

Home Modernization Program Update

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EmPower +
Virtual Energy Assessments (VEA)
Comfort Home

June 5, 2026

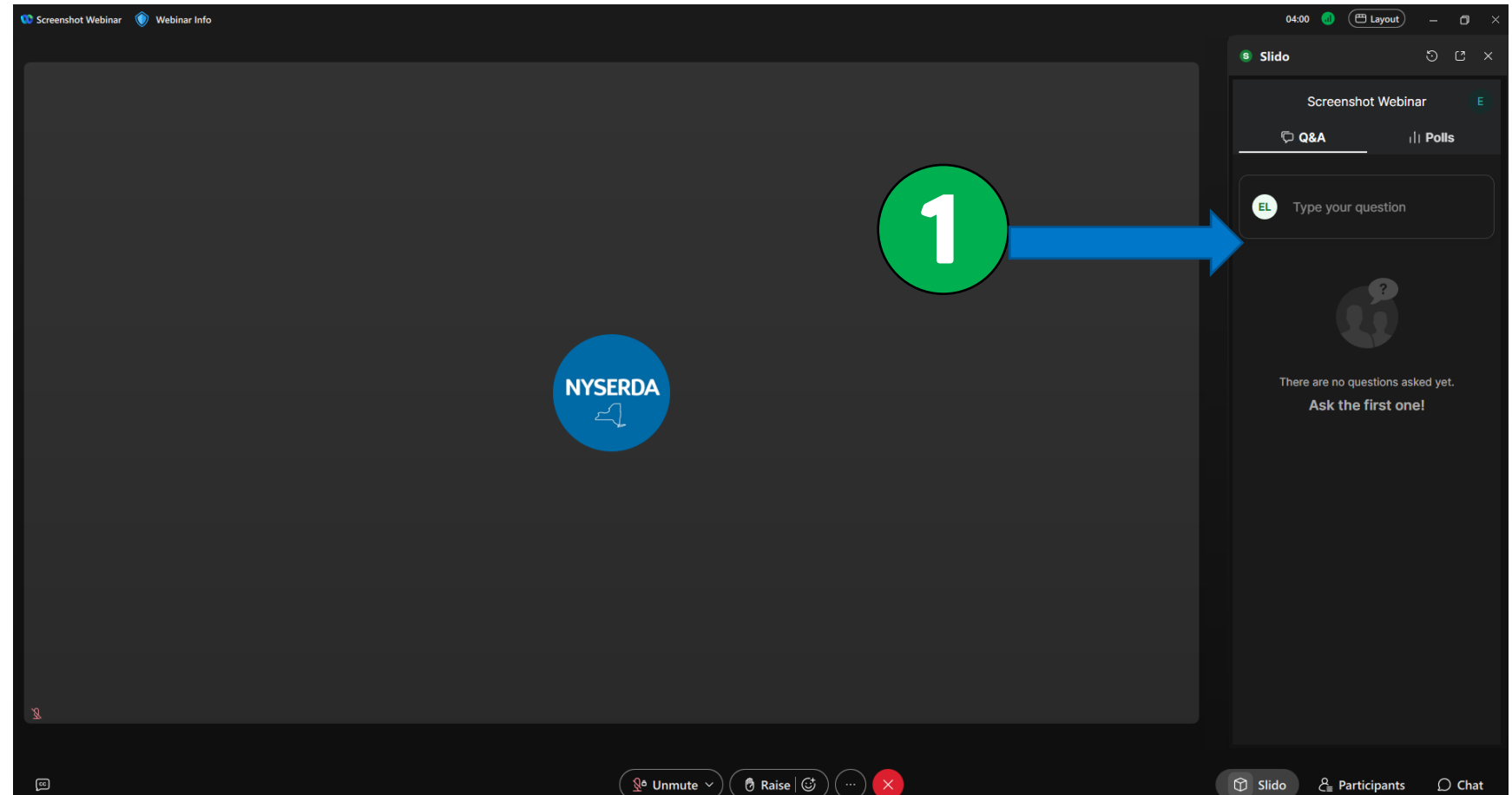


NYSERDA
New York State Energy Research
and Development Authority

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).***

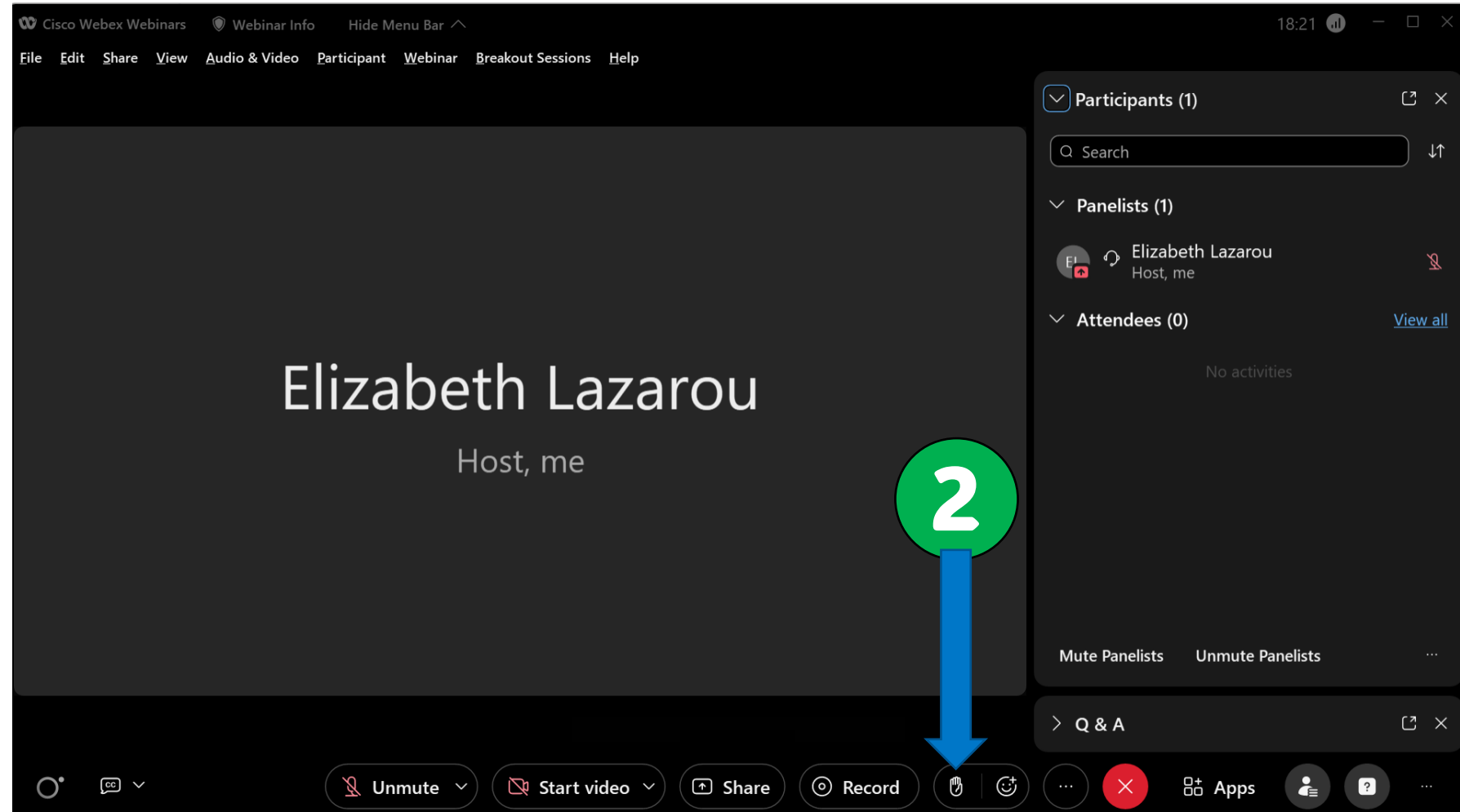
The screenshot shows a chat log with five messages. Each message is preceded by a blue arrow pointing to the word 'Topic' in the chat text. The messages are:

- 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

- Residential Life Moments marketing campaign
- Production trends
- Home Energy Plan Tool
- VEA Future Plans
- **EmPower+**
- NYHEP Usage Guidelines
- Website Compliance
- Logo Attribution
- Participation Agreement changes

Important Reminders



NYERDA
New York State Energy Research
and Development Authority

Comfort Home

Comfort Home

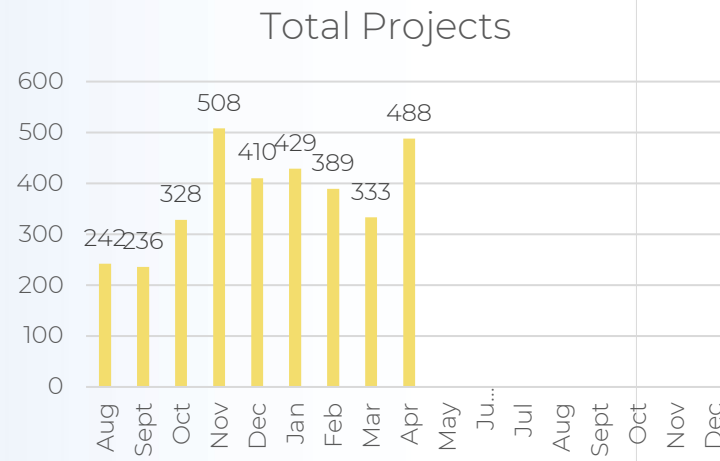
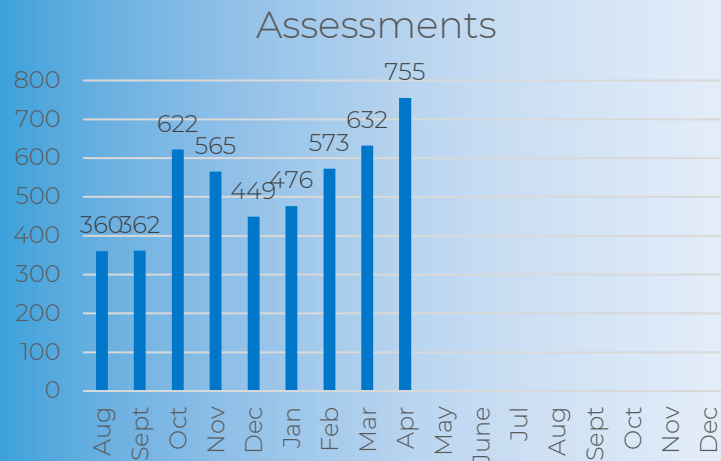
Re launch the Residential Life Moments marketing campaign

- Launched in Mid May

No changes to the current Westchester County Coordinated Incentive Program

- Review Program Manual for full description, eligibility, and flow chart
- Section 10 (Page 43)

Production Trends



Home Energy Plan

Home Energy Plan Tool Updates

- NYSERDA [Home Energy Plan](#) Website up and running and the [My Energy](#) Website

	Sign On Experience					Home Energy Plan Experience			
	Landing Page	Searched Address	Signed Up	Sign up %		Viewed HEP	Viewed HEP %	My Energy CTA	My Energy CTA %
Apr-26	2329	1610	1089	47%		960	88%	737	68%
May-26	1969	1452	1005	51%		890	89%	689	69%

VEA Future Plans

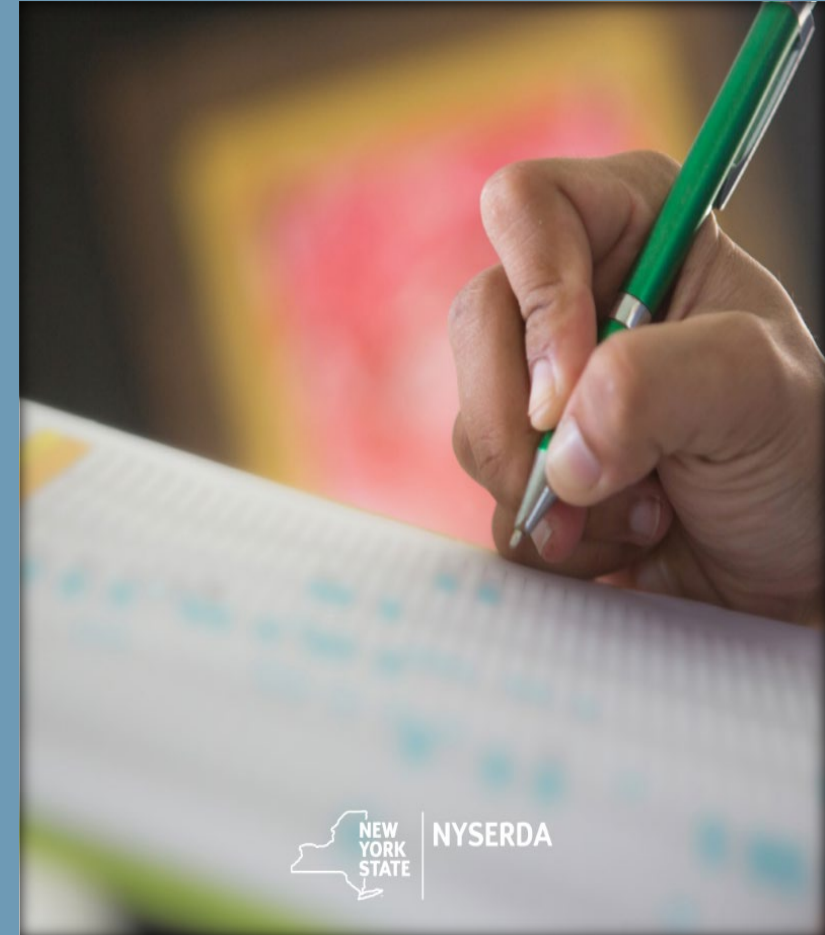
- Currently a stand alone tool available for all of NYS SFR customers
- Working on integration with My Energy customer profiles in 2026
- SSO experience that will link My Energy Profile to your Home Energy Plan



EmPower+

Please visit the Program Announcements on the Contractor Support site to review the most recent [Participation Agreement changes](#) that went LIVE on Monday June 1st.

Should you no longer wish to participate in the Program under these terms and conditions, please provide written notice to NYSERDA no later than June 30, 2026



HEAP COOLING ASSISTANCE

The 2025-2026 Home Energy Assistance Program (HEAP) Cooling Assistance Component (CAC) benefit closed June 5th, 2026.

More information on HEAP benefits may be found on OTDA's website at <http://otda.ny.gov/programs/heap/#overview>.

Please contact the HEAP Bureau at (518) 473-0332 or NYSHEAP@otda.ny.gov for additional information or clarification.



**Office of Temporary
and Disability Assistance**

No-Heat Season Closed

NYSERDA's EmPower+ heating season closed at the end of May.

Participating Contractors with an active No-Heat project should have these completed no later than June 15, 2026.

EmPower+ is not an emergency services program. The program does, however, attempt to respond to emergency situations within the constraints of program guidelines and the existing infrastructure for the provision of services.

EmPower+ may only be used as a last resort option for no-heat emergencies where the homeowner has already exhausted all other public assistance options to obtain a functioning heating system.

If there are any questions, please reach out to contractor support to support.residential@nyserdera.ny.gov or (800)- 284-9069.

No-Heat Guidance

[2026 Program Manual | Section 4.13](#)

No-Heat Season

The heating season is defined as the time period beginning September 15 of any given year through May 31st of any given year, or until the No-Heat budget is exhausted, whichever comes first.

No-Heat Resources

[Contractor Support Site](#)

NYSERDA SYSTEM USAGE

- Users are provided with individual credentials permitting access to the New York Home Energy Portal (NYHEP) for approved program purposes and must not share passwords or allow unauthorized access to NYHEP.
- NYHEP and NYSERDA systems are intended to be used by individual users to manually enter data in accordance with the documentation and training materials provided for the purpose of supporting direct human users working on individual projects.
- Users are prohibited from downloading any type of hacking tools, including but not limited to, network sniffers, vulnerability scanners, or password cracking tools.

The Participation Agreement will be updated to reflect these clarifications

NYSERDA SYSTEM USAGE

- Any other use that is not explicitly covered in training materials is not allowed, including but not limited to the use of automated software tools designed to access data (automated bots, scraping tools, API polling tools, etc.).
- Users shall not use, modify, or apply NYHEP or other NYSERDA systems for any purpose other than its expressly intended purpose; reverse engineer, decompile, disassemble, or attempt to derive the source code of the software; use the software in a manner that violates any applicable local, state, or federal laws or regulations; use the software in a manner that circumvents the permissions restricting access to data.
- Unauthorized use or attempted unauthorized use of NYHEP or other NYSERDA systems are not permitted and may constitute a crime. Such use may subject you to appropriate disciplinary and/or criminal prosecution.

The Participation Agreement will be updated to reflect these clarifications

WEBSITE COMPLIANCE

- NYSERDA Staff have been begun a review of contractor websites for compliance.
 - NYSERDA or CLEAResult will reach out if any issues are found or if we have any questions.
 - Participating Contractors are expected to address any non-approved content in a timely manner.
- Please take a moment to review and update your website content (and any other marketing materials you may have created) with the most up-to-date information.
- Best Practices:
 - Avoid publishing specific Program content and requirements
 - Avoid publishing copies of NYSERDA forms and applications. Instead, link to existing [NYSERDA webpages](#)

The screenshot displays the NYSERDA website header with navigation menus for Buildings & Businesses, Houses & Apartments, Renewables & Transportation, Green Careers & Training, State Policy & Community Solutions, and Economic Development & Innovation. Below the header is a search bar and a 'SUBSCRIBE' button. The main content area features the 'EmPower+' program description, which states that the program helps low- and moderate-income households save energy and money. A 'How to Apply' button is visible. The page also lists benefits for eligible New Yorkers, such as no-cost energy assessments and funding for energy efficiency improvements. A section titled 'Available Incentives and Energy Efficiency Improvements' is partially visible at the bottom, mentioning that incentives are based on household income eligibility and the types of improvements included in a project.

NYSERDA LOGO ATTRIBUTION GUIDELINES

- Participating Contractors may not use the standard NYSERDA logo.
- However, Participating Contractors are authorized to use the [NYSERDA Participating Contractor Attribution Logo](#) subject to the restrictions in the guidelines found in Section 6.6 of the Participation Agreement.
- Complete a logo request from our online form: [NYSERDA Logo Request Form](#)
- NYSERDA must review and approve any material containing the NYSERDA logo prior to publication including print, Web, or other media.
- Approval may be obtained through submission of a low-resolution PDF to NYSERDA's Marketing Department at the emails below.

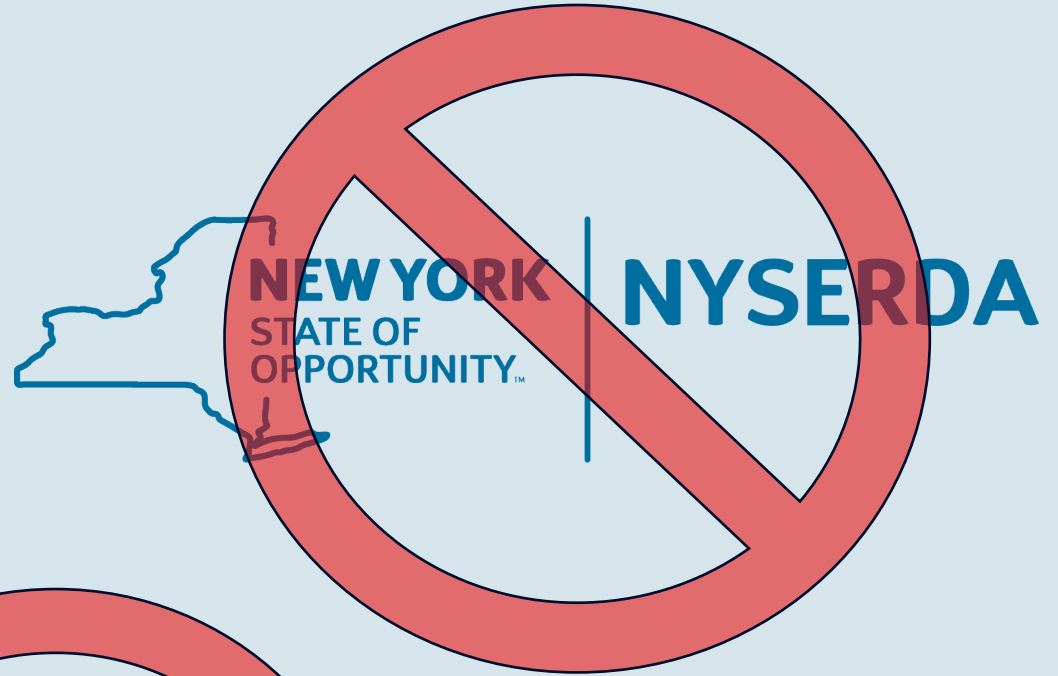
To Contact NYSERDA Marketing, please call or email:

Diane Welch at (518) 362-0485 diane.welch@nyserda.ny.gov

-OR-

Cory Nicosia at (518) 862-1090, ext. 3622 cory.nicosia@nyserda.ny.gov

Not approved for use



Updated FAQ now
posted!



<https://www.nyserda.ny.gov/All-Programs/EmPower-New-York-Program/EmPower-FAQs>



Due to the 4th of July holiday, our webinar will be held the following Friday, July 10th

Reminders

Case Escalation Steps

1. Must be logged into Salesforce.
2. Use the Escalate button at the top of the case.
3. Before escalating confirm that you have checked the various resources available.
 - [NYSERDA Knowledgebase](#)
 - [Contractor Support website](#)
 - [Recent Program Announcements](#)
 - Contacted Contractor Support (1-800-284-9069)
4. If your question is still not answered, complete the form, provide details about why escalation is needed and click Submit.
5. Case is automatically assigned to NYSERDA.

Utilize the case escalation process rather than sending emails to directly to NYSERDA staff. This allows the issue/question to be efficiently routed to the best person to provide an answer.

ation Projects Project Invoices Manage Users Manage Eligible Vehicles **Cases** Project Inspections Knowledge

Case Number 00073094 Created Date 3/17/2022 7:08 AM

Customer in unique circumstances

Customer is in unique circumstances and I need to get an exception to proceed because of X, Y, and Z.

Status Active
Priority High
Case Owner Residential - Triage Queue

Feed Details

Case Detail Escalate

Case Number	00073094	Case Re
Case Owner	Residential - Triage Queue (Change)	Rec
Contact Name	Señor Residential Test	Contractor Acc
Account Name	Residential Test Account	Custo
Contact Phone		

▼ Residential Escalation Detail

Residential Escalation

Before escalating a Case to NYSERDA, please make sure you've checked the various resources available to you :

- NYSERDA Knowledgebase: contains helpful step by step instructions and video walk-throughs of certain program elements (i.e., how to submit a Combined Residential Application).
- Contractor Support website: the "go to" resource for contractors to access program related information. Including: Contractor Resource Manual, sign up for Program Announcements, Contractor Webinar and training recordings.
- Recent Program Announcements: announcements are sent out weekly intending to keep the contractor network up-to-date with updates in the program. If you missed the email, that's okay, they all get posted to the Contractor Support website.
- Contractor Support call line: speak to someone on the contractor support team that will help triage the question to the correct team members and expedite getting an answer
- Account Manager: when you need assistance with specific situations in the home, your account manager can help guide you through addressing the needs within program guidelines.

After those steps have been taken, if you still need to escalate the question or concern to NYSERDA please fill out the form below and provide details about why escalation is needed.

Have you searched the EmPower/AHP Knowledgebase? * Yes No

Have you searched Contractor Support website? * Yes No

Have you checked Recent Program Announcements? * Yes No

Have you spoken with Contractor Support line (1-800-284-9069)? * Yes No

Have you spoken with your Account Manager? * Yes No

Comments *

Cost Overrides

- Cost Override allowances are allowed in two instances only that do not require additional review: Attic Hatch and Attic Pull-down Stairs
- Cost increase adjustments must be requested in advance and must be reviewed and approved before being applied to the measure. Sufficient notes and photos must also be included when requesting an exception. The more information the better!
- Most measures available in NYHEP use standard, program-set pricing. The expectation is for these measures to be used when recommending improvements to the home. For measures without set pricing, additional installation costs may be included in the total measure cost. This is subject to Program review and approval, so include notes and pictures!

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

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.

- Available to residential National Grid account holders that heat with gas or electric or be in the process of electrification with documented proof.
- Each approved WH&S project will be covered by National Grid at no cost to the customer.
- Eligible Measures (is not exhaustive)
 - Carbon Monoxide Hazards
 - Gas Leaks and Pipe Repair
 - Ventilation Remediation (Installation of Exhaust Fans)
 - Replacement / Installation of New Ventilation Systems
 - Roof Repair/Replacement
 - Domestic Water Systems
 - Suspected Electrical Issues
 - Suspected Environmental Hazards

Watch the [5/19/2026 webinar](#) to learn more about this offering and for more information, contact ngridwhands@cleareresult.com.

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