

NY Residential Existing Homes Program Contact List Home Performance with ENERGY STAR® and EmPower New York

Primary Contacts

Contractor Support

1-800-284-9069

<http://hpwescontractorsupport.com/>

General Inquiries: support.residential@nyserda.ny.gov

Application Inquiries: applications.residential@nyserda.ny.gov

Customer Support

1-877-NYSMART

<https://www.nyserda.ny.gov/All-Programs/Programs/Home-Energy-Efficiency-Upgrades>

support.residential@nyserda.ny.gov

Program Administrator

New York State Energy Research and Development Authority (NYSERDA) 518-862-1090

General Inquiries

Email: hpwes@nyserda.ny.gov

Chris Coll – Director

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Program Operations Staff

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Technical Services Staff

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Quality Assurance Staff

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Residential Financing Staff

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Kevin Hunt – Project Manager, Residential Financing

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Community Energy Resources (Formerly called CBO) Staff

Bianca Shaw – Project Manager

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Administrative Services Contractor

CLEARResult

Questions related to audit applications, EmPower applications, EmPower project assignments, and HPwES and EmPower payments.

General Inquiries

Toll Free: 1-800-284-9069

Email: support.residential@nyserda.ny.gov

Scott Desnoyers – Program Manager

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Lindsay Huba – Associate Program Manager

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Technical Services Contractor

CLEAResult

Questions related to workscope and completion approvals, technical assistance, program policies and guidelines, and Account Manager support.

Contractor Support

Toll Free: 1-800-284-9069

Email: support.residential@nyserda.ny.gov

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Account Management Staff

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Technical Review Staff

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Joseph Farrell – Program Coordinator

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Certifications and BPI GoldStar Contractor Program

Questions related to certification, accreditation requirements, technical support and standards.
Saratoga Technology + Energy Park.

Building Performance Institute (BPI)

107 Hermes Road Suite 210
Malta, New York 12020

Toll Free: 877-274-1274

Fax: 866-777-1274

www.bpi.org

<http://www.bpi.org/about-us/contact-us>

Consumer Financing

Process loan applications and provide contractors with the status of the loan.

Energy Finance Solutions (EFS)

431 Charmany Drive

Madison, WI 53719

PHONE: 1-800-361-5663

FAX: 608-249-5788

Website: <http://www.energyfinancesolutions.com>

All inquiries to: efs@energyfinancesolutions.com

Consumer Loan Servicing

Service NYSERDA's Residential Energy Efficiency loans and provide borrowers with pertinent loan information.

Concord Servicing Corporation

4150 North Drinkwater Boulevard, Suite 200

Scottsdale, AZ 85251

Toll Free: 866-493-6393

FAX: 480-951-8879

Website: <http://www.powerofconcord.com>

All inquiries to: cs@concordservicing.com