

# **NY Home Energy Portal – Regional Clean Energy Hub Overview**

**CLEAResult – Program Operations and Technical Support Implementer**

**May 2026**

## Training Agenda

- NYHEP Basics
- EmPower+ Enrollment Lifecycle
- Comfort Home Enrollment Lifecycle
- Using Program Reports
- Understanding and Monitoring Enrollment Status



# NY Home Energy Portal (NYHEP)

NYHEP is a web-based energy modeling and workflow management system used for both the EmPower+ and Comfort Home Programs.

Each user is required to have their own username. The company's primary contact must either submit user requests themselves or be included on user requests.

Requests can be sent to CLEAResult: [support.residential@nyserda.ny.gov](mailto:support.residential@nyserda.ny.gov).

NEW YORK STATE | NYERDA  
NY Home Energy Portal

### Sign in to NYHEP

Username  
ContractorUser1

Password  
.....

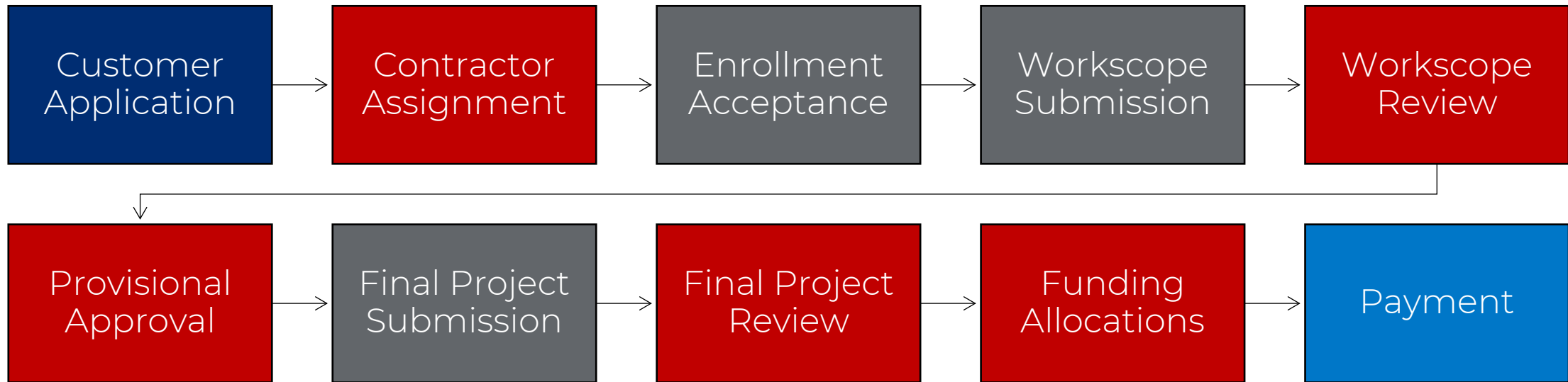
[Forgot Password?](#)  Remember Me

**Disclaimer**  
Only authorized personnel may access confidential utility information. If you are not a utility employee performing utility work or do not have prior written authorization, do not continue. New York State Energy Research and Development Authority retains the right to monitor its property and work environments in compliance with applicable federal, state and local law.

[Sign In](#)

# EmPower+: NYHEP Enrollment Lifecycle

Workflow is linear. Enrollments may be returned to a previous step for revisions.

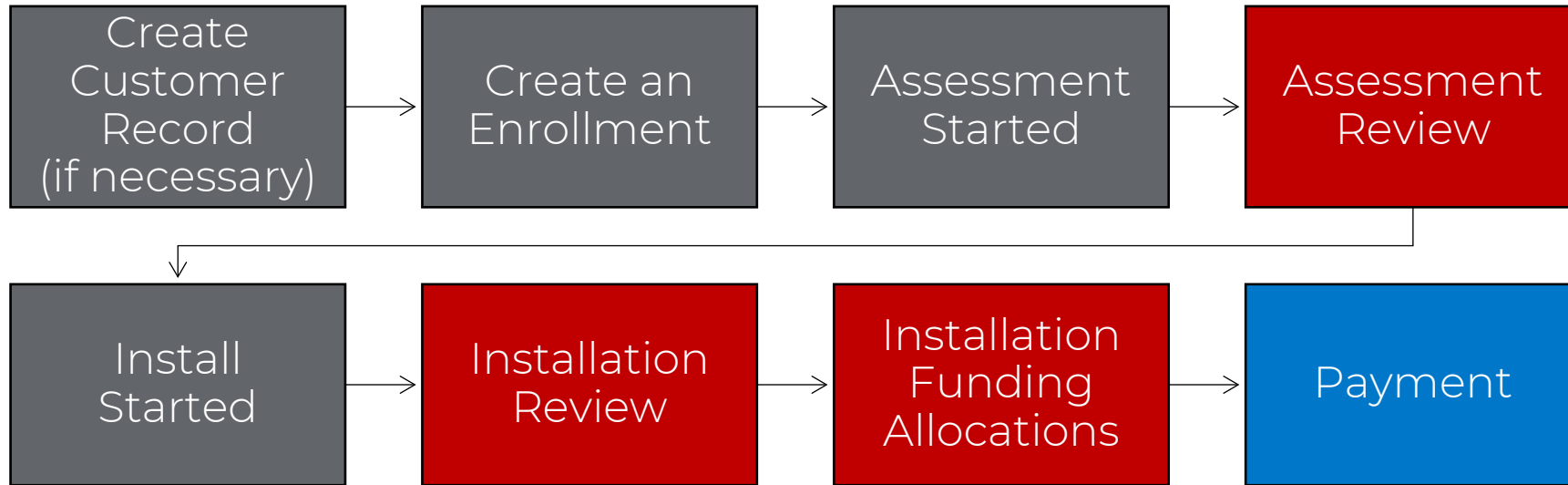


Responsible Party:

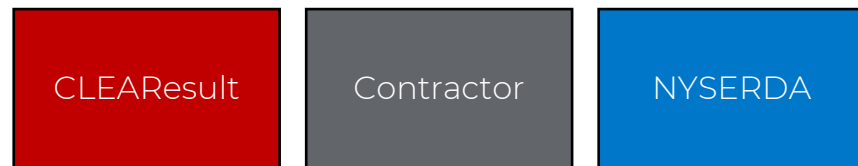


# Comfort Home: NYHEP Enrollment Lifecycle

Comfort Home enrollments have a 30-day prompt submission policy for Assessments and Installs.



Responsible Party:



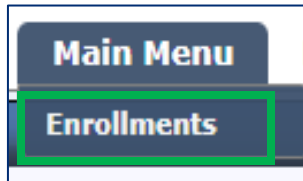
# Methods to Search for Enrollments

Enrollments can be located by:

- **Global Enrollment Search** bar: Type in Name, Street Address, or Enrollment #.



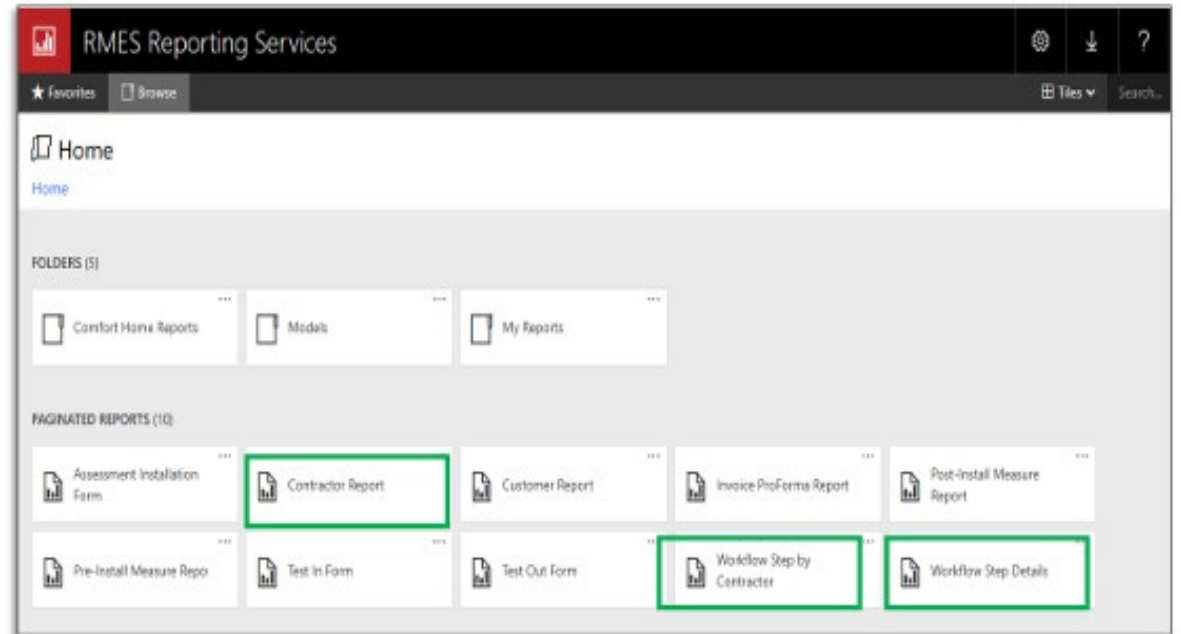
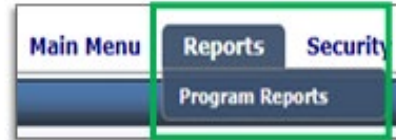
- **Main Menu** → Enrollments

A screenshot of the "Enrollment List" search interface. The interface has a blue header with the title "Enrollment List" and a help icon. Below the header are navigation links: "New", "Print Work Order", and "Export to Excel". A blue bar contains the text "Click to Hide Search Details...". The main area is divided into four columns of search criteria: "Enrollment Number", "Account Number", "Install Address", and "Enrollment Date". Each column contains one or more input fields. Below these columns are several dropdown menus for filtering: "Trade Ally", "Program", "Enrollment Status", "Application Processor - Trade Ally", "Application Processor - Employee", "Service Provider", "Project Type", "Approved Income Tier", and "Referral Source". A "Search" button is located at the bottom center.

# Using Program Reports

Reports can be accessed from the **Reports→Program Reports** menu.

- Contractor Report
  - Workflow Step Details
  - Workflow Step by Contractor
- Reports can be saved as Excel, or other file types, and printed.



## USING PROGRAM REPORTS

**Contractor Report** allows you to select a date range based on when an enrollment entered its current step.

In this example, we are looking at all Open enrollments that entered their current step between 4/1/2026-4/15/26.

This Report can be useful to find enrollments in a specific Step in the workflow (for example, all enrollments in Workscope Review, or Provisional Approval)

The screenshot shows the 'Contractor Report' interface. At the top, there are filters for 'Contractor' (ABC HVAC), 'Enrollment Status' (Open), 'Created Date From' (4/1/2026), and 'Created Date To' (4/15/2026). A 'View Report' button is on the right. Below the filters is a navigation bar with page controls (1 of 2), refresh, back, forward, and search options. The main table displays enrollment data with columns for Reference Number, Enrollment Number, Enrollment Contractor, Enrollment Employee, Application Number, First Name, Last Name, and Enrollment URL.

Reference Number	Enrollment Number	Enrollment Contractor	Enrollment Employee	Application Number	First Name	Last Name	Enrollment URL
1155738	1155738			1024364			<a href="https://homeportal.nyserda.ny.gov/Enrollments/WFStepList.aspx?eid=155743">https://homeportal.nyserda.ny.gov/Enrollments/WFStepList.aspx?eid=155743</a>
1155739	1155739			1033475			<a href="https://homeportal.nyserda.ny.gov/Enrollments/WFStepList.aspx?eid=155744">https://homeportal.nyserda.ny.gov/Enrollments/WFStepList.aspx?eid=155744</a>
1155750	1155750			1033900			<a href="https://homeportal.nyserda.ny.gov/Enrollments/WFStepList.aspx?eid=155755">https://homeportal.nyserda.ny.gov/Enrollments/WFStepList.aspx?eid=155755</a>
1155760	1155760			1037768			<a href="https://homeportal.nyserda.ny.gov/Enrollments/WFStepList.aspx?eid=155765">https://homeportal.nyserda.ny.gov/Enrollments/WFStepList.aspx?eid=155765</a>
1155761	1155761			1037852			<a href="https://homeportal.nyserda.ny.gov/Enrollments/WFStepList.aspx?eid=155766">https://homeportal.nyserda.ny.gov/Enrollments/WFStepList.aspx?eid=155766</a>
1155765	1155765			1037750			<a href="https://homeportal.nyserda.ny.gov/Enrollments/WFStepList.aspx?eid=155770">https://homeportal.nyserda.ny.gov/Enrollments/WFStepList.aspx?eid=155770</a>
1155773	1155773			1038288			<a href="https://homeportal.nyserda.ny.gov/Enrollments/WFStepList.aspx?eid=155778">https://homeportal.nyserda.ny.gov/Enrollments/WFStepList.aspx?eid=155778</a>
1155783	1155783			1037188			<a href="https://homeportal.nyserda.ny.gov/Enrollments/WFStepList.aspx?eid=155788">https://homeportal.nyserda.ny.gov/Enrollments/WFStepList.aspx?eid=155788</a>
1155784	1155784			1038070			<a href="https://homeportal.nyserda.ny.gov/Enrollments/WFStepList.aspx?eid=155789">https://homeportal.nyserda.ny.gov/Enrollments/WFStepList.aspx?eid=155789</a>

## Workflow Step Details

can be filtered by Program and Workflow Steps.

➤ **NOTE:** This report will only show Enrollments in steps currently assigned to the Contractor (ie. Enrollment Acceptance, Workscope Submission, Final Project Submission).

Home > Workflow Step Details

Program: EmPower+ (highlighted in green)

Contractor: ABC HVAC

Workflow Step(s): Enrollment Acceptance, Final Proje (highlighted in green)

Tier: 1

Project Types: ,Full Comprehensive,Audit Install

Workflow Step Status: Open

1 of 2 ?

100%

Find | Next

Enrollment Number	Reference Number	Enrollment Date	Number of days since Enrollment Acceptance date	Project Due Date	Referral Source	Maximum Incentive	Enrollment Auto Approved	Program
		08/11/2023	489	04/12/2025	Self Referral	\$10,000.00	No	EmPower+
		10/10/2023	489	04/12/2025	NYS Agency	\$16,288.00	Yes	EmPower+
		10/25/2023	499	04/02/2025		\$10,000.00	No	EmPower+
		01/29/2024	381	07/29/2025	Self Referral	\$10,000.00	No	EmPower+
		04/10/2024	736	08/08/2024	Contractor	\$10,000.00	Yes	EmPower+
		12/05/2024	462	05/09/2025	NYS Agency ARPA		No	EmPower+
		01/16/2025	365	08/14/2025	HEAP Award Letter		No	EmPower+
		01/16/2025	441	05/30/2025	Community Blitz	\$12,345.00	No	EmPower+
		01/16/2025	447	05/24/2025	Community Blitz	\$10,000.00	No	EmPower+
		01/17/2025	454	05/17/2025	Community Energy Advisor	\$10,000.00	No	EmPower+
		01/28/2025	443	05/28/2025	Contractor		No	EmPower+
		01/28/2025	443	05/28/2025	Contractor		No	EmPower+
		01/28/2025	443	05/28/2025	Contractor		No	EmPower+
		01/28/2025	443	05/28/2025	Contractor		No	EmPower+

**Workflow Step by Contractor** provides a snapshot of how many enrollments are in each workflow step for each Program.

Home > Workflow Step by Contractor

Program: Comfort Home,EmPower+,Resider

Contractor: ABC HVAC

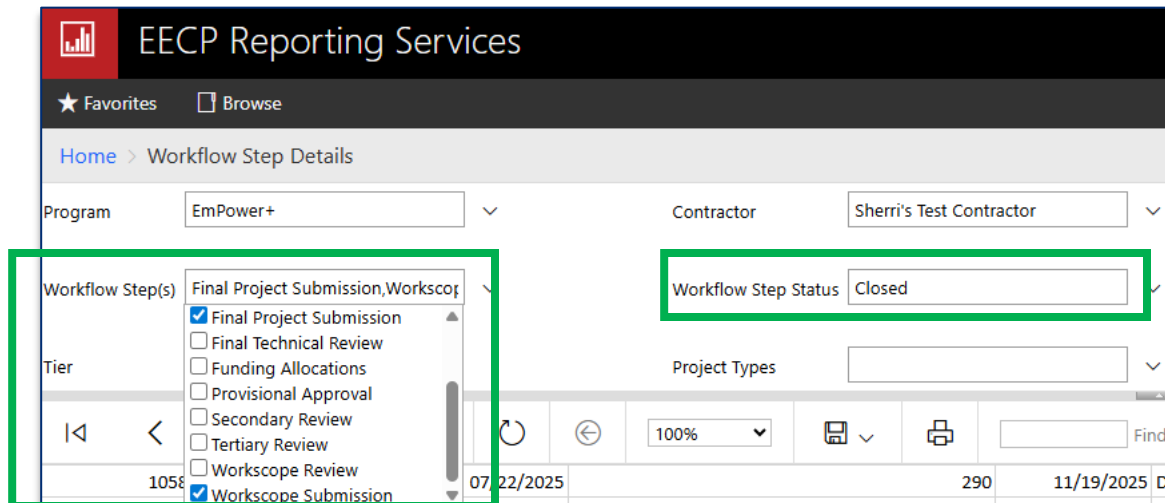
1 of 1 | 100% | Find | Next

Program	Workflow Step	Contractor	Total
Comfort Home	Assessment Started		11
		ABC HVAC	11
EmPower+	Enrollment Acceptance		6
		ABC HVAC	6
	Final Project Submission		34
		ABC HVAC	34
Residential Energy Assessments	Workscope Submission		48
		ABC HVAC	48
Residential Energy Assessments	Assessment Submission		1
		ABC HVAC	1

# Monitoring and Understanding Enrollment Status

## How to Check the Status of Submitted Enrollments

- The **Workflow Step Details** report can be used to find enrollments in **Workflow Steps** that are NOT currently assigned to a Contractor, such as Workscope Review or Final Project Review.
- Select **Workflow Step** type of Workscope Submission and/or Final Project Submission, and **Workflow Step Status** of Closed.
- This will display a report of Enrollments that have already been submitted and are no longer in a step assigned to the contractor. The Report can be saved as an Excel document and sorted/filtered to find Enrollments.



Enrollment Profile - Workflow

View Lead Add Workflow Cancel Enrollment Close Double Dip Report

Workflow Step	Trade Ally	Disposition / Status	Start Date	End Date	Total # Days
<b>Enrollment</b>					
Contractor Assignment		Closed - Work Completed	2/6/2025	2/6/2025	1
Enrollment Acceptance	Sherri's Test Contractor	Closed - Accepted	2/6/2025	2/6/2025	1
Workscope Submission	Sherri's Test Contractor	Closed - Work Completed	2/6/2025	2/28/2025	22
<b>Pre-Engineering</b>					
Workscope Review		Closed - Work Completed	2/28/2025	3/11/2025	11
<b>Enrollment</b>					
Workscope Submission		Closed - Work Completed	3/11/2025	5/9/2025	59
<b>Pre-Engineering</b>					
Workscope Review		Open - Unscheduled / Awaiting Results	5/9/2025		

# Monitoring Overdue Enrollments

NYHEP has SLA's (Service Level Agreements) programmed for each Workflow Step. Think of them as "Due Dates".

- An Enrollment in **Workscope Submission** for more than 30 days, or **Final Project Submission** for more than 75 days, will turn **Red** indicating it is now "Overdue". Contractors should be focusing on these enrollments.

<input type="checkbox"/>	Enroll. #	Ref. #	Program	Enrollment Status	Customer Name	Applicant Name	Applicant Address	ZIP	County	Service Provider	Workflow Step	Project Type	Approved Income Tier	Referral Source	Created Date	Initial Process Date	Due Date
<input type="checkbox"/>	1058510	1058510	EmPower+	Open				12144	Rensselaer	National Grid - Upstate	Workscope Submission New Sherri's Test Contractor	Full Comprehensive	Tier III - Moderate Income		3/2/2026		4/1/2026

- Enrollment Acceptance** has a 5 business day SLA. Enrollments in this step DO NOT turn red. Once they expire, the Enrollment will be re-assigned automatically. Note that if an enrollment is not accepted, NYHEP will auto-assign it up to 3 times. After the 3<sup>rd</sup> assignment, the enrollment will be manually assigned by CLEAResult.

Enrollment Acceptance Information			
<b>Due Date</b> 05/08/2025	<b>Assign To</b> ABC HVAC	<b>Employee</b> Jones, Bob	<b>Outcome</b> Rejected
<b>Assignment Method</b>			<b>Reason</b> Due Date Expired

# Completion Timeline and Placing Enrollments On Hold

Contractors are expected to complete projects within **90 days** following notification of the final work scope submission stage in NYHEP.

- Contractors with more than 20% of their enrollments in violation of this completion deadline will not be assigned any new Enrollments.
- If a Contractor knows that a project will take longer than 90 days to complete, they can place the Enrollment On Hold. This removes the Enrollment from the 20% Overdue calculation.

- Add a note in the Notes section explaining why the Enrollment is being placed On Hold

Final Project Submission - Unscheduled / Awaiting Results

Process Save Close Expand All Collapse All Enrollment Profile Add Measures Scan Measures Calendar Double Dip Report

**Visit Information**

Due Date: 07/28/2025

Assign To: ABC HVAC

Employee: Jones, Bob

**Outcome**

Work Complete

Cancel

On Hold

**Reason**

(Click to Select)

(Click to Select)

Contractor Issue

Customer Request

Premise Issue

Scheduled Date: [ ]

Actual Visit Date: 05/14/2025

Drive Mileage: 0 miles

Start Time: [ ]

Time In: [ ]

Duration: [ ]

Time Out: [ ]

Drive Time: 0.00 hours

Workflow Step Note

Create New - Note

Save Delete Close

Note Date: 05/14/2025 Note Time: 11:44 AM

Notes

Placing Enrollment On Hold due to customer leaving for vacation. Unable to complete in 90 day timeframe.

Who can view this note?

Users with access to this enrollment

Users with access to this workflow step

## EmPower+: 180-Day Project Completion

Contractors who have more than 20% of their enrollments older than 180 days since Enrollment Acceptance will not be assigned any new enrollments.

Workflow Step	Trade Ally	Disposition / Status	Start Date	End Date
<b>Enrollment</b>				
Contractor Assignment	CLEAResult	Closed - Work Completed	8/5/2024	8/5/2024
Enrollment Acceptance	Contractor A	Closed - Rejected	8/5/2024	8/7/2024
Contractor Assignment	CLEAResult	Closed - Work Completed	8/7/2024	8/7/2024
Enrollment Acceptance	Contractor B	Closed - Accepted	8/7/2024	8/7/2024
Workscope Submission	Contractor B	Closed - Work Completed	8/7/2024	9/30/2024

## Program Actions

Program monitors these thresholds and impacted contractors will be contacted.

When a contractor's backlog has been resolved, they will be made available for enrollment assignments again.

Contractors can work with the CLEAResult Contractor Support Team for an approved exception if needed for projects with special circumstances.

# Accessing Notes and Documents

Utilize the Enrollment Profile view for an overview of the workflow history and current open step, as well as to access Notes and Documents

Workflow steps in **Blue** can be clicked to open the Step.

Workflow steps in black *Italics* indicate when an enrollment has been returned to a previous step. These are not clickable.

**Enrollment Summary**

Program  
[EmPower+](#)

**EXPRESS ELIGIBLE  
NO HEAT**

Account #: [263153019](#)  
 Enrollment #: 1134593  
 Reference #: 1134593  
 Status: Open  
 Contractor Reassignments: 0  
 Submission Date: 10/7/2025

**Workflow**

- Enrollment Tags
- Measures (13)
- Job Cost Summary
- Payment Requests (0)
- Notes(20)
- Monitors (0)
- Documents (15)
- Enrollment Contacts
- Letters and Emails
- Milestones
- History

**Enrollment Profile - Workflow**

View Lead Add Workflow Cancel Enrollment Close Double Dip Report

Workflow Step	Trade Ally	Disposition / Status	Start Date	End Date	Total # Days	WO
<b>Enrollment</b>						
Contractor Assignment	CLEAResult	Closed - Work Completed	6/17/2025	6/17/2025	1	
Enrollment Acceptance	ABC HVAC	Closed - Accepted	6/17/2025	6/17/2025	1	
Workscope Submission	ABC HVAC	Closed - Work Completed	6/17/2025	10/7/2025	112	WO
<b>Pre-Engineering</b>						
Workscope Review	CLEAResult	Closed - Work Completed	10/7/2025	10/8/2025	1	WO
<b>Enrollment</b>						
<i>Workscope Submission</i>	ABC HVAC	Closed - Work Completed	10/8/2025	10/14/2025	6	
<b>Pre-Engineering</b>						
Workscope Review	CLEAResult	Closed - Work Completed	10/14/2025	10/15/2025	1	WO
<b>Enrollment</b>						
Provisional Approval	CLEAResult	Closed - Work Completed	10/16/2025	10/16/2025	1	
Final Project Submission	ABC HVAC	Closed - Work Completed	10/16/2025	4/17/2026	183	WO
<b>Inspection</b>						
Final Project Review	CLEAResult	<b>Open - Unscheduled / Awaiting Results</b>	4/17/2026			WO

# Accessing Notes and Documents

- From the Enrollment Profile, the Notes screen will display a history of all activity. User-entered Notes can be clicked on to open up. System-generated Notes can be hovered over to view.
- Notes can have restricted access based on the **“Who can view this note?”** setting within the Note itself.

Enrollment Profile - Notes					
New Note Close					
Date	Category	Type	Origin	Created By	Notes
4/9/2026	Notification	Enrollment		System	1134593 - Installation un...
4/9/2026	Notification	Enrollment		System	1134593 - Installation as...
10/16/2025	Event	Bulk Process Workflow Step Completed		Sanderson, Katie	Bulk Process for Provision...
10/16/2025	Notification	Enrollment		System	1134593 - Installation as...
10/16/2025	Notification	Enrollment			1134593 - Installation assigned email sent to maltagreg@yahoo.com
10/16/2025	Event	Bulk Process Workflow Step Initiated			
10/15/2025	Note	Workflow Step	Workscope Re...	Piper, David	Approved as submitted fo...
10/14/2025	Notification	Enrollment		System	1134593 - Pre-Engineern...
	Notification	Enrollment		System	1134593 - Pre-Engineerin...
	Event	Enrollment Reopened		Piper, David	EnrollmentWorkflowStepI...
	Notification	Workflow Step	Workscope Re...	Piper, David	The enrollment cannot pr...
	Notification	Enrollment		System	1134593 - Pre-Engineerin...
	Notification	Enrollment		System	1134593 - Pre-Engineerin...
	Notification	Enrollment		System	1134593 - Pre-Engineerin...
	Notification	Enrollment		System	1134593 - Pre-Engineerin...
	Event	Workflow Step	Workscope Su...	Malta, Greg	Furnace is shot and red t...
	Note	Workflow Step	Workscope Su...	Malta, Greg	Replacing existing forced ...
	Event	Payee Information Updated		Malta, Greg	<b>Payment To:</b> NYSERDA t...
	Notification	Enrollment		System	1134593 - Enrollment Acc...
	Notification	Enrollment		System	1134593 - Contractor Ass...
	Notification	Enrollment		System	1134593 - Contractor Ass...
	Event	Enrollment Open		User, API	Enrollment Open

**Enrollment Profile**

**Workscope Review Workflow Step - Note**

Save Delete Close

Origin: Workscope Review      Note Date: 10/15/2025      Note Time: 3:17 PM

**Notes**

Approved as submitted for Total Incentive: \$9448.06  
EmPower+ Incentive Excluding Audit, DI, Pilot: \$8970.58

**Who can view this note?**

Users with access to this enrollment

Users with access to this workflow step

This is an Interaction

Created by Piper, David on 10/15/2025 3:18:33 PM

# Accessing Notes and Documents

- Document Type may not always line up with the actual document uploaded.
- Documents can have Notes entered to clarify what document is for.

Enrollment Profile - Documents						
Document Type(s)	Document Name	Source	File Size	Comments	Create Date	Created By
Contractor Invoice	Invoice ProForma Report-1134593_20251016_1311.xls	Final Project Submission	39.94 KB		10/16/2025 1:30:35 PM	Malta, Greg
Electric Bill	ng.pdf	Workscope Submission	83.26 KB		6/17/2025 1:48:19 PM	User, API
Final Project Submission Photos	Exported - EmPower+ Photo Template - Final Project Submission 04-17-2026.pdf	Final Project Submission	1.20 MB		4/17/2026 2:19:38 PM	Wetherbee, Robert
Final Project Submission Photos	check list.pdf	Final Project Submission	1.09 MB		1/26/2026 10:03:49 AM	Malta, Greg
House Diagram	Hd.pdf	Workscope Submission	391.69 KB		10/7/2025 11:21:35 AM	Malta, Greg
Natural Gas Bill or Usage Waiver	Propane .pdf	Workscope Submission	381.55 KB		10/7/2025 11:32:27 AM	Malta, Greg
No-Heat Attestation Form	No-Heat-Attestation-Form-September-2025.pdf	Workscope Submission	127.72 KB		10/7/2025 11:21:35 AM	Malta, Greg
Post Installation Measure Report	Test Out Form-1134593_20251016_1313.pdf	Final Project Submission	640.54 KB		4/17/2026 2:19:37 PM	Wetherbee, Robert
Post Installation Measure Report	Test Out Form-1134593_20251016_1313 (1).pdf	Final Project Submission	640.54 KB		1/26/2026 9:58:15 AM	Malta, Greg
Signed Contract	proposal.pdf signed	Final Project Submission	198.65 KB	Signed with customer and contractor	4/17/2026 2:19:39 PM	Wetherbee, Robert
Signed Contract	proposal.pdf signed	Final Project Submission	207.13 KB		10/16/2025 2:37:26 PM	Malta, Greg
Supporting Documentation	TA denial letter.jpeg	Workscope Submission	2.10 MB	TA denial letter	10/14/2025 4:06:43 PM	Malta, Greg
Test In Form	Test n.pdf	Workscope Submission	161.88 KB		10/7/2025 11:21:35 AM	Malta, Greg
Test In Form	Test in2 .pdf	Workscope Submission	115.79 KB		10/7/2025 11:21:35 AM	Malta, Greg
Workscope Submission Photos	Work Scope Sub photos.pdf	Workscope Submission	4.75 MB		10/7/2025 11:28:51 AM	Malta, Greg

# Workflow Step Status

- Open Workflow Step Status definitions:

**Open-New: (Workscope Submission):** Step is open and has not been Processed yet.

**Open-Awaiting Assignment: (Contractor Assignment):** Step is open and awaiting an assignment to a contractor.

**Open-Awaiting Results: (Final Project Submission):** Step is open and has not been Processed yet.

**Open-Unscheduled/Awaiting Results:** Step is open and has not been Processed yet.

**Open-On Hold: All steps:** Step has been placed On Hold by the Contractor or implementer.

- Closed Workflow Status definitions

**Closed-Accepted: (Enrollment Acceptance):** Contractor has accepted the Enrollment.

**Closed-Work Completed: All steps:** Step has been completed and Processed.

**Closed-Rejected: (Enrollment Acceptance):** Contractor has Rejected/Declined the Enrollment

**Canceled: All steps:** Indicates a step has been declined and rolled back to a previous step (ie. Final Project Submission sent back to Workscope Submission, or Workscope Submission sent back to Contractor Assignment)

**\*Closed steps can still be accessed as long as the blue hyperlink is present.**

## MONITORING AND UNDERSTANDING ENROLLMENT STATUS

- The date a Workscope Submission step is first completed is often used to determine when certain Program changes (such as pricing updates or incentive changes) will go into effect. This date corresponds to the **“Application Submission Date”** displayed in the Enrollment Summary, which is also the first **Workscope Review Start Date** (Note: In instances where a Workscope Submission step was “auto-approved”, this date would also correspond to the first Provisional Approval Start Date).
- Funding Allocation End Date** is used to determine when an EmPower+ customer’s 1-year re-application timeline begins. In this example, the customer would be eligible to re-apply on 4/16/2027.

Enrollment Summary				
<b>Program</b> EmPower+				
<b>EXPRESS ELIGIBLE RESUBMISSION</b>				
Account #:	20092570470			
Enrollment #:	1153530			
Reference #:	1153530			
Status:	Closed			
Contractor Reassignments:	0			
Application Submission Date:	3/4/2026			
<b>Customer:</b> John Customer				
<b>Customer Class:</b> Residential				
<b>Premise Id:</b> 999999000130764				
<b>Service Provider:</b> Rochester Gas and Electric				
<b>Applicant</b>				
John Customer				
Rochester, NY 14617				
(555) 111-5555				
<b>County:</b> Monroe				
<b>Enrollment Tags</b>				

Enrollment Profile - Workflow				
View Lead Add Workflow Cancel Enrollment Close Double Dip Report				
Workflow Step	Trade Ally	Disposition / Status	Start Date	End Date
<b>Enrollment</b>				
Contractor Assignment	CLEAResult	Closed - Work Completed	2/9/2026	2/10/2026
Enrollment Acceptance	ABC HVAC	Closed - Accepted	2/10/2026	2/10/2026
Workscope Submission	ABC HVAC	Closed - Work Completed	2/10/2026	3/4/2026
<b>Pre-Engineering</b>				
Workscope Review	CLEAResult	Closed - Work Completed	3/4/2026	3/6/2026
<b>Enrollment</b>				
Workscope Submission	ABC HVAC	Closed - Work Completed	3/6/2026	3/9/2026
<b>Pre-Engineering</b>				
Workscope Review	CLEAResult	Closed - Work Completed	3/9/2026	3/10/2026
<b>Enrollment</b>				
Provisional Approval	CLEAResult	Closed - Work Completed	3/12/2026	3/12/2026
Final Project Submission	ABC HVAC	Closed - Work Completed	3/12/2026	4/14/2026
<b>Inspection</b>				
Final Project Review	CLEAResult	Closed - Work Completed	4/14/2026	4/15/2026
<b>Post-Engineering</b>				
Funding Allocations	CLEAResult	Closed - Work Completed	4/15/2026	4/16/2026

## Payment Timeline

Enrollments at the Funding Allocations workflow step will be reviewed for funding determination. Once approved, the enrollment is included on an invoice sent to NYSERDA for payment.

- EmPower+ invoices are submitted to NYSERDA every Tuesday and Thursday
- Comfort Home invoices are submitted to NYSERDA every Wednesday

Holidays may impact the payment process.

- Example: If an EmPower+ enrollment moved to Funding Allocations on a Friday, it will be reviewed on the next invoice day (Tuesday) for payment approval. Once submitted to NYSERDA, the contractor should receive payment within 2 weeks.

Payments are made by ACH or check (if necessary).

# Questions?

## Contractor Support

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

800-284-9069