
- Provide photo documentation and QA/QC report to contractor.

### Contractor Requirements:

- Contact the customer to review the documentation, photos and details of the concern.
- If damages are found to be related to work completed at the home, provide remediation, either directly or through a sub-contractor.
- If necessary, notify your insurance provider.

## Customer Concern Example 3:

Customer claims poor workmanship or missing measures.

### Program Response:

- Verify concern is related to Program approved measures.
- Arrange a QA/QC to investigate the claim.
- Notify the contractor and provide documentation and/or information.

### Contractor Requirements:

- Contact the customer to review the details of the concern.
- Work with the customer to verify their claim and ensure work is installed to Program requirements. If work is found to be missing, the contractor is required to install to the modeled amount/level.
- Program many require a reimbursement for incentives paid if modeled work was not installed as specified.

## High Profile Concerns

- Freedom of Information Law (FOIL) Requests
- Legal Action
- Media or Government Involvement
- Health and Safety.

It's important to be cooperative, responsive and transparent to avoid or assist with High Profile Concerns.

FOIL Requests are submitted to and handled by NYSERDA.

If Legal Action is being taking by or against a customer, Program will gather information but allow for that legal process to proceed unhindered. Program action will likely halt until the legal proceedings are complete.

Contractors are required to respond within 5 business days of a customer concern intake. Media or Government office involvement as well as Health and Safety Concerns will require a rapid response from the contractor, usually within 1-2 business days as requested by the Program.

**Be attentive and responsive to Program outreach.**

## Quality Assurance

- Completed by Honeywell.
- Available for 1 year from project closure.
- Report issued in response to corrective action needed. Score ranging 1-5. Report details code, BPI, and Program compliance.
- See section 10 of the Program Manual for details on Procedures and checklists.

## Quality Control

- Completed by CLEAResult
- Available during and after project closure. Includes Audit Shadowing, Workscope Development, or Customer Concern site visits.
- Report issued details existing conditions, observations, and/or concerns in relation to code, BPI, and Program compliance.
- Provides recommendations on how to proceed or improve.

## **Contractor Concern Example 1:**

Contractor is uncomfortable returning to the home following dispute.

### Program Response:

- Verify the project status and capture the concern details with the contractor.
- Contact the customer to discuss contractor/customer relationship.
- Offer to be on-site with the contractor to investigate the claim and work towards project completion.

### Contractor Requirements:


- Work with the Program to identify next steps towards project completion.

### Reminder:

- Program cannot pay for work without the proper documentation. If a dispute has led to the customer refusing to sign off on work, the Program is unable to provide payment. Program will attempt to remediate this with the customer.

**QUESTIONS?**

# Best Practices

- **Be attentive and responsive to the Program and your customers.**
  - **Have a proactive mentality.**
  - **Have a designated Point of Contact.**
  - **Provide timely outreach and feedback.**
  - **Always reference and provide your contract and customer concern resolution policy when requested.**
  - **Regular Training Intervals and Quarterly Reviews.**
- 

**QUESTIONS?**

# THANK YOU

For questions following this meeting, contact Contractor Support.  
For up-to-date information on Program rules, visit the website below.

Contractor Support: 1-800-284-9069

<http://hpwescontractorsupport.com/>

General Inquiries: [support.residential@nyserda.ny.gov](mailto:support.residential@nyserda.ny.gov)

# We would love to hear your feedback!

Please use the QR Code or Link below to complete our Feedback Survey.



<https://s.zoom.us/j/bZInyMwfP>