

# User Guide

# NY Home Performance

# Portal

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**CLEAR**Result



# NYSERDA HP Portal

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## Logging In/Password Reset

You will receive an email with a link to set a password once your username has been created. Follow that link to create your password. You will then use the new password and your email address to log in. Once you have created your account, you can log in at the following URL: <https://nyserda.energysavvy.com/>

There can only be 1 account per email. There can be more than one account per contractor. To request a new account, please contact Contractor Support at [contractorsupport@clearesult.com](mailto:contractorsupport@clearesult.com), 1-800-284-9069, or <http://hpwescontractorsupport.com/> and select Help Center.



### Log In

Email Address

Password

Log In

You can easily reset your password by clicking on this link. The new password will be emailed to you.

Forgot your password?

No problem! Click [here](#) to reset it.

## Contractor's Customer Facing Profiles

Contractor profiles are driven by information provided in the 2014-2015 NY Home Performance with ENERGY STAR® Contractor Participation Agreement SIGNATURE FORM. Contractors can request updates to their customer facing profile information by contacting Contractor Support.

# Dashboard

Once you have logged in, you will see a Dashboard with a list of tasks that need attention. Any new tasks will be highlighted in the 'Have New Assignments' box and any past-due tasks will be highlighted in the 'Are Past-Due' box.

The search box in the upper right corner of the screen can be used to locate any project associated with the contractor, even if that project has no active tasks for the contractor to complete. You can search by last or first name, street address or city, or Project ID.

NOTE: Read the 'Claim a Reservation Number' section of this document for an explanation of the 'Claim a Reservation' section of the Dashboard.

The screenshot shows the NYSDERDA Contractor Support Website dashboard. At the top, there is a navigation bar with the NYSDERDA logo, a bar chart icon, a home icon, a menu icon, and a settings gear icon. The user is logged in as 'Nora Muller' with a 'Log out' link. A search box is located in the top right corner. Below the navigation bar, the dashboard is divided into several sections. On the left, there is a contractor profile for 'ABC Contractor' with an address in Westborough, MA. The main area features a large '0' and the text 'ACTIVE PROJECTS' with a 'See all >' link. To the right of this are three boxes: 'HAVE NEW ASSIGNMENTS' (0), 'ARE PAST-DUE' (0), and 'ARE ON-TRACK' (0). Below these is a 'Claim a Reservation' form with fields for 'Reservation number' and 'Last name', and a 'Search' button. On the right side, there is a 'Latest Program Info' section with 'Portal Training' and 'Welcome!' messages. Callout boxes provide instructions: 'Click to see full list of projects.' points to the Projects menu icon; 'Check the latest Program news and Portal announcements.' points to the Program Info menu icon; 'Click to edit various settings.' points to the Settings gear icon; 'Use the Project category boxes to see projects within those categories.' points to the 'ACTIVE PROJECTS' box; 'Search for customers/projects' points to the search box; and 'Enter customer's audit reservation number and last name to claim the reservation number.' points to the 'Claim a Reservation' form.

## Projects Overview

By clicking on the 'Projects' button, you will see an overview of all your projects. You can use the filters on the left side of the page to sort your projects by a variety of criteria (such as program stage, assignment status, affiliation, etc.). You can also sort by due date, last name, and last update.

You can download an Excel spreadsheet of all projects in the filtered view by clicking the download 'Projects' link. To submit an audit application on behalf of a customer, click the '+Add Project' drop down arrow button and select 'HPwES Audit' option. This will bring you to the online application page where you can fill out the required customer information.

To add a new HPwES Contract project click the '+Add Project' drop down arrow button and select 'HPwES Contract'. This will open an application that is similar to the audit application. Once the 'HPwES Contract' application gets filled out it will create a project in the modeling stage. See the FAQ section on page 58 for reasons why a project may not show up after you submitted the HPwES Contract application.

Clicking on a specific project will take you to that project's page where you will be able to complete the next task assigned to you for that project.

NOTE: Due dates and service level agreements (SLAs – see Glossary on page 51) are not punitive. They have been established for the Program to gather data about the processes and identify areas where efficiencies could be made.

The screenshot shows the NYSEDA Projects Overview page. The top navigation bar includes 'Dashboard', 'Projects', 'Program Info', and 'Settings'. The main content area displays a list of projects with columns for project name, address, contact information, and project ID. Each project entry includes a 'New - Urgent Action Required' notification with a 'Next step: Complete Eligibility Screening...' button. A 'Due in 2 days' notification is also visible for one project. The left sidebar contains filters for 'Assignment Status' (New, On Track) and 'Affiliation' (AAFE - Asian Americans for Equality, AHP - Affordable Housing Partnership). A '+ Add Project' button is located at the top right of the project list.

Use this button to add an audit or a contract project.

Filter Projects by work stage or status.

Timeline notifications for project task due dates.

Each project shows basic customer information and the next step to move the project along.

Clicking on a specific project (in this case, 'Sally Customer') will take you to the next task you need to complete for that project. On the left side of the screen you will see general information about the project and in the middle of the screen you will see relevant information for completing the task. You can click 'Full Details' on the left side of the page to see additional details about the project including location on a map, building type, and more.

The screenshot shows the NYSED Project Management System interface for a project named 'Sally Customer' (Project ID: 1077). The interface is divided into several sections:

- General project information panel:** Located on the left, it contains project details, a 'Next Action' section with a 'Full Details' link, and sections for 'Premise Details' (10 Ormond St, Albany, NY 12203), 'Participant Details' (nora.muller+987@csgp.com, 888-888-8888), and 'Program Info' (Stage: Audit Claim, Updated: 12 minutes ago).
- Task Completion Section:** The main area contains a task titled 'Complete Audit Claim' with a due date of 'Assigned June 11, 2013' and 'Due date: Sept. 3, 2013'. It includes a 'View Project Page' link, reservation details (Reservation number: NUM36956, Free or Reduced Cost audit: Free, Incentive amount: \$250.00), and a form for 'HPwES Comprehensive Home Audit Report \*'. The form has a 'Browse...' button for file selection and a 'Customer has received copy of audit \*' dropdown menu set to 'Yes'. Below the form is an 'Add a Note (optional)' field and two buttons: 'Send Now' and 'Save & Send Later'.
- Project Timeline:** Located at the bottom, it shows a history of tasks for 'Jun 11'. The first task is 'Reservation claimed'. The second task is 'Audit Application Approval - Completed in less than a day', which includes a 'Completion Data' table and an 'Audit Application Approval Task History' table. The third task is 'Audit Application Processing - Completed in less than a day'.

Callout boxes provide additional context:

- 'If you can't complete the job click on this button and fill out form.' points to the 'Extend Due Date' button.
- 'Link to customer's project portal and view what your customer can see.' points to the 'View Project Page' link.
- 'Relevant audit program information about the project is displayed.' points to the reservation details.
- '1. Section for completing task.' points to the HPwES Comprehensive Home Audit Report form.
- '2. Use this button to submit' points to the 'Send Now' button.
- 'Save your work to finish task later.' points to the 'Save & Send Later' button.
- 'History of the project's tasks.' points to the Project Timeline section.

## Extend Due Date

The 'Extend Due Date' button only extends the due date of the task you are working in (i.e. Audit Claim, Modeling and etc.). It doesn't extend the due date of an HPwES reservation number or workscope approval. The 'Extend Due Date' options are generally the same from stage to stage. The screenshot below provides an example of the options displayed when you click 'Extend Due Date'.

**Why are you extending this task's due date?**

- Waiting on participant
- Missing information
- Away from office

**Extend to**

2013-07-11

**Current due date**

2013-07-10

Include an explanatory note if necessary.

**Who should see this note?**

- Program Managers Only
- All Users

Save Cancel

The screenshot shows a dialog box titled "Extend Due Date" with several sections. The first section, "Why are you extending this task's due date?", has three radio button options: "Waiting on participant", "Missing information", and "Away from office". A callout box points to these options with the text "Select a reason to explain why you are extending the task's due date." The second section, "Extend to", features a date input field containing "2013-07-11" and a calendar icon. A callout box points to the input field with the text "Select a new due date." The third section, "Current due date", shows "2013-07-10". Below this is a large text area for an explanatory note, with a callout box pointing to it that says "Include an explanatory note if necessary." The fourth section, "Who should see this note?", has two radio button options: "Program Managers Only" and "All Users" (which is selected). A callout box points to these options with the text "Select who should be able to see your note. By selecting the choice of 'All Users' this will make your note viewable to the customer." At the bottom of the dialog are "Save" and "Cancel" buttons.



If you forget to complete a certain part of the task, the Portal will automatically prompt you to correct the mistake. See the screenshot below for an example:

The screenshot displays the NYSERDA portal interface. At the top, there is a navigation bar with the NYSERDA logo, a search bar, and user information for 'Bob'. The main content area is titled 'Complete Audit Claim' and shows a task assigned on April 29, 2013, with a due date of July 22, 2013. The task is currently in a 'Not completed' state. A red error notification banner at the top of the task details states 'Please correct the errors below'. A green callout box points to this notification with the text 'Error notification'. Below the notification, a dropdown menu for 'Customer has received copy of' is set to 'No'. A green callout box points to this dropdown with the text 'Message explains what item needs to be corrected.' Below the dropdown, a red warning icon and text state: 'You must provide the customer with a copy of the audit in order to claim the audit incentive. Please read the following carefully: Payment for an audit cannot be claimed until the customer has received a copy of the audit. I affirm that our company has provided this customer with a copy of the audit report.' The interface also includes a sidebar with project details for 'HPwES Audit Claim' by 'Kyle Kromm', a 'Next Action' section, and a 'Program Info' section showing the stage as 'Audit Claim' and updated 'A moment ago'. A right-hand panel contains metadata such as 'Reservation number: SAFSF4343434', 'Free or Reduced Cost audit: Free', and 'amount: \$250.00'. Buttons for 'Add Note', 'View Project Page', 'Extend Due Date', 'Send Now', and 'Save & Send Later' are visible.

## Portal Work flow

The Portal workflow has two parts. The first part is for the HPwES Audit project and the second part is for the HPwES Contract project. Each task is either assigned to the Partner, CLEAResult, or EFS. Contractors are considered Partners in the Portal. Your project moves through each task in the assigned workflow and all tasks must be completed in order and finishes when the last task is complete.

### 1. HPwES Audit

- a) Customer or Partner submits HPwES online audit application <OR> Customer Service Representative (CSR) enters paper application into the Portal. - [task for Participant or Partner](#)
- b) Audit Application Approval – [task for CLEAResult](#)
- c) Contractor claims reservation number on dash board - [task for Partner](#)
- d) Audit Claim - [task for Partner](#)

### 2. HPwES Contract

- a) Completion of step 1d of the above HPwES Audit Portal Workflow automatically creates a follow on project in the modeling stage <OR> Partner creates an HPwES Contract Project which will create a new project in the modeling stage.
- b) Modeling - [task for Partner](#)
- c) Workscope Proposal - [task for Partner](#)
- d) Eligibility Screening - [task for Partner](#)
- e) Contract Submission - [task for Partner](#)
- f) Contract Submission Review - [task for CLEAResult](#)
- g) Financing Approval - [task for EFS](#)
- h) Final Project Submission - [task for Partner](#) (*You won't be able to proceed to the Final Project review task if EFS hasn't finished their Financing Approval task.*)
- i) Final Project Review - [task for CLEAResult](#)
- j) Financing Disbursement - [task for EFS](#)

(For further Project Work flow details see page 52)

## Contractor Workflow for Entering Audit Applications into the NY HP Portal (Helpful Hints)

### Online Audit Application Screen 1

Please note: You cannot copy and paste into Zip Code, Home Phone, or Cell Phone number fields. You will need to type in these fields.

**Contact Information**  
This is your primary mailing address. It can be different from your home, or the building you want to have evaluated under this program.

**Street address \***

**Street address two**

**City \***

The address requested on the first screen is the **mailing** address, not the building address (unless the building and mailing addresses are the same).

**Home phone \***

**Cell phone**

A home phone number is a required field and a cell phone number is optional. If the customer has only supplied a cell phone number, enter it into the "home phone" box.

If the customer has not provided a phone number and you are unable to obtain a phone number, please enter 999-999-9999.

Checking this box will allow you to track your progress online and receive updates through the email address you provide below

**Email \***

If a customer has included their e-mail address on their application, select the checkbox. Customers will receive an e-mail directing them to a Customer Portal page where they can track their progress through the Program.

If the customer has not included an e-mail address on their application, uncheck this box.

You entered:  
 2 Wall Street, Albany, NY 12205

We found the following matching location. Please confirm that this location is correct.

2 Wall St, Albany, NY 12205

Continue    Enter a Different Address

After pressing “next” on the first page of the application, an address verification box will appear. Check for obvious errors in the address. If any corrections need to be made, click “Enter a Different Address.” If no corrections need to be made, click “Continue.”

## Application Screen 2

**Project Location**  
 This can be different from your mailing or primary residence addresses (if this is a second or vacation home, or you receive mail at a PO box, for example).

**Home address and contact address are the same**

Yes  
 No

**Street address one \***

**Street address two**

**City \***

If the mailing address is different than the building address, select No. Enter the building address.

If the mailing and building addresses are the same, leave the selection as Yes.

**How did you first hear about the Home Performance with ENERGY STAR program?**

- Constituency-Based Organization (CBO)
- Contractor
- EDGE Regional Outreach Contractor
- Home Show/Event
- Internet
- Neighbor/Friend/Family
- NYSERDA
- Print Ad
- Radio
- Real Estate Professional
- Town, Village, City, County
- TV
- Energize NY
- Other

There is only the ability to select one of these options on the application. If multiple options are selected on the application and “Constituency-Based Organization” is one of the options selected, click “Constituency-Based Organization” in the Portal.

If multiple options are selected on the customer application and “Constituency-Based Organization” is not one of the selected options, just pick one of the selected choices to include in the Portal.

**Application Screen 3**

Your household income and the type of contribution to the cost of the assessor household's annual income range from b cost.

- Up to \$156,600
- \$156,600 up to \$195,750
- \$195,750 up to \$234,900
- \$234,900 up to \$274,050
- \$274,050 up to \$313,200
- Over \$313,200

The online application now displays monetary income ranges based on the customer's Zip Code. Please use the chart below to select the correct income range when submitting applications into Portal on behalf of customers.

Paper Application	Online Application	Example
Customer answers “Yes” to “Is your household income less than \$99,600?”	Up to 200% AMI	Up to \$156,600
<200% AMI	Up to 200% AMI	Up to \$156,600
<250% AMI	200% to 250% AMI	\$156,600 to \$195,750
<300% AMI	250% to 300% AMI	\$195,750 to \$234,900
<350% AMI	300% to 350% AMI	\$234,900 to \$274,050
<400% AMI	350% to 400% AMI	\$274,050 to \$313,200
No listing	Over 400% AMI	Over \$313,200

**Signed program application \***

I certify that the owner of the building listed above has granted me permission to submit this online application on their behalf and that I have submitted the customer signed paper application to the Program. The information I have submitted on this online form is correct to the best of my knowledge and has been transferred by me from the customer signed paper application. I understand that giving false information or withholding information in order to make this customer eligible for benefits that they or I am not entitled to may result in penalties and I can be suspended or terminated from the Program.

**Date Signed\***

**I certify that the above information and statement are true**

Contractors submitting applications on behalf of customers still need to upload the signed paper application to verify customer permission.  
  
Electronic signatures are currently not accepted.

**Audit Applications Over the Phone**

Customers in condos, co-ops, mobile homes, and not-for-profits should call the HPwES Audit Call Center to be pre-screened for eligibility. If eligible, the CSR will fill out the application on the customer’s behalf while on the phone.

If a contractor wants to submit an application for a condo, co-op, not-for-profit, or mobile home, the following steps can be taken:

1. The contractor can call the HPwES Audit Call Center to answer the pre-screening questions and the application can be completed over the phone, if eligible.
2. The contractor will e-mail the customer-signed paper application.
3. The reservation number will not be issued until the paper application is received.

**Aggregation Audit Applications**

Audit applications that are marked “Aggregation” can now be entered into the Portal.

A project that moves forward with work, the contractor may submit the Aggregation Project via Portal. If you are an Aggregation contractor, please see the separate Aggregation Projects HPwES Work Scope Submission and Approval Process Quick Guide.

## Claim a Reservation Number

The 'Claim a Reservation' box at the bottom of the Dashboard is used to claim a homeowner's audit reservation number by entering the reservation number and last name of the homeowner. This information should be obtained from the homeowner or if the homeowner requested the contractor to be copied on the approval letter. After clicking search, a list of projects matching the reservation number and last name will be displayed (there should only be one project in this list). The contractor can claim the audit project by clicking 'Claim Reservation' on the 'Claim A Reservation' window. The project will then be added to the contractor's active projects.

An error message will be displayed if an incorrect reservation number or customer last name is entered. If no match is found, verify that the last name and reservation number are correct. If it has been at least 24 hours since the reservation was issued, contact the HPwES Audit Call Center at 1-855-838-7818 (option 1) for assistance.

**309**  
ACTIVE PROJECTS  
See all »

**249**  
HAVE NEW ASSIGNMENTS

**0**  
ARE PAST-DUE

**60**  
ARE ON-TRACK

Claim a Reservation

Reservation number Last name

CUS24579 Customer

Search

No matching reservation found.  
Please double-check the information and try again.

Claim the reservation number on dashboard.

Claim a Reservation

Reservation number Last name

SMI789 Smith Search

**John Smith** Claim Reservation

100 Park Ave  
New York, NY 10017  
555-555-5555  
will+3409oi@energysavvy.com

In this screenshot, the contractor correctly inputted John Smith's reservation number and his last name. Thus, the contractor is given the option to claim this reservation

After clicking on 'Claim Reservation', the Portal displays a message saying the contractor successfully claimed the reservation number. The contractor can click on the homeowner's name in the message to go directly to the homeowner's project page. Upon clicking this link, the contractor will be taken to a page where they can complete the Audit Claim stage (see the next section for a discussion of this stage).

The screenshot displays a contractor dashboard with the following elements:

- Message Bar:** A green bar at the top left contains the text "Successfully claimed reservation for [John Smith](#)". An orange callout box with an arrow points to this text, containing the text "You will see a message for successfully claiming a reservation".
- Active Projects:** A large blue number "309" is displayed above the text "ACTIVE PROJECTS". A "See all >>" link is located at the bottom right of this section.
- Statistics:** Three stacked boxes show project status counts:
  - 249 HAVE NEW ASSIGNMENTS
  - 0 ARE PAST-DUE
  - 60 ARE ON-TRACK
- Blog Posts:** A section titled "Latest Program Info" includes a "See all posts >>" link and two entries:
  - "New Blog Post" dated Feb. 15, 2013
  - "Welcome to Your Dashboard!" dated Jan. 17, 2013, with a link to "NYSERDA Contractor Support Website".
- Claim a Reservation Form:** A form at the bottom left with the title "Claim a Reservation". It includes two input fields labeled "Reservation number" and "Last name", and a "Search" button.



## Audit Claim Stage

In this stage, you will submit the results of the audit, submit energy usage documents, and confirm that the homeowner has received a copy of the audit report. Upon successfully completing this stage, the audit incentive is automatically claimed, the HPwES Audit project is closed, and a new HPwES Contract project with the same information is automatically created in the Modeling stage. To access this new project, you must return to the main Projects page and select the customer's HPwES Contract project.

### Complete Audit Claim

Assigned Aug. 19, 2014

Due date: Nov. 11, 2014

Extend Due Date    This task can not be completed

\* Required fields

**HPwES Comprehensive Home Audit Report \***

**Customer has received copy of audit \***

No

**Please read the following carefully:** Payment for an audit cannot be claimed until the customer has received a copy of the audit. I affirm that our company has provided this customer with a copy of the audit report.

**Due in 36 days**

[Jump to Timeline ▼](#)

Add Note

View Project Page

Reservation number: MIR76215

Free or Reduced Cost audit: Free

Incentive amount: \$250.00

Upload .pdf of audit report.  
Please see the FAQ on PDFs for more information.

Confirm that the customer has received a copy of the audit report.

**Electric Utility Company \***

**Electric Utility Account Number \***

**Electricity Usage Summary \***

For the last 12 or more months (as a PDF or an image). File size is limited to 10 MB.

Provide the customer's electric usage information.

The utility usage fields accept PDFs and all standard image files.

Contractors can upload clear pictures of utility usage documents, as long as the file is less than 10 megabytes.

**Fuel type \***

- Electricity
- Gas
- Oil
- Propane
- Kerosene
- Wood
- Coal
- Pellets
- Other

Select the customer's fuel type. Depending on the fuel selected, additional boxes will display, asking for fuel vendor name and customer account number.

**Primary heating fuel vendor \***

**Fuel account number \***

**Is Primary Heating Fuel Usage available? \***

- Yes
- No

**Primary Heating Fuel Usage Summary \***

For the last 12 or more months (as a PDF or an image). Please enter usage data for all applicable unit(s) in the building. If the units are roughly the same size and conditions you do not need to upload usage for multiple units. File size is limited to 10 MB.

If fuel usage is available, a box will display requesting the fuel usage summary. The utility usage fields accept PDFs and all standard image files.

**Is Primary Heating Fuel Usage available? \***

- Yes
- No

**Primary Heating Fuel Usage Waiver \***

If a full year of data is not available because the home was purchased within the last 12 months, fuel is provided by various suppliers, and/or the homeowner does not have access to usage data, please complete and submit the [Energy Usage History Waiver Form](#) (requires free [Adobe Reader](#)). Waiver forms without a signature will not be accepted. Please be sure to print out and sign the form before uploading it in the section below. File size is limited to 10 MB.

If fuel usage is not available, a box will display requesting the fuel usage waiver.

This building has a secondary heating fuel

No

Add a Note (optional)

Send Now Save & Send Later

If no secondary heating fuel source, select "No" and no further action is needed.

If the customer does have a secondary heating fuel source, select 'Yes.' Additional boxes will display to input the fuel type, fuel vendor, and fuel account number.

Customers who completed the previous version of the audit application were required to upload their energy usage documents at the time of application submission. For these customers, the submitted energy usage documents will be available on the right side of the Audit Claim screen.

### Complete Audit Claim

Due today

Assigned May 3, 2014

Due date: July 28, 2014

Extend Due Date This task can not be completed

\* Required fields

HPwES Comprehensive Home Audit Report \*

Customer has received copy of audit \*

Electric Utility Company \*

Electric Utility Account Number \*

Electricity Usage Summary \*

Fuel type \*

Electricity

**Utility Information**

If this information is accurate, please re-submit it as part of claiming the audit incentive

Electric utility	Con Ed
Electric utility account number	700
Electric utility data	<a href="#">Download File</a>
Gas vendor	Municipal Utility
Heating account number	tbd
Heating fuel other	
Heating fuel type	Gas
Heating vendor	
Primary heating data	None
Primary heating history waiver	<a href="#">Download File</a>

Submitted energy usage documents

Review the information to confirm it is correct (12 months of usage for heat and electric) and re-upload in the appropriate sections to claim the audit incentive.

## Complete Audit Claim

Assigned June 11, 2013

Due date: Sept. 3, 2013

If you can't complete the Audit Claim stage click 'This task can not be completed' button.

Clicking on the 'This task can not be completed' button will display the following choices:

- Did not get business
- Could not contact
- Audit Approval Expired
- Other

If any of these four choices is selected, the project will be marked as Closed and the project will be removed from your queue.

## Complete Audit Claim

Assigned

Due date

\* Request

Home

Customer

Please

the cu

provid

Ad

Project

**Why couldn't this task be completed?**

Did not get business  
 Could not contact  
 Audit Approval Expired  
 Other

**Who should see this note?**

Program Managers Only  
 All Users

Select option to terminate project.

Write a note.

Your note can be viewable by program managers or all users.

## Creating a New Contract Project

Customers that did not originate with an HPwES Free/Reduced Cost Audit through your company will need to be entered.

Click on '+Add Project' and select 'HPwES Contract'. This will open a window for the Homeowner Application for HPwES Contract. Upon filling out the form and submitting it will create a new project for your customer. The new project will begin at the Modeling stage. The new project will be in the projects list within a few minutes of submitting the form. You can see the new project by reselecting 'Last Update' in the Sorted by filter or you can refresh your web browser.

The screenshot shows the NYSDERDA web application interface. The top navigation bar includes the NYSDERDA logo, a home icon, a menu icon, and a settings icon. The main content area is titled '6 Projects' and features a 'Sorted by' dropdown menu set to 'Last Update'. A '+ Add Project' button is visible, with a green callout box pointing to it that says 'Click on '+Add Project' and select HPwES Project Workflow.'. Below the button, a dropdown menu is open, showing 'HPwES Project Workflow' as the selected option. The project list below shows details for 'Peter Pan', including the address '11 Peter Dr, Albany, NY 12205' and the email 'testvkijjuu788@yahoo.com'.

### Note:

If you do not see your project appear in your project list please contact Contractor Support. Please do not fill out additional HPwES Contract applications.

## Financing Integration

If a project has relevant financing and assisted subsidy information through Energy Finance Solutions (EFS), you will be able to view this information on the right portion of the screen under 'Financing Summary'. By clicking on the 'More information...' link in the Financing Summary section you will see more detailed information.

The screenshot shows the NYSERDA web application interface. The top navigation bar includes 'Dashboard', 'Projects', 'Program Info', and 'Settings'. The user is logged in as 'Jacquelyn'. The main content area displays a project titled 'Complete Workslope Proposal' with a 'Due in 14 days' badge. The project is assigned to 'Alesha Antes' with Project ID: 224. The due date is May 13, 2013. A callout box with a green background and black text says: 'See high level view of financial information. Click on 'More information' for further detail.' This callout points to the 'More information...' link in the 'Financing Summary' section. The 'Financing Summary' section shows the following data:

Financing Summary:	
Loan app	Accepted
Loan status	Approved
Subsidy application	Accepted
Subsidy status	Approved

The screenshot shows a pop-up window titled 'Complete Financing Information'. It contains the following data:

1-4 Unit owner's agreement	Unnecessary
ACH form	Accepted
Co-borrower first name	Joe
Co-borrower last name	Namath
Co-borrower middle name	
Constituency-based organization	Make the Road New York
Number of income-qualified units	1
Subsidy CPA date	April 15, 2013, midnight
Subsidy FPA date	None
Utility bill (subsidy)	Accepted
Contractor 1	Murtha
Contractor 2	

A callout box with a green background and black text says: 'After clicking on the link for 'More Information...' you will see a pop-up window appear with more detailed financial information.' This callout points to the 'Murtha' contractor name in the table.

## Modeling Stage

In this stage, you will indicate the modeling software that is being used and upload the relevant audit modeling file. Upon successful completion of this stage, the project will move to the Workscope Proposal stage. If there are any errors in your .xml file the Portal will indicate issues with an error message in red and the task will return to the Modeling stage. If RHA is the software that is used then the project will pass directly to the Workscope Proposal stage upon successful creation of the RHA contract.

The screenshot shows the 'Complete Modeling' stage in the NYSEDA portal. The interface includes a navigation bar with 'Dashboard', 'Projects', 'Program Info', and 'Settings'. The main content area displays project details for 'Albany-8 Est-Test8' (Project ID: 1109) and a 'Due in 15 days' badge. A callout box points to a dropdown menu for 'What modeling software are you using? \*' with the instruction: 'Select your modeling software.' Another callout points to a 'Browse...' button for uploading a file, with the instruction: 'Upload your audit .xml package. If you are using RHA you will not upload any files.' A third callout points to the 'Send Now' button, with the instruction: 'Click 'Send Now' to move to next stage.'

This close-up shows the 'Complete Modeling' stage with a callout box pointing to the 'This task cannot be completed' button. The callout contains the text: 'If you can't complete the Complete Modeling stage click 'This task cannot be completed' button.'

Clicking on the 'This task cannot be completed' button will display the following choices:

- Did not get business
- Could not contact

If either of these two choices is selected, the retrofit project will be marked as closed and the project will be deactivated. Projects can be reactivated by contacting Contractor Support.

# Workscope Proposal

In this stage, the contractor submits a proposed workscope for the project. Upon successful completion of this stage, the project will move to the Eligibility Screening stage. If the contractor uses RHA, the project will move directly to the Eligibility Screening stage after the Workscope Proposal 'Project referral type' question is answered.

**NEW YORK STATE OF OPPORTUNITY | NYSEDA**

Dashboard Projects Program Info Settings

Nora | Log out

Search...

NYSEDA Retrofit Program

Albany-4 Est-Test-4  
Project ID: 1108

Next Action

Full Details

Premise Details  
6 Wood Plot Rd  
Albany, NY 12211

Participant Details  
nora.muller+223344@csgpr.com  
888-999-1234

Program Info  
Stage: Workscope Proposal  
Updated: 10 hours ago

### Complete Workscope Proposal

Due in 15 days

Assigned June 21, 2013 [Jump to Timeline](#)

Due date: July 5, 2013

[Extend Due Date](#) [This task can not be completed](#)

[Add Note](#)

[View Project Page](#)

Reviewer's Notes:

\* Required fields

**Project referral type \***

- My company is working on this project alone
- My company is referring work to another NYSEDA contractor
- My company was referred by another NYSEDA contractor
- My company is using a subcontractor for this project

**Workscope Contract Package \***

[Browse...](#)

Please submit your modeling software contract package.

**Workscope Combined Package**

[Browse...](#)

If working with another contractor, please submit a contract combined work.

By selecting "Send Now" I agree to be bound by the terms and conditions of the Home Performance with ENERGY STAR Contractor Participation Agreement. I acknowledge that I have been provided with a copy of the Resource Manual, have read and understand its contents, procedures and requirements, and understand that submitting false or manipulated data will result in disciplinary action, including but not limited to, permanent termination from the program.

[Add a Note \(optional\)](#)

[Send Now](#) [Save & Send Later](#)

Pick referral type that correlates with your project.

Upload workscope .xml file for the work on your contract. (Example – TREAT contract package). RHA users do not upload any files.

Upload a combined workscope .xml file if you are doing work with another contractor. (Example – TREAT package that has improvements from both companies doing work.) A combined workscope .xml file is not necessary when using a subcontractor. This step is geared toward referral work only.

Click 'Send Now' to move to the next stage which is Eligibility Screening.



## Complete Workscope Proposal

Assigned June 21, 2013

Due date: July 5, 2013

Extend Due Date

This task can not be completed

If you can't complete the Workscope Proposal stage click 'This task can not be completed' button.

Clicking on the 'This task cannot be completed' button will display the following choices:

- Making corrections to the existing building model → Rolls project back to Modeling stage
- Did not get business → Deactivates (closes) project
- Could not contact → Deactivates (closes) project

If the 'Making corrections to the existing building model' option is selected, the project will automatically move to the Modeling stage for you to input the changes to the existing building model and upload the corrected file. If either of the other two choices is selected, the project will be marked as closed and the project will be deactivated.

Deactivated projects can be reactivated by contacting Contractor Support. Please provide the name and address of your customer when making reactivation request.

## Eligibility Screening

In this stage, you will use the Eligibility Screening Tool (EST) to verify that the project meets eligibility and cost effectiveness requirements for the program. EST takes the place of manually running your project through the ProForma worksheet. EST also includes an area to claim customer and contractor incentives.

Clicking on the 'Complete Eligibility Screening' button will bring you to the EST. The EST will open in a new window and be completed outside the Portal.

**Complete Eligibility Screening** Due in 4 days

Assigned July 8, 2013 Jump to Timeline ▼

**Due date:** July 11, 2013

[Extend Due Date](#)

[Add Note](#)

[Project Page](#)

Summary:

- [Loan app](#)
- [Loan status](#)
- [Subsidy application](#)
- [Subsidy status](#)
- [More Information...](#)

**Add a Note (optional)** [+](#)

**Did you complete this task successfully?**

[Complete Eligibility Screening](#) [This task can not be completed](#)

Click 'Complete Eligibility Screening' to start process of making sure your measures meet eligibility and cost effectiveness for incentives and/or loan.

## Eligibility Screening Tool (EST)

EST has four sections that must be navigated through before coming back to the Portal and advancing to Contract Submission. However you can move backwards within EST by clicking an earlier section (within the EST menu) and then proceed from that screen.

Contractors must review the results shown in EST before submitting for CLEAResult approval. The program will approve what was submitted. For example, if you modeled a measure incorrectly and it shows as not eligible for incentives and financing, it will *not* be approved for incentives or financing.

**Eligibility Screening Tool**

- Questionnaire**
- Eligible Measures
- Cost Effectiveness
- Incentives

# Questionnaire

The Questionnaire is the first section of EST where you answer questions on basic information about the incentive options the customer is choosing as well as other questions. Projects that originated from HPwES Free or Reduced audit applications will have certain information pre-populated. The Questionnaire also asks questions about fuel switching for proposed heating and hot water equipment as well as contractor incentive claiming for the Advanced Modeling Incentive.

Eligibility Screening Tool

Questionnaire | Eligible Measures | Cost Effectiveness | Incentives

### General Information

Which customer incentive option has the homeowner selected?\*

HEMI  Assisted(AHP) ⓘ

Is the homeowner applying for any other incentives?

What is the total utility rebate amount?

### Financing Information

What loan option will the homeowner use?\*

ⓘ

Lender name

What is the customer's down payment amount (if any)?

### Customer Utility Information

What is the primary heating fuel of the home?\*

Does one company provide both the electricity and primary heating fuel?

Yes  No

Electric provider\*

Electric account number\*

Natural Gas provider

Other fuel provider

Gas or other provider account number

### Fuel Switch Data

Is any heating/hot water equipment switching fuel type?\*

Yes  No

### HPwES Contractor Incentives Information

Advanced modeling incentive  ⓘ

Audit date\*  ⓘ ⓘ

Is the contractor's company working on this project alone? No

Was a subcontractor used on this project? Yes

Name of subcontractor who performed work

Are you referring work to another participating contractor? No

Are you submitting work referred to you by another participating contractor? No

Is all the work being done by your Company? No

Select customer incentive type.

If your customer is receiving utility rebates or EmPower funding select "yes" and then enter the total utility rebate amount. Please check the "incentives claimed" option under the individual improvements on the Eligible Measures screen, so that the incentive and loan amounts are accurately calculated.

Enter 'Customer Contribution' payment only if the customer is financing the project and also paying a portion out-of-pocket to reduce the loan amount. Customer contribution amounts can be found on bottom of Cost Effectiveness Section. See screenshot on page 32.

Claim and verify contractor incentives.

Click 'Continue' button to move to Eligible Measures section.

## Utility Rebates & AHP/EmPower Coordination

### Eligibility Screening Tool

Questionnaire Eligible Measures Cost Effectiveness Incentives

#### General Information

Which customer incentive option has the homeowner selected?\*

HEMI  Assisted(AHP) ?

Is the homeowner applying for any other incentives?

What is the total utility rebate amount?

#### Financing Information

What loan option will the homeowner use?\*

#### Customer Utility Information

What is the primary heating fuel of the home?\*

Does one company provide both the electricity and primary heating fuel?

Yes  No

Electric provider\*

Electric account number\*

Natural Gas provider

Other fuel provider

Gas or other provider account number

Select which other program from the drop down menu the customer is applying for and enter the incentive amount.

These are the other incentive types that impact HPwES eligibility and must be disclosed to the Program.

**NOTE:** For EmPower, *do not* include the audit fee, customer education, or mileage.

The other incentives will be deducted from the loan amount, along with any HEMI or AHP that was claimed on additional measures in the package.

NOTE: Make sure the sum of the modeled improvement costs for measures covered by EmPower equals the other incentives amount, or the loan amount will be incorrect.

If you require additional assistance on how to submit EmPower/Assisted Coordinated Projects, please reference the separate User Guide: How to Submit EmPower/Assisted Coordinated Projects Utilizing the NY HP Portal Quick Guide.

## Eligible Measures

The Eligible Measures section of EST lists the measures and indicates whether that measure is eligible for an incentive or loan. A green checkmark indicates measure is eligible and red x indicates it is not eligible or if more information needs to be given to determine eligibility. If your improvement needs more information it will be listed in red at the top of the page. You need to click on the drop down arrow to fill in necessary information. The reverify button needs to be clicked after making changes to each improvement. The message section explains why measure is not eligible.

This section can also be used as a 'What If Scenario' to see what changes need to be made to your measure in order for it to pass eligibility and cost effectiveness. After making changes to the measure information you will click on the 'Reverify' button to test your changes and see if they qualify for the incentive or loan. Once all your changes are reverified you can proceed through the next screens and then send your project back on the 'Incentives' section to the correct stage to make changes to your building model file.

### Eligibility Screening Tool

Questionnaire
Eligible Measures
Cost Effectiveness
Incentives

Incentive option: HEMI  
 The finance or loan option selected is: On Bill Recovery Loan

Measure Name	Incentive Eligible	Loan	Message
<div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;">                     Click on arrow to open up measure section.                 </div> Improve the following condition uncovered during co/smoke on second fl : Missing CO/Smoke on Second Fl			-NYSERDA : No measure qualification definitions found. -LOAN : No measure qualification definitions found.
<div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;">                     Measure Type: <span style="border: 1px solid gray; padding: 2px;">Qualified Accessory - Unspecified</span> </div> Measure Cost: <span style="border: 1px solid gray; padding: 2px;">\$100.00</span> S Savings: <span style="border: 1px solid gray; padding: 2px;">\$0.00</span>	<div style="border: 1px solid gray; padding: 5px;">                     Map improvement to Measure Type by selecting option from drop down box. Click 'Reverify' after mapping improvement.                 </div>		
Improve the following condition uncovered during gas dryer fuel : Does not comply with Code			-NYSERDA : This measure is eligible for loan only.
Upgrade 198 square feet of existing ceiling to Gyp Bd, 2x6 16" OC, 6" Cellulose, R-19			
Upgrade 209 square feet of existing ceiling to 0.38" Plaster/Lath, 2x6 24" OC, 12" Cellulose, R-40			
Upgrade 263 square feet of existing wall to 1.25" Wood, 2x8 16" OC, 2" Polyisocyanurate, R-13			-NYSERDA : Measure failed because TRC is
Upgrade 306 square feet of existing ceiling to 0.38" Plaster/Lath, 2x6 24" OC, 12"			
<div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;">                     Click 'Reverify' after making changes to each section to save your changes.                 </div> Upgrade 306 square feet of existing ceiling to 0.38" Plaster/Lath, 2x6 24" OC, 12"			<div style="border: 1px solid gray; padding: 5px;">                     Click 'Continue' to move to next section after all mapping has been completed.                 </div>

Reverify
Continue

Upgrade 128 square feet of  
1.5" Wood, 0.5" Wood

After clicking on arrow the measure section opens up and displays editable areas you can make changes to.

-NYSERDA: The r  
because the cost  
foot  
-Measure failed b  
-LOAN: No meas

Measure Type	Rim Joist Insulation
Measure Cost	\$2,195.00
\$ Savings	\$20.24
Heating MMBtu	0.14
Cooling kWh	0.00
Non-Cooling kWh	0.00
Measure Life	30
TRC Calculated Result	0.12
Insulation Post R-Value	15
Insulation Pre R-Value	4
Insulation Type	SPRAYFOAM
Location	Basement Ceiling
Insulation Section	Sill

Add requested missing information.

Click 'Continue' to proceed to the Cost Effectiveness section

## What-if Analysis Mode

EST allows the user to check the eligibility of the measures in the project, as well as the project as a whole, in *What-If Analysis* mode.

Upgrade 1,520 square feet of existing floor above grade to 1.25" Wood, 2x8 16" OC, 3" High Density Foam, R-18		✘	✔	-NYSERDA : Measure failed because TRC is less than 1.0.
Measure Type	Floor Insulation	To enter "What If" mode, simply change the measure cost and click 'Reverify' to recalculate.		
Measure Cost	\$3,500.00			
\$ Savings	\$233.25			

Once the cost of a measure is changed, the header of the Eligible Measures section will indicate:

You have modified measure values. You can continue to modify values and use the Reverify feature to test for eligibility. You cannot submit with a status reason of Completed while in this mode. To clear this mode and load the original values, [click here](#).

As the message indicates, clicking the link will return the measure costs to the original ones found in uploaded contract package. After you clear the 'What if' mode and reload the original value go back to Portal project in Eligibility Screening by clicking back button on your browser. Click on 'This task can not be completed' and select option for 'Adding or removing measures and /or costs in the workscope.' RHA users will need to delete the old RHA contract and create a new one or other software users will need to create a new contract package with price changes. Once contract improvement pricing changes have been made the revised package will get uploaded and project will advance through EST once again.

**Important Note:** The user should not submit the EST with a "Reason" of "Complete" in the fourth section of EST, "Incentives," without first reverting the measure costs back to their original values. Before the project can go through EST again it will need to be reset to clear out the old information. Please contact Contractor Support to request that EST be reset for you project. Please include customer's name, address and Portal or HUB Project ID.

## Cost Effectiveness

The 'cost effectiveness' section is similar to the 'loan calculator' portion of the ProForma worksheet. Some sections are pre-populated based on previous selections that were made earlier in the portal. The customer's contribution can be changed in this section within 'project information' to help the project pass the loan cost effectiveness.

The screenshot displays the 'Cost Effectiveness' section of a ProForma worksheet, divided into three sub-sections: Project Information, Financing Information, and Smart Energy Loan Information. The 'Cost Effectiveness' tab is highlighted in the top navigation bar.

**Project Information**

Is the \$150 loan processing fee being financed?:	Yes
Total cost of project:	\$3,886.00
Total AHP amount:	\$1,943.00
Total Allowable Health & Safety Measure Costs:	\$0.00
Total amount of other utility incentives:	\$0.00
Customer Contribution:	<input type="text"/>
First year energy savings amount:	\$36.58
Average measure life of the project (in years):	20.00

**Financing Information**

Loan amount:	
Dollar Savings:	

**On-Bill Recovery Loan Information**

Loan Payment Amount:	
Net:	
Project Lifetime Energy Savings:	
On Bill Recovery Loan interest rate:	3.49%

**Smart Energy Loan Information**

Loan Payment Amount:	
Net:	
Project Lifetime Energy Savings:	
Smart Energy Loan interest rate:	3.49%
Length of loan term (in years):	15
Savings period:	Monthly

**Callout Boxes:**

- Green box (top right):** Enter 'Customer Contribution' payment only if the customer is financing the project and also paying a portion out-of-pocket to reduce the loan amount. Customer contribution amounts can be found on bottom of Cost Effectiveness Section. (Points to the Customer Contribution input field.)
- Green box (middle right):** Warning messages will be displayed here if the loan does not meet the program requirements. (Points to the Financing Information section.)
- Green box (bottom right):** The Smart Energy Loan interest rate can be changed to either the 3.49% rate or the 3.99% rate using the drop-down. (Points to the Smart Energy Loan interest rate dropdown.)
- Green box (bottom right):** The default "Length of loan term (in years)" is 15 years. (Points to the Length of loan term dropdown.)

Continuation of Cost Effectiveness screen shot shown below.



If Customer contribution is added and other options are changed click on 'Recalculate' to see how changes affected grid.

Recalculate ←

	On Bill Recover Loan at 3.49% APR			Smart Energy Loan at 3.49% APR			Smart Energy Loan at 3.99% APR		
	5 Year	10 Year	15 Year	5 Year	10 Year	15 Year	5 Year	10 Year	15 Year
Does loan meet cost effectiveness?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Loan type and year term(s) that meets eligibility criteria.

	On Bill Recover Loan at 3.49% APR			Smart Energy Loan at 3.49% APR			Smart Energy Loan at 3.99% APR		
	5 Year	10 Year	15 Year	5 Year	10 Year	15 Year	5 Year	10 Year	15 Year
SIR	19.26	17.72	16.34	22.20	20.43	18.84	21.93	19.95	18.21
Required Customer Contribution	Required Customer Contribution section for SIR								
-or-									
Required FY Savings									
Cash Flow Eligibility	YES	YES	YES	YES	YES	YES	YES	YES	YES
Loans > \$13,000 Payback Must be <= 15 Years	Row shows the Cash Flow eligibility for loans over \$13,000 and payback of 15 years or less and OBR rule. Eligibility requirements for cash flow also listed in OBR, Required Customer Contribution or Required FY Savings.								
OBR- 1/12th Rule Smart Energy- loan term <= average measure life									
Required Customer Contribution	N/A			N/A			N/A		
-or-									
Required FY Savings	N/A			N/A			N/A		

Required FY Savings section for SIR criteria

Continue

If EST determines that the project is eligible for a certain loan type it will show as 'YES' in the row of where the question 'Does loan meet cost effectiveness?' shows underneath the specified loan type and year of loan term. If certain criteria need to be met in order to use a particular loan type and year term it will show below in the grid in the rows for 'Required Customer Contribution' or 'Required FY Savings' for both criteria; SIR and Cash Flow.

If loan fails cost effectiveness, the options are:

- Choose a different loan term that does pass.
- Increase the project savings by adding some low cost measures to the workscope, like CFLs.
- Reduce or remove any high cost, low savings measures from the workscope, like windows.
- Ask the customer to pay the required out-of-pocket costs.
- OBR customers can switch to the Smart Energy Loan, which is less restrictive. Must change loan type selected in Questionnaire

# Incentives

The Incentives section shows the customer incentives amounts, project cost and other associated measure costs under Measure Costs/Other Incentives. The sections for Customer Utility Information and HPwES Contractor Incentives will be pre-populated based on previous selections you made. Corrections to incentives can still be made by jumping backwards to Questionnaire and when changes have been made you proceed through rest of EST screens until you get back to Incentives.

Eligibility Screening Tool

Questionnaire    Eligible Measures    Cost Effectiveness    **Incentives**

### Measure Costs/Other Incentives

Eligible measure incentive total: \$8,565.00 ⓘ

Contractor measure total cost: \$12,065.00 ⓘ

Measure costs receiving other utility incentives: \$0.00 ⓘ

What other incentives has the homeowner received?:

Other incentives total: \$0.00

Total customer contribution amount: \$0.00

	HPWES Home Owner Incentive Amounts	Lender	Claimed Incentive To Date	Program Caps
High Efficiency Measure(HEMI)	\$829.00		\$0.00	\$3,000.00
Smart Energy Loan	\$8,440.00	Energy Finance Solutions	\$0.00	\$20,000.00

Does the homeowner have any other approved work in-process: \$0.00 ⓘ

Other approved program work completed: \$0.00 ⓘ

### Customer Utility Information

The electric and heating provider are the same: Yes

Electric provider: National Grid Upstate

Electric account number: 11111111

Natural Gas provider: National Grid Upstate

Other fuel provider:

Heating fuel provider account number: 8523185

### HPwES Contractor Incentives

Advanced modeling incentive checked: Yes

Audit date: 6/23/2013

The contractor's company is working on this project alone: No

A subcontractor was used on this project: No

Subcontractor Name:

You referred work to another participating contractor?: No

Name of the participating contractor to whom you referred the work:

You submitted work referred to you by another participating contractor?: No

All the work is being done by your Company?: No

Name of the contractor who referred the work to you:

Reason:

Checks for previous incentives paid for the same site/customer. Customers can put multiple projects through the Program up to the lifetime caps.

Note:  
Choices in the list of reasons direct the project to the relevant stage:

- Submit → Completes EST and advances project to Contract Submission stage.
- Review final EST results before submitting workscope to ensure they are correct.
- Changes made after this point will require EST reset.
- Contractors can download the Home Performance Eligibility Summary Report from the Project Timeline after CLEAResult approval.
- The Home Performance Eligibility Summary Report will also be sent to EFS for Loan and AHP projects via the Portal after CLEAResult approval.

After successfully completing EST, the project will advance to the Contract Submission stage.

## Contract Submission

In this stage, you will answer several questions related to State Historic Preservation Office (SHPO) requirements, submit contract documents, and upload other relevant project documents. Upon successfully completing this stage, the project will advance to the Contract Submission Review stage. Upon passing the Contract Submission Review stage and passing the Financing Approval stage (if applicable), the project advances to the Final Project Submission stage.

Project will still advance to Contract Submission stage, but signed contract and CIF are no longer required documents to be uploaded at this stage. Contractors may attach any applicable supporting documents, such as the AHRI certificate.

The screenshot shows a web interface for 'Complete Contract Submission'. The header includes 'HPwES Contract', 'Robert Coffey', 'Project ID: 1766', and a 'Due in 8 days' badge. The main content area contains a form with several sections:

- Due date:** Oct. 13, 2014. Includes 'Extend Due Date' and 'This task can not be completed' buttons.
- \* Required fields:**
  - Is the home more than 50 years old? \*** (Radio buttons for Yes and No). A callout box points to this question: "Answer required questions for the State Historic Preservation Office."
  - Year home built \*** (Text input field).
  - Will original windows, replacement windows years ago, or doors be replaced as part of the** (Radio buttons for Yes and No).
  - Is the home visible from a Right of Way? \*** (Radio buttons for Yes and No).
- Signed workscope contract** (Browse... button)
- Contract customer information form** (Browse... button)
- Appliance receipts** (Browse... button)
- Fuel bills (if not submitted with audit)** (Browse... button)

Additional elements include 'Add Note', 'View Project Page', 'Financing Summary', 'Loan application', and 'More information...' buttons. A 'Jump to Timeline' link is also present.

**Note: Document upload**  
Each section can only have 1 file uploaded. If you upload additional files it will wipe out your previous copy. The maximum file size for a document upload is 10 MB.

Option to attach documents is available.  
There will be another opportunity to attach the optional documents at completion.  
**Signed contract and CIF are not required documents at this stage. No paperwork required for workscope approval unless the project is receiving a Renewable Heat NY Rebate.**

The documents that get uploaded for each section must be a single file. For example a signed contract could be 5 pages long but it will only be in one file that gets uploaded under the 'Signed workscope contract' section. There are many PDF programs available that allow you to scan documents and merge multiple pages together as one file.

**Lighting schedule**

**Technical review (Solar and Geothermal)**

**Cool homes rebate application**

**Storm relief declaration form**

**Project photos**

**Storm relief declaration form**

**Project photos**

**Other submission documents**

By selecting "Send Now" I agree to be bound by the terms of the 2012-2013 Home Performance with ENERGY STAR Contractor Partnership Agreement. I also acknowledge that I have been provided with a copy of the 2012-2013 Contractor Resource Manual, have read and understand its contents, agree to adhere to the procedures and requirements, and understand that submitting any false or manipulated data will result in disciplinary action, including but not limited to, permanent termination from the program.

**Add a Note (optional)**

Additional documents can be uploaded in the Contract Submission stage.

Click 'Send Now' to submit your workscope to CLEARresult.

## Complete Contract Submission

**Assigned June 18, 2013**

---

**Due date:** June 25, 2013

If you can't complete the Contract Submission stage click 'This task can not be completed' button.

This stage has several options for incompletion and each option rolls back the project to the necessary stage for corrections:

- Adding or removing measures and/or costs in the workscope → Workscope Proposal stage
- Only changing customer incentive type(s) or loan amount → Eligibility Screening stage
- Making corrections to the existing building model → Modeling stage
- Referral work is being added to this project → Workscope Proposal stage
- Did not get business → Closed (project is terminated)
- Could not contact → Closed (project is terminated)

# NY HPwES Project Incentives and Financing Eligibility Summary Report/Home Performance Eligibility Summary Report

Upon successfully completing the Contract Submission stage, CLEAResult will receive a copy of the NY HPwES Project Incentives and Financing Eligibility Summary Report also known as the Home Performance Eligibility Summary Report. CLEAResult will be approving projects based on this report which is generated after submission of the EST results. Contractors will see this new report as the approval transmittal.

Home Performance Eligibility Summary Report generated by Portal replaces:

- ProForma worksheet
- CLEAResult Approval Transmittal
- Certificate of Completion (COC); both Statement of Work and Signature Page



## NY Home Performance with ENERGY STAR Project Incentives and Financing Eligibility Summary Report

Participating in NY Home Performance with ENERGY STAR (HPwES) is an important step to reducing your energy costs and creating a healthier more comfortable home. This report provides a summary of your approved project, including the incentives you are eligible to receive and your selected financing package. Before signing, please review this entire report, including the terms and conditions.

### Section 1. Customer and Contractor Information

Customer Name: Joe Customer  
 Customer Building Address: 555 Address Ln  
 Somewhere NY 12345  
 Customer Mailing Address: 555 Address Ln  
 Somewhere NY 12345  
 Home Performance Contractor Name: ABC Contracting Inc.

### Section 2. Project Information and Scope of Work

HPwES Project Approval Valid Until: 10/4/2015 Existing Primary Heating Fuel Type: Natural Gas  
 Amount of Work Eligible for Incentives: \$18,375.00 Fuel Switch: (Yes/No): No

List of Energy Efficiency Improvements	Eligible for HPwES Incentives	Loan Eligible (if applicable)
Wall Insulation	No	Yes
Attic Insulation	Yes	Yes
Rim Joist Insulation	Yes	Yes
Air Sealing	Yes	Yes
Boiler	Yes	Yes
Windows	No	Yes
Indirect Water Heater	Yes	Yes
Health and Safety - Unspecified	No	Yes
Health and Safety - Unspecified	No	Yes

## Home Performance Eligibility Summary Report

The first four pages are customer-facing and must be presented to the homeowner prior to work commencing. A sample of the report can be found [here](http://hpwescontractorsupport.com/program-documents-2/2014-2015-contractor-resource-manual/section-8-operational-forms/). (<http://hpwescontractorsupport.com/program-documents-2/2014-2015-contractor-resource-manual/section-8-operational-forms/>)

Customer Facing Report:

### **Section 1. Customer and Contractor Information**

- Customer information. If the mailing address is different than the building address, please type the mailing address in the report to upload at project completion submittal. Mailing address is not captured in the Portal for customers who start with a contract project.

### **Section 2. Project Information and Scope of Work**

- Project details
- Workscope
- Measure eligibility
- Approval expiration date

### **Section 3. Customer Incentives**

- Details on customer incentives
- Customer payment assignment
  - Note: HEMI payment now defaults to Contractor unless customer indicates by initialing form.

### **Section 4. Financing Information (If Applicable)**

- Loan type
- Loan details
  - Loan term defaults in EST to 15 years. Please change loan term if customer would like a shorter term.

### **Section 5. Certificate of Completion- Read and Sign after Work is Completed**

- Section 5 is the Certificate of Completion, to be signed after all work has been installed.
- This document will be submitted at completion, along with a signed copy of the previous 3 pages (customer facing pages) and your signed contract with the homeowner

Administrative Facing Report Sections:

The last 3 pages are for Administrative Review. CLEAResult program staff spot checks this data for any red flags (such as unusually high or low savings). Contractors have the choice to share this section with their customers.

## Home Performance Eligibility Summary Report Exceptions

Most projects will show correct results in EST when all information is entered correctly by the user.

A few rare exceptions may require CLEAResult to edit the incentives on the Home Performance Eligibility Summary Report prior to approval.

- AHP multi-family, EST currently defaults all AHP projects to 50% up to \$5,000.
- Complex homes with more than one fuel switch of different types for multiple heating / hot water systems.

For these situations, submit the EST results “as is” and add a note to the Portal project.

A few project types cannot be submitted through the Portal / EST at this time. They will still require the old program forms to be faxed in and follow the full approval review process.

- Combined Solar PV & HPwES
- Phased Loans
- PSEGLI HPD / REAP follow-on work

These old process documents can be located [here](http://hpwescontractorsupport.com/program-documents-2/sample/old-process-documents/). (<http://hpwescontractorsupport.com/program-documents-2/sample/old-process-documents/>)

## Home Performance Eligibility Summary Report Review

CLEAResult will review the Home Performance Eligibility Summary Report for Program compliance.

- Verify BPI Certification, EFS pre-approval, review the savings and cost effectiveness results on the report.
- If no red flags are found, project will be approved.
- Issues caught during the expedited review process will trigger a full model review, which may result in the project being placed on hold and sent back to the contractor for revisions.

While a 1 day turnaround is anticipated once all contractors are using the new process, it may take some time for all contractors to get up to speed. Contractor Support will be available to answer questions anytime during the process.

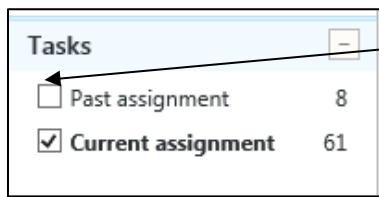
The Home Performance Eligibility Summary Report will be made available in the Project Timeline as the Approval transmittal form. If the customer created a Portal login, they will be able to view this document online.

The Portal also sends a notification email to the address in your partner profile when the project is approved.

The screenshot displays a 'Project Timeline' interface. At the top, there are options for 'Show archived tasks' and '+ Expand All'. The main task listed is 'Aug 20 Contract Review and Approval – Completed in less than a day' with a green checkmark icon. Below the task title, it says 'Review result: Passed' and 'Refers to: Contract Submission - Completed - Conservation Services Group'. A table-like structure shows 'Completion Data' with columns for 'Approval transmittal form', 'Reviewer Notes', and 'Contract Review and Approval'. The 'Approval transmittal form' row has a 'Download File' button with a red arrow icon, which is highlighted with an orange box and an arrow pointing to a green callout box. The callout box contains the text: 'Click here to download the Home Performance Eligibility Summary Report'. The 'Reviewer Notes' row shows 'None'. The 'Contract Review and Approval' row shows three entries: '08/20/2014 4:50 p.m.', '08/20/2014 4:49 p.m.', and '08/20/2014 4:49 p.m.', with the last one assigned 'by System'. On the right side, there is a sidebar with 'Csg Pm' and 'Last modified: 49 days ago by Automated Workflow', 'Assigned on: Aug, 20, 2014', and 'Closed on: Aug, 20, 2014'.

## Contract Submission Review

Once you complete the Contract Submission stage, the next task is assigned to CLEAResult for Contract Review and Approval. You can see projects with tasks currently assigned to CLEAResult or EFS by selecting 'Past assignment' on your active project view filtering options.



Click on 'Past assignment' to include projects not currently assigned to your company in the filtered project view.

When the approval is issued by CLEAResult, you will receive a notification from the Portal. The Home Performance Eligibility Summary Report (Approval Transmittal) will be available in the Project Timeline. If the customer created a login, they will also be able to view this document.

A screenshot of the 'Project Timeline' interface. At the top, it says 'Project Timeline' with a 'Show archived tasks' checkbox and a '+ Expand All' button. Below this is a task entry for 'Aug 20' with a green checkmark icon. The task is 'Contract Review and Approval - Completed in less than a day' with a sub-note 'Review result: Passed'. Below this, it says 'Refers to: Contract Submission - Completed - Conservation Services Group'. There are three sections: 'Completion Data' with 'Approval transmittal form' and 'Reviewer Notes' (value: None); 'Contract Review and Approval Task History' with a table of three rows; and 'Assigned on: Aug. 20, 2014' and 'Closed on: Aug. 20, 2014'. A 'Download File' button with a PDF icon is highlighted with an orange box and an arrow pointing to it from a callout box.

Contract Review and Approval Task History		
08/20/2014 4:50 p.m.	Completed	by Csg Pm
08/20/2014 4:49 p.m.	Opened	by Shelley Leatherwood
08/20/2014 4:49 p.m.	Assigned	by System

You can view or save the report (approval transmittal) from the Project Timeline by expanding the Contract Review and Approval section of the task history.



## Correcting a Failed Review Stage

In the event that any of the stages completed by you fail a subsequent review stage, you will receive an email notification of what needs to be corrected and the project will automatically be moved to the stage that needs correction. The notification will be sent to the email address established in the 'Settings' section under 'Task Options'. Your project can also fail the Modeling or Workscope Review stage if an error is found in your file. There will be an error message on the page under the upload section explaining what the error is. The file will need to be fixed and uploaded again.

In the screenshot below, the project was returned to the Modeling stage from the Modeling Review stage because a mistake in the participant's name was picked up by the Portal during error checking. After correcting the file it must be uploaded again and then the project can continue through the workflow.

The screenshot displays the NYSERDA web portal interface. At the top, there is a navigation bar with the NYSERDA logo, a home icon, a menu icon, and a settings icon. The user is logged in as 'Nora' and can click 'Log out'. Below the navigation bar, there are tabs for 'Dashboard', 'Projects', 'Program Info', and 'Settings'. A search bar is also present.

The main content area shows the 'Complete Modeling' stage for the project 'Albany-7 Est-Test7' (Project ID: 1110). The stage is assigned to 'June 21, 2013' and has a due date of 'July 5, 2013'. A message states 'This task can not be completed'. The 'What modeling software are you using?' field is set to 'TREAT'. Below this, there is a section for 'Home Performance Comprehensive Recommendations File' with a 'Browse...' button. A file named '604-fullaudit-87251d9d9583950f2158.xml' is currently selected. An error message indicates: 'Participant Name Albany-7 Est-Test-7 from XML does not match Albany-7 Est-Test7 from the participant'. A note at the bottom says 'Please submit your modeling software Audit package'.

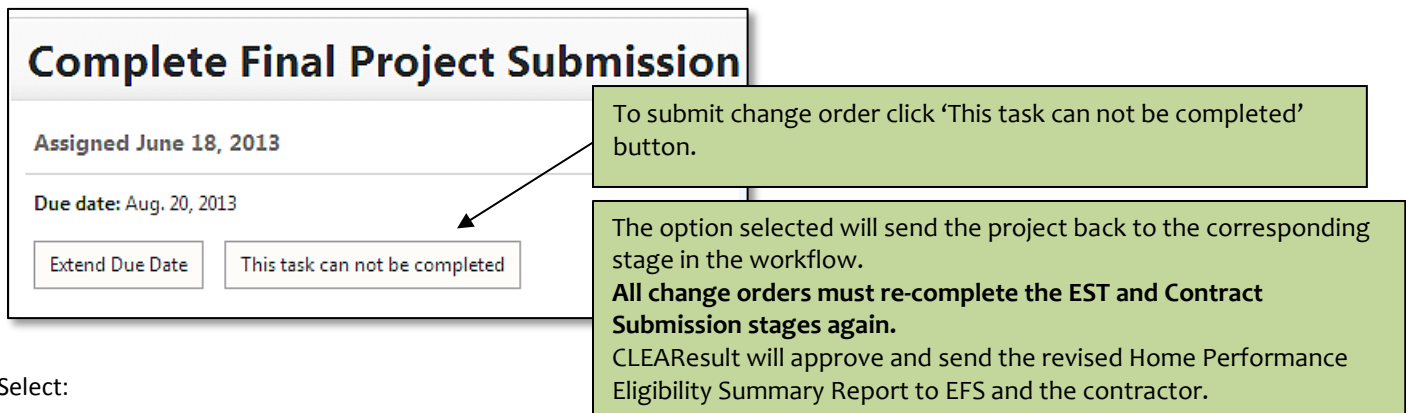
Annotations in the screenshot include:

- A red oval highlights the text 'Please correct the errors below'.
- A green box with an arrow pointing to the error message contains the text: 'Previous selections and uploads to this stage are saved. You just need to fix the areas that are highlighted.'
- Another green box with an arrow pointing to the 'Browse...' button contains the text: 'You can upload a corrected .xml file.'

## Change Orders

At any point after your project has been successfully reviewed you can submit a change order. This will generally occur when your project is in the final project submission stage. Click on the button 'This Task can not be completed' and selection option for 'Adding or removing measures and/or costs in the workscope'. The change order file will get uploaded in the same section as the contract package. If you are doing referral work then the combined package will need to be updated as well. RHA users will need to delete the original RHA contract and create a new one. The project will then advance through Eligibility screening. Before the project can go through EST it will need to be reset to clear out the old information.

*Please contact Contractor Support to request that EST be reset for you project. Please include customer's name, address and portal or HUB project ID.*



The screenshot shows a task titled "Complete Final Project Submission" with a due date of August 20, 2013. Two buttons are visible: "Extend Due Date" and "This task can not be completed". A callout box points to the "This task can not be completed" button, stating: "To submit change order click 'This task can not be completed' button." Another callout box explains: "The option selected will send the project back to the corresponding stage in the workflow. **All change orders must re-complete the EST and Contract Submission stages again.** CLEAResult will approve and send the revised Home Performance Eligibility Summary Report to EFS and the contractor."

Select:

- Adding or removing measures and/or costs in the workscope → Workslope Proposal stage

## Financing Approval

Any project that is linked to an EFS loan number (either from an AHP or Loan application) will automatically enter this stage before proceeding to Final Project Submission. The job submission and approval documents are communicated to EFS via the Portal. EFS must then complete this task, which includes generating any loan documents, before the project will move to the next stage. You can see projects with tasks currently assigned to CLEAResult or EFS by selecting 'Past assignment' on your active project view filtering options.

## Final Project Submission

In this stage, the contractor completes the project work and submits completion data from the project to the program. Assuming the contractor successfully completes this stage, this is the last stage in the NYSERDA workflow that is the responsibility of the contractor.

**Upload your required completion documents.**

Data required at completion:

- Signed and initialed Home Performance Eligibility Summary Report
- Signed contract with the homeowner (on company letterhead and compliant with NYS contract law)
- Post Installation Health & Safety Test Results
- Completion package from modeling tool with test-out results entered
- Signed Customer Information Form

**Upload your .xml completion package. If you are using RHA you do not need to upload a package.**

**Note:**

If there is an issue with your completion package after error checking has occurred you will be sent back to Final Project Submission. You will need to correct your file and upload again.

(Example: The completion package doesn't match the pricing or measures of the last approved package...)

**Click 'Send Now' to send your project off for final review.**

**You still have an opportunity to upload any other necessary documents at this time.**

**If you can't complete the Complete Final Project Submission stage click 'This task can not be completed' button.**

### Complete Final Project Submission

Assigned Aug. 20, 2014

Due date: Oct. 22, 2014

\* Required fields

Completion signature page/Signed project incentives and financing eligibility summary report \*

Signed contract \*

Post installation health & safety test results \*

Completion package

Please submit your modeling software completion package

Subcontractor work order

Applicance receipts

### Complete Final Project Submission

Assigned June 18, 2013

Due date: Aug. 20, 2013


This stage has several options for incompleteness and each option rolls back the project to the relevant stage for correction:

- Only changing customer incentive type(s) or loan amount → Eligibility Screening stage
- Adding or removing measures and/or costs in the workscope → Workscope Proposal stage
- Referral work is being added to this project → Workscope Proposal stage
- Making corrections to the existing building model → Modeling stage
- Updating workscope documents on file. Project costs and measures remain the same → Contract Submission stage
- Could not contact → Closed (project is terminated)
- Did not get business → Closed (project is terminated)

## Final Project Review

Once you complete the Final Project Submission stage, the next task is assigned to CLEARResult for Final Project Review. You can see projects with tasks currently assigned to CLEARResult or EFS by selecting 'Past assignment' on your active project view filtering options. When the completion is processed by CLEARResult, you will receive a notification from the Portal. The completion transmittal will be available in the Project Timeline. If the customer created a login, they will also be able to view this document.

**Completion Data**

Completion transmittal form [Download File](#) 

Reviewer Notes

**Final Project Review Task History**

03/25/2014 10:44 a.m.	Completed	by CSG PM
03/25/2014 10:44 a.m.	Opened	by CSG PM
03/20/2014 4:43 p.m.	Assigned	by System

You can view or save the completion transmittal from the Project Timeline by expanding the Final Project Review section of the task history.

## Financing Disbursement

Any project that is linked to an EFS loan number (either from an AHP or Loan application) will automatically enter this stage before proceeding to Closed - Complete. The completion submission and completion transmittal documents are communicated to EFS via the Portal. EFS must then complete this task, which includes authorizing payment to the contractor, before the project will be marked as complete in the Portal. You can see projects with tasks currently assigned to CLEARResult or EFS by selecting 'Past assignment' on your active project view filtering options.

# Settings

## Your Account/Your Profile

Once logged in, click on the Settings tab found on the upper right hand side of the Portal.

Within the Settings page, you can take the following actions:

- Change your password (Your Account tab)
- Set the languages your company supports (Company Profile tab)
- Set the email and phone number for notification of new tasks (Task Options tab)
- Create marketing campaigns (Marketing tab)

The screenshot displays the NYSEDA portal interface. At the top left is the NYSEDA logo with the text 'NEW YORK STATE OF OPPORTUNITY'. The navigation bar includes 'Dashboard', 'Projects', 'Program Info', and 'Settings' (which is highlighted). On the right of the navigation bar, there is a user profile 'Nora' and a 'Log out' link. Below the navigation bar is a search bar labeled 'Search...'. The main content area is titled 'Your Profile' and contains a blue box with the text: 'To change any of these settings, please contact the program.' Below this, the user's profile information is listed: Name: Nora Contractor, Email: Nora.Contractor@mycompany.com, and Company: Save Energy. Underneath is a 'Change Password' section with three input fields: 'Old password', 'New password', and 'New password confirmation'. A 'Change Password' button is located at the bottom of this section. On the left side of the main content area, there is a sidebar with a dropdown menu 'All Programs' and a list of settings categories: 'Your Account', 'Company Profile', 'Task Options', and 'Marketing'.

## Company Profile

On the company profile section you have the option to change the languages that potential customers can see. The other information must be changed by NYSERDA HPwES staff. Contractors can request updates to their customer facing profile information by contacting Contractor Support.

The screenshot shows the 'Your Company' settings page in the NYSERDA HPwES system. The page is divided into a left sidebar and a main content area. The sidebar contains navigation options: 'All Programs', 'Your Account', 'Company Profile' (selected), 'Task Options', 'Marketing', and 'API Access'. The main content area is titled 'Your Company' and contains a warning box, a 'Current Logo' section with a hammer icon, and a list of company details. At the bottom, there is a 'Languages' section with checkboxes for various languages and a 'Save Changes' button.

**NEW YORK STATE OF OPPORTUNITY | NYSERDA**

Dashboard Projects Program Info **Settings** Nora | Log out

Search...


**All Programs**

- Your Account
- Company Profile**
- Task Options
- Marketing
- API Access

### Your Company

These settings are visible to participants looking at your company profile. If you would like to change any of them, please contact the program.

**Current Logo:**



<b>Tagline</b>	CSG
<b>Description</b>	CSG
<b>Address</b>	50 Washington Street Suite 3000 Westborough, MA 01581
<b>Customer-facing phone number</b>	508-555-2184
<b>Website</b>	<a href="http://www.powerwaynecorp/">http://www.powerwaynecorp/</a>
<b>Credentials</b>	G/IGNY Audit Qualified
<b>Year established</b>	N/A
<b>Year joined program</b>	N/A

**Languages**

- Chinese
- French Creole
- German
- Greek
- Italian
- Russian
- Spanish
- Tamil

**Save Changes**

## Task Options

The task options control which phone number or email gets tasks notifications. Only one email address can be used for task notifications. It is suggested that a group email account be set up for these purposes. This is based on the counties in which the contractor has a signed participation agreement. Contractors can request changes to add or remove individual user accounts by contacting Contractor Support.

**NEW YORK STATE OF OPPORTUNITY | NYSDA**

Dashboard Projects Program Info **Settings** Search...

All Programs

- Your Account
- Company Profile
- Task Options**
- Marketing

### Task Options

These settings control when and how we notify you about new tasks. If you have any questions, or would like to change your service area, please contact the program.

**Service Area Zip** Serving a 1000 mile radius around 12201

**Email for new tasks**  
notifications@mycompany.com

**Phone number for new tasks**  
555-555-5615

Save Changes

Service Area Coverage

## Marketing

Use the Marketing section to generate and track your marketing efforts via campaign codes. Contractors can create individual campaigns and track the number of leads generated from those initiatives. Campaigns might include a mailer, home show event, radio or print advertisement, etc. These are self-created so you can generate a campaign for anything you'd like to track. You can also choose start and end dates. Creating a campaign can generate a unique application URL and your company name will auto populate in the audit application. You can post a general application campaign URL to your own website. Therefore any customers filling out the audit application from your website will be tagged with your company name.

To generate the URL of the online audit application based on your unique company campaign code and marketing campaigns:

Create the URL: <https://nysesda.energysavvy.com/start-your-project/hpwes/?src=PutYourReferralCodeHere>

*Example:*

Master Campaign Code: DDF86B

Marketing Campaign Code: DDF86B\_HOMESHOW

[https://nysesda.energysavvy.com/start-your-project/hpwes/?src = DDF86B\\_HOMESHOW](https://nysesda.energysavvy.com/start-your-project/hpwes/?src = DDF86B_HOMESHOW)

To enter an application with a Marketing Campaign Code, use the generated URL link. Fill out the application per the usual process and attach the paper copy of the audit application.

**Please note:** You must log out of Portal before you enter the application or the URL may revert to the contractor- generated Portal account and will not properly log the campaign code.

**Please note:** You must either click the hyperlink URL or type the URL into a web browser. If you copy and paste the URL from a document, the campaign code gets corrupted and will not tag properly in Portal.

The screenshot shows the NYSERDA portal interface. At the top, there is a navigation bar with the NYSERDA logo, a search bar, and user information (Nora, Log out). Below the navigation bar, there are tabs for Dashboard, Projects, Program Info, and Settings. The main content area is titled "Campaigns" and displays "Your referral code: DDF86B". A table with columns "Name", "Code", and "Priority Ordering" is shown, with a checkbox for "Show archived". A "+ Add a new Campaign" button is located to the right of the table. Three green callout boxes provide instructions: one points to the referral code, another points to the table, and a third points to the "Add a new Campaign" button.

Master campaign code. Use this prefix for all campaigns.

Your referral code: DDF86B

Campaigns

Name	Code	Priority Ordering
------	------	-------------------

Show archived

+ Add a new Campaign

Campaigns will be listed here after being created.

Click here to add a campaign



All Programs

Your Account

Company Profile

Task Options

Marketing

### Add Campaign

**General**

**Name**

**Description**

**Tracking code**   
This code cannot be changed once the campaign is created, and it must start with DDF86B

**Reporting**

**Channel**

**Advanced**

**Start date**   
Campaigns only apply to new applicants within the start and end date, if any.

**End date**

Create a name and description for a new campaign. You can have multiple campaigns running at the same time.

All campaign codes must start with your referral code.

Select appropriate marketing channel.

Select date range.

## Program Information

The program publishes information that is useful for partners. The newest posts are highlighted on the Dashboard when you log in, but you can always visit the Program Info section to learn more. You can read an entire post by clicking on the post title or on the 'Read more...' link.

The screenshot shows the NYSEDA web application interface. At the top left is the NYSEDA logo with the text "NEW YORK STATE OF OPPORTUNITY" and "NYSEDA". To the right of the logo are navigation icons for Dashboard, Projects, Program Info, and Settings. Further right, there is a user profile for "Nora" with a "Log out" link and a search bar labeled "Search...".

Below the navigation bar, a green callout box with the text "You can view posts by category." has an arrow pointing to the "Categories" section on the left sidebar. This sidebar includes a dropdown menu for "All Programs" and links for "Categories", "Blogs", and "All Posts".

The main content area is titled "Posts" and lists two entries:

- Portal Training**  
May 20, 2013  
Training for the new NYSEDA program portal will be scheduled shortly. Look for an updated posting with the dates and times!  
[Read more >](#)
- Welcome!**  
Feb. 18, 2013  
Welcome to the NYSEDA Contractor Portal.  
[Read more >](#)

A second green callout box with the text "The message has a brief introduction to each post. Click on the headline or the 'Read more' link to read entire post." has an arrow pointing to the "Portal Training" headline.

## Glossary

<b>Affiliation</b>	A project may have an association with a Constituency Based Organization who is helping the customer with their energy efficiency work.
<b>CPA</b>	Subsidy CPA (Conditional Preapproval) means that the customer has been income-qualified for the subsidy, but there are additional documents required, in addition to project approval by CLEAResult.
<b>CSG / CR</b>	CLEAResult (CR) formerly Conservation Services Group (CSG)
<b>Eligibility Screening</b>	The process by which an improvement is deemed eligible for the HPwES program.
<b>FPA</b>	Subsidy FPA (Final Preapproval) means that the customer has been income-qualified for AHP and the only item needed to move forward is project approval by CLEAResult.
<b>HPwES</b>	Home Performance with ENERGY STAR <sup>®</sup>
<b>HPwES Audit</b>	A project type where the reservation number is claimed, audit report is uploaded, and audit incentive is claimed.
<b>HPwES Contract</b>	A project type that goes through various stages/tasks to bring it to a point for job review and ending with completion review. This stage tracks work that the contractor has submitted to the Program for approval until final financing disbursement.
<b>Participant</b>	The name and contact information of the Customer who is having the energy efficiency work done.
<b>Partner</b>	A Company that participates in the Home Performance with ENERGY STAR <sup>®</sup> Program.
<b>Portal</b>	The HP Portal is a web based Program workflow management tool that keeps track of projects for audits and retrofit work.
<b>Premise</b>	The physical address of the home where the energy efficiency work is being done (building address).
<b>Program</b>	Home Performance with ENERGY STAR <sup>®</sup>
<b>Program Manager</b>	CLEAResult manages the New York State Home Performance with ENERGY STAR <sup>®</sup> Program and oversees the Portal projects.
<b>Project</b>	A project can be of an HPwES Audit or an HPwES Contract program type.
<b>SLA</b>	A Service Level Agreement sets the maximum amount of time allotted to complete a certain task.
<b>Task</b>	Segment of work that needs to be done to move project to next stage

## Project Work Flow in Detail

### 1) HPwES Audit

- a) Audit application processing (HPwES Audit Call Center Task)
  - i) This is the first status for audit applications. This stage indicates that an audit application has been submitted through the Portal, either by customer, contractor, CBO, or Call Center Representative (CSR).
  - ii) Paper, faxed, or e-mailed paper applications take twice as long to process since they require manual data entry into the Portal by CSRs before completing normal processing steps.
  - iii) Applications in this stage have not yet been reviewed by CSRs
  - iv) Applications in this stage are not visible to contractors or CBOS.
- b) Audit application approval (HPwES Audit Call Center Task)
  - i) Applications are in this stage in Portal if they have been reviewed by a CSR but have been put on hold pending more information from the customer/contractor/CBO.
  - ii) On-hold reasons are currently first communicated to the customer via a telephone call. Subsequent follow-up is completed via e-mail, if a customer e-mail address is included on the application. Contractors and CBOs will be included on the e-mail communication to customers if they are listed on the audit application.
- c) Awaiting Contractor selection (Contractor Task)
  - i) Applications are in this stage in Portal if the application has been approved for a free/reduced cost audit
  - ii) An approval letter is issued by e-mail or paper mail to customer and contractor. This letter includes:
    - (1) Customer's unique reservation number
    - (2) Incentive amount (whether or not the audit is free or reduced-cost)
    - (3) Reservation number expiration date (90 days after the approval date)
  - iii) Contractor searches in Portal by reservation number and last name to claim the reservation
- d) Audit claim (Contractor Task)
  - i) Applications in this task have had the reservation number claimed by a contractor
  - ii) In order to claim the audit incentive, a contractor must:
    - (1) Affirm the audit report has been provided to homeowner
    - (2) Upload a PDF version of the audit report
    - (3) Upload utility usage documents
- e) Closed-Complete Inactive (no assignment)
  - i) Audit projects in this status in Portal have had the reservation number and audit incentive claimed. This closes the audit project. No further action is required for the audit portion of the Program.

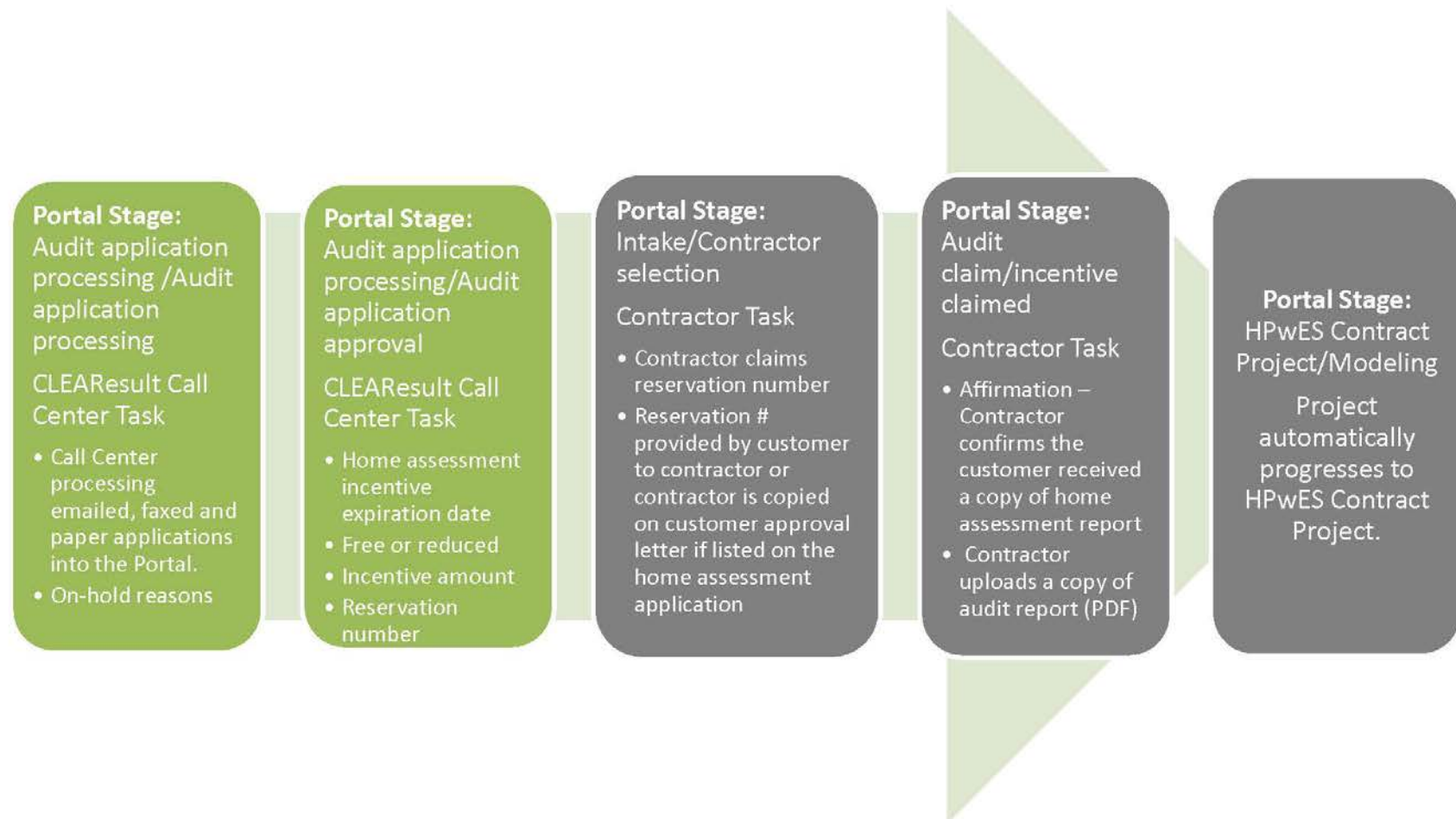
### 2) HPwES Contract

- a) Modeling (Contractor Task – formerly known as uploading the audit package or completing RHA building model)
  - i) Select which modeling software is being used for the project
  - ii) Contractor attaches XML or HPXML file for comprehensive audit package (RHA users skip this step)
- b) Model review (Automated Task – Portal sends the information to HUB where several data checks are run on the XML file and the results are communicated back to the Portal. Formerly part of the TREAT file import process.)
  - i) Reviewer notes – presents any failure messages or warnings from the data checks
  - ii) Review results – will pass or fail this stage automatically
- c) Workscope proposal (Contractor Task – formerly known as uploading the contract package or adding measures to a contract in RHA)

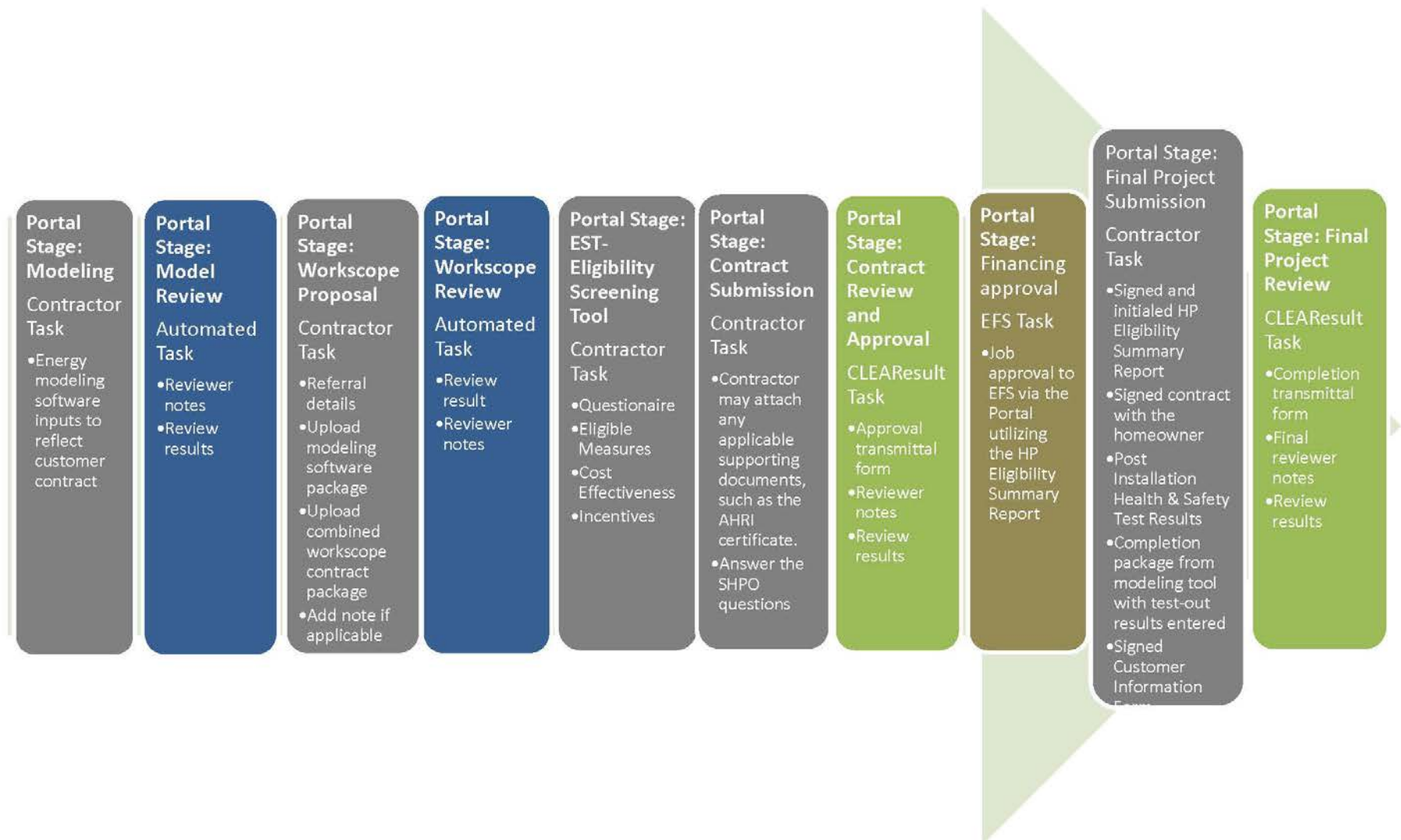
- i) Contractor indicates if they are working with another participating contractor as a referral (claims the referral incentive)
  - ii) Contractor attaches XML or HPXML file for contracted package (RHA users skip this step)
  - iii) Referral jobs are also required to attach a combined package for the purposes of cost effectiveness screening in the EST
- d) Workscope review (Automated Task – Portal sends the information to HUB where several data checks are run on the XML file and the results are communicated back to the Portal. Formerly part of the TREAT file import process.)
- i) Review result – will pass or fail this stage automatically
  - ii) Reviewer notes – presents any failure messages or warnings from the data checks
- e) Eligibility Screening Tool (Contractor Task – formerly known as the Claim Incentives screen, ProForma.)
- i) Questionnaire – claim customer incentives, advanced modeling incentive, and fill out utility information (formerly claim incentives screen)
  - ii) Eligible Measures - fill out measure details. Also, “What If” mode available here.
  - iii) Cost Effectiveness – loan cost effectiveness results (formerly ProForma)
  - iv) Incentives – displays summary of incentives claimed
- f) Contract submission (Contractor Task – formerly known as faxing job submission paperwork)
- i) Answer SHPO questions
  - ii) Signed Customer Information Form
    - (1) Note - Required at completion
  - iii) Signed workscope or contract
    - (1) Note - Required at completion
  - iv) AHRI certification
  - v) SHPO review form
  - vi) Appliance receipts
  - vii) Rebate and storm relief forms
  - viii) Fuel bills (For projects started as a Contract Project when the customer is utilizing OBR financing)
  - ix) Lighting schedule
  - x) Project photos
  - xi) Technical review
  - xii) Subcontractor work order
  - xiii) Signed change order
- g) Contract review and approval (CLEAResult Task – formerly known as job approval)
- i) Home Performance Eligibility Summary Report (Approval transmittal form) – CLEAResult will attach the report document in the Contract Project on the Portal when the job is approved. It will not be emailed to the contractor separately.
  - ii) Reviewer notes – presents reasons why the job was placed on hold by the CLEAResult Program Coordinator
  - iii) Review results – will pass or fail this stage depending on whether job was approved or placed on hold
- h) Financing approval (EFS Task – All projects with a loan or AHP application will be sent to this stage for EFS to generate the loan documents and/or issue final AHP approval. All conditions on the EFS pre-approval must be met at this stage in order for the project to move forward.)
- i) Final project submission (Contractor Task – formerly known as completion submission)

- i) Modeling software completion package (Formerly known as uploading the completion package or flagging the RHA measures as installed. Contractor attaches XML or HPXML file for completed package. RHA users skip this step.)
- ii) Completion signature page \*Now part of the Home Performance Eligibility Summary Report
- iii) Post installation health and safety test results \*Now part of the Home Performance Eligibility Summary Report
- iv) Appliance receipts.
- v) Data required at completion:
  - (1) Signed and initialed Home Performance Eligibility Summary Report
  - (2) Signed contract with the homeowner (on company letterhead and compliant with NYS contract law)
  - (3) Post Installation Health & Safety Test Results
  - (4) Completion package from modeling tool with test-out results entered
  - (5) Signed Customer Information Form
- vi) Other completion documents
- vii) Storm relief declaration form
- viii) Subcontractor work order
- j) Final project review (CLEAResult Task – formerly known as completion processing)
  - i) Portal sends the information to HUB where several data checks are run on the XML file and the results are automatically communicated back to the Portal.
  - ii) Completion transmittal form – CLEAResult will create and attach this document when the job is approved
  - iii) Final reviewer notes – presents reasons why the job was placed on hold by the CLEAResult Program Coordinator
  - iv) Review results – will pass or fail this stage depending on whether job was approved or placed on hold
- k) Financing disbursement (EFS Task – formerly known as loan closing. All projects with a loan or AHP incentive will be sent to this stage for EFS to release payment to the contractor.)
  - i) Contractors
  - ii) Final contractor payment dates
  - iii) Contractor loan amounts
  - iv) Loan specialist
  - v) Loan status
  - vi) Project loan amount
  - vii) Subsidy status and amounts paid
  - viii) Total amount financed

## HPwES Audit Project Workflow



# HPwES Contract Project Workflow





## FAQ/Troubleshooting

### Who do I contact for help?

To provide better software support services, CLEAResult has implemented a centralized ticketing system, ZenDesk, to track all HPwES Contractor Support requests. Whenever a support request is submitted, either through an email, ticket form, chat, or a phone call/voicemail message, an automated support ticket will be created. This system will provide greater transparency in the support process, providing insight into the status of all submitted support requests, from the time they are created, assigned, and resolved. Once a ticket is created, email notifications will keep you apprised of the progress of the ticket or you can log into your account and view via My Activities. The ticketing system will also keep a log of all the subsequent communication between CLEAResult and your company. When submitting a request for help always provide the customer's name, address and issue.

Ticket submission or chat via <http://hpwescontractorsupport.com/>.

Email: [contractorsupport@clearresult.com](mailto:contractorsupport@clearresult.com)

Call toll free: 800-284-9069 (option 2).

### Is there any link between the Portal project and the projects in the HUB (NYSERDA Home Performance application)?

Portal projects are directly linked to a project in HUB. You still have access to log into HUB to see both old and new projects. If you deactivate a portal project it will also deactivate the linked HUB project. If a project gets deactivated by accident it can be reactivated by contacting Contractor Support.

### How do I correct the customer's name or address?

You need to submit a correction request to Contractor Support. Please include the correct name and address as well as the incorrect name and address that were entered into the Portal.

### I audited a customer's home and discovered it is >3500 square feet. How do I adjust the audit incentive?

Since audit applications do not request square footage, the Portal assumes that all homes are < 3500 square feet. If you perform an audit in a home >3500 square feet, call or e-mail the HPwES Audit Call Center prior to claiming the audit incentive and a Call Center Representative will make the adjustment.

### What is a PDF and how I do create one?

PDF stands for Portable Document Format. For a greater explanation of what a PDF is there is a very informative article on Wikipedia ([http://en.wikipedia.org/wiki/Portable\\_Document\\_Format](http://en.wikipedia.org/wiki/Portable_Document_Format)). There are many software choices available for converting a document into a PDF document. A reliable place to research software choices is <http://www.cnet.com/search/?query=pdf+converter>.

### How do I start the HPwES contract project before I submit my customer's audit application?

You can add a new HPwES Contract project to start your contract work. After the audit reservation number is approved and you claim it on the dashboard, the Portal will show you 2 projects for the customer. One project is an HPwES Contract and the other is an HPwES Audit. The HPwES Audit project will be in the 'Audit Claim' stage. Once the audit documentation is uploaded and 'Audit Claim' stage is completed the Portal will automatically create a follow on project in the 'Modeling Stage'. This additional follow on project will need to be deactivated since there is already another HPwES Contract project in progress.

## How do I get an extension on my customer's expired reservation number?

Please contact Contractor Support.

## I have an old project that I was working on before the Portal. Where do I go to do work?

Pipeline projects fall into a few different categories:

- Projects where the audit reservation number has been claimed
- Projects that were approved and are waiting to be completed
- Projects that are on-hold

These projects must be finished in HUB. Paperwork for these projects will continue to be faxed in. If a reservation number has been claimed then you will continue to upload the audit documentation (either by TREAT/RHA audit package, PDF of audit report or Excel Quick Audit tool) in order to claim the HPwES audit incentive. This customer's follow-on project must also be completed in HUB.

## Do I still fax in my job approval or completion approval paperwork?

Contractors should only fax in paperwork for project which have started in HUB. Contractors should not fax in paperwork for new projects which start in the Portal. All paperwork for new Portal projects will be uploaded as individual files in the Portal. When submitting paperwork, the Portal will only allow for one file upload per section. If multiple documents are necessary, please compile these documents into a single file when uploading.

## Where do I find my customer's energy usage docs so I can true up my building model?

Energy usage will be collected by the contractor at the time of the energy audit.

The screenshot shows a project details page with the following information:

- Payment type: Financing Program
- Income range: Up to 200% AMI
- Signed application: None
- Energy Usage Data
  - Electric utility: Con Ed
  - Electric utility account: [Redacted]
  - Electric utility data: [Download File](#) (highlighted with a red box)
- Primary Heating Fuel
  - Fuel type: Oil
  - Fuel type (other): [Redacted]
  - Fuel vendor: [Redacted]
  - Fuel vendor: [Redacted]
  - Fuel account: None
  - Electric utility data: [Download File](#) (highlighted with a red box)

A green callout box with an arrow pointing to the first 'Download File' link contains the text: "Click to download PDF file of usage".

## I am in EST and it is telling me it is in 'Read Only' mode. What do I do?

The screenshot shows the Eligibility Screening Tool (EST) interface. A red box highlights a message at the top: "This project is being displayed in administrative review mode. It is read-only and cannot be edited." Below the message is a navigation bar with the following options: "Questionnaire" (selected), "Eligible Measures", "Cost Effectiveness", and "Incentives".

You will need to contact Contractor Support so EST can be reset. Please provide customer's name, address and project id in your EST reset request.

### **Do I need to submit a certificate of completion (COC) with my completion paperwork?**

There will be no requirement to submit a certificate of completion in the 'Final Project Submission' stage, although customers will still be required to sign off on completed work.

### **I added a new project for my customer in the Portal and it is not showing up.**

If your customer does not show up a few minutes after entering it in the Portal do not add more projects again for the same customer. Invalid or duplicate addresses entered through the Portal will not show up in Portal until it is corrected. Customer's addresses that are outside of your service area will not show up. Please contact Contractor Support if your customer that has been entered into the Portal as a new project doesn't show up in your project list. Please provide the customer's name and address in your request.

### **I claimed a reservation number and my HPwES Audit project isn't showing up. What do I do?**

A Customer's address that is outside of your service area will not show up. Please contact Contractor Support and provide the customer's name and address in your request.

### **I deactivated my project and now the customer wants to do work. How do I reactivate my project?**

Projects that have been deactivated can be reactivated by Contractor Support.

### **Are there special instructions for RHA users?**

Once you receive your customer's reservation number you can log into the NYSERDA HP application and model your customer's building. After building is modeled the audit report can be saved a PDF file. The next step is to go back to the Portal and upload the audit report in the Audit Claim task.

After Audit Claim task has been completed log back into the NYSERDA HP application and create a RHA contract. When you are done creating your contract a message box will pop up stating 'This project originated in the NYSERDA HPwES Program Portal'. After clicking 'OK' continue your next steps in the NYSERDA HPwES Program Portal. You will no longer use the HPwES Incentive claim screen to claim incentives. Log back into the Portal to use the EST. When EST is completed and submitted you will proceed to next stage.





## **PSEG LI Cross program incentive claiming & HPD Projects**

Optimization projects in which the audit originates in NYSERDA will be started in the HPwES Audit Claim Program and the follow-on project will go through the HPwES Project Workflow and be pushed over to PSEG LI. The Portal will accommodate the PSEG LI incentives.

HPD projects which originate in PSEG LI will continue to use same current process for their follow-on work. You will continue to use the cross-program claim incentive screen to push these projects over to NYSERDA. The only difference is that the audit reservation number will be claimed on the Portal's dashboard and you will continue to follow HPwES Audit Claim Process to complete your audit project.

## Tips for EST (Eligibility Screening Tool)

There are two columns that will have either a green check mark, or a red “x,” indicating whether a measure is eligible or not for the rebate and loan incentives. The measure-level details for the project can be found by expanding the carrot next to the title of each of the proposed measures in the package.

	Measure Name	Incentive Eligible		Message
		NYSERDA	Loan	
>	Install new natural gas 40 gallon 225000 Btu/Hr hot water heater with energy factor of 0.76 and recovery efficiency of 76.0 %.			-NYSERDA : The proposed water heater is not eligible.
>	Insulate domestic hot water piping to R- 7.00 .			



### A. Error Messages

*“No measure qualification definitions found”*

This message means the measure is either ineligible for the incentive (rebate or loan) or the measure could not be interpreted from the software. If the measure is not mapped in the “Measure Type” the drop-down list, please select a similar measure from the list.

### B. Entering Measure Level Information

Often, more information is required for each measure. Notice that the “Existing Refrigerator Age” is blank below:

v Removed Appliances: 1 Refrigerator-auto def top freezer, 1990 model Added Appliances: 1 Refrigerator - auto def top freezer, 15 CF, max efficiency				-NYSERDA : No attribute value found for attribute: EX_REFRIG_AGE -LOAN : No measure qualification definitions found.
	Measure Type	Refrigerator		
	Measure Cost	\$1,259.00		
	\$ Savings	\$53.69		
	Measure Life	17		
	Existing Refrigerator Age	<input type="text"/>		

The process for editing the measures populated in the “Eligible Measures” section is as follows:

1. If necessary, map the measure by selecting an item from the “Measure Type” drop down. Note, this was not required in the example above because EST correctly identified the measure as a “Refrigerator.”
2. Press the “Reverify” button on the bottom left hand corner of the tool. Improvements that need to be mapped to the measure type need to be reverified in order to tell the system important information that it needs to help determine the eligibility of the improvement. After the improvements are all mapped the system will tell you what other information it needs for each measure.

3. Enter the missing data for the measures (i.e. “Existing Refrigerator Age”). The missing data that the system needs will show up in red text toward the top of the page.
4. Press the “Continue” button on the bottom right hand corner of the tool.

### C. What-if Analysis Mode

EST allows the user to check the eligibility of the measures in the project, as well as the project as a whole, in *What-If Analysis* mode.

You have modified measure values. You can continue to modify values and use the Reverify feature to test for eligibility. You cannot submit with a status reason of Completed while in this mode. To clear this mode and load the original values, [click here](#).

As the message indicates, clicking the link will return the measure costs to the original ones found in uploaded contract package.

**Note:** the user should not submit the EST with a “Reason” of “Complete” in the fourth section of EST, “Incentives,” without first reverting the measure costs back to their original values. Before the project can go through EST again it will need to be reset to clear out the old information. Please contact Contractor Support to request that EST be reset for you project. Please include customer’s name, address and portal or HUB project ID.