User Guide
NY Home Performance Portal

CLEAResult

NEW YORK STATE OF OPPORTUNITY. | NYSERDA

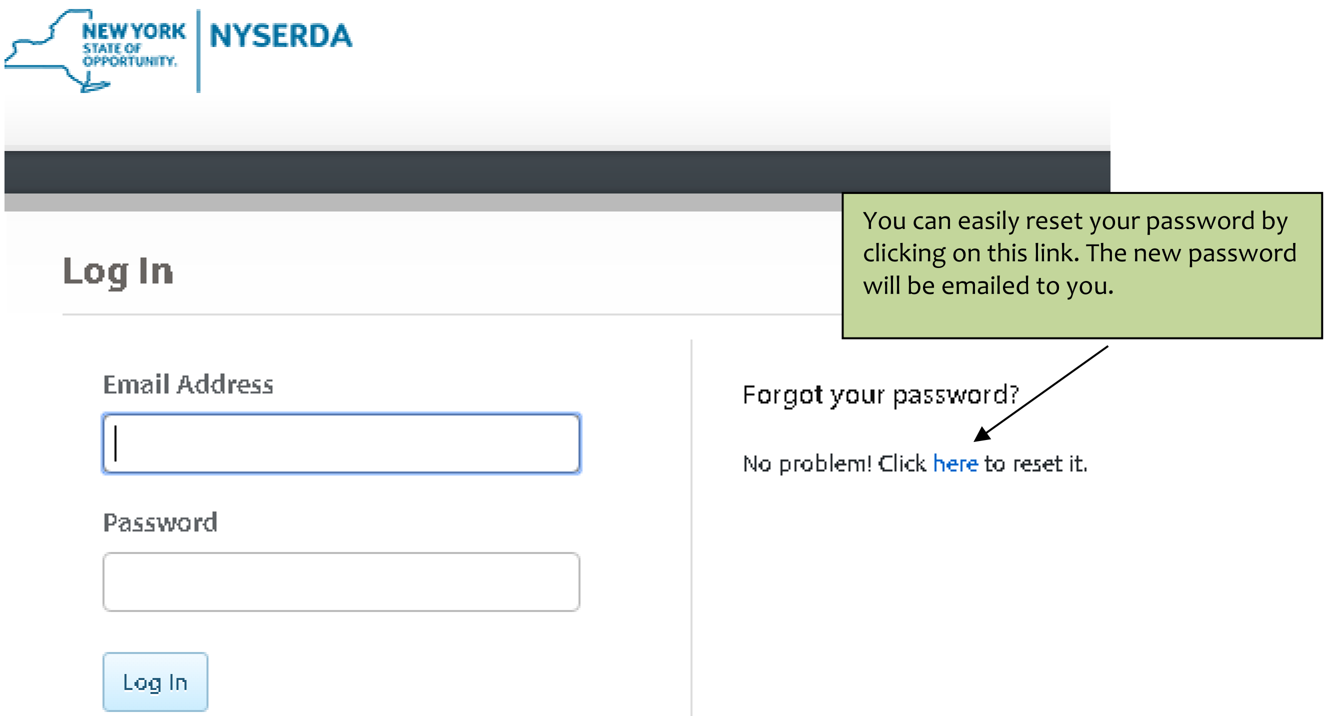
Revised 1-6-2016

NYSERDA HP Portal

Table of Contents

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, 1-800-284-9069, or http://hpwescontractorsupport.com/ and select Help Center.



Contractor's Customer Facing Profiles

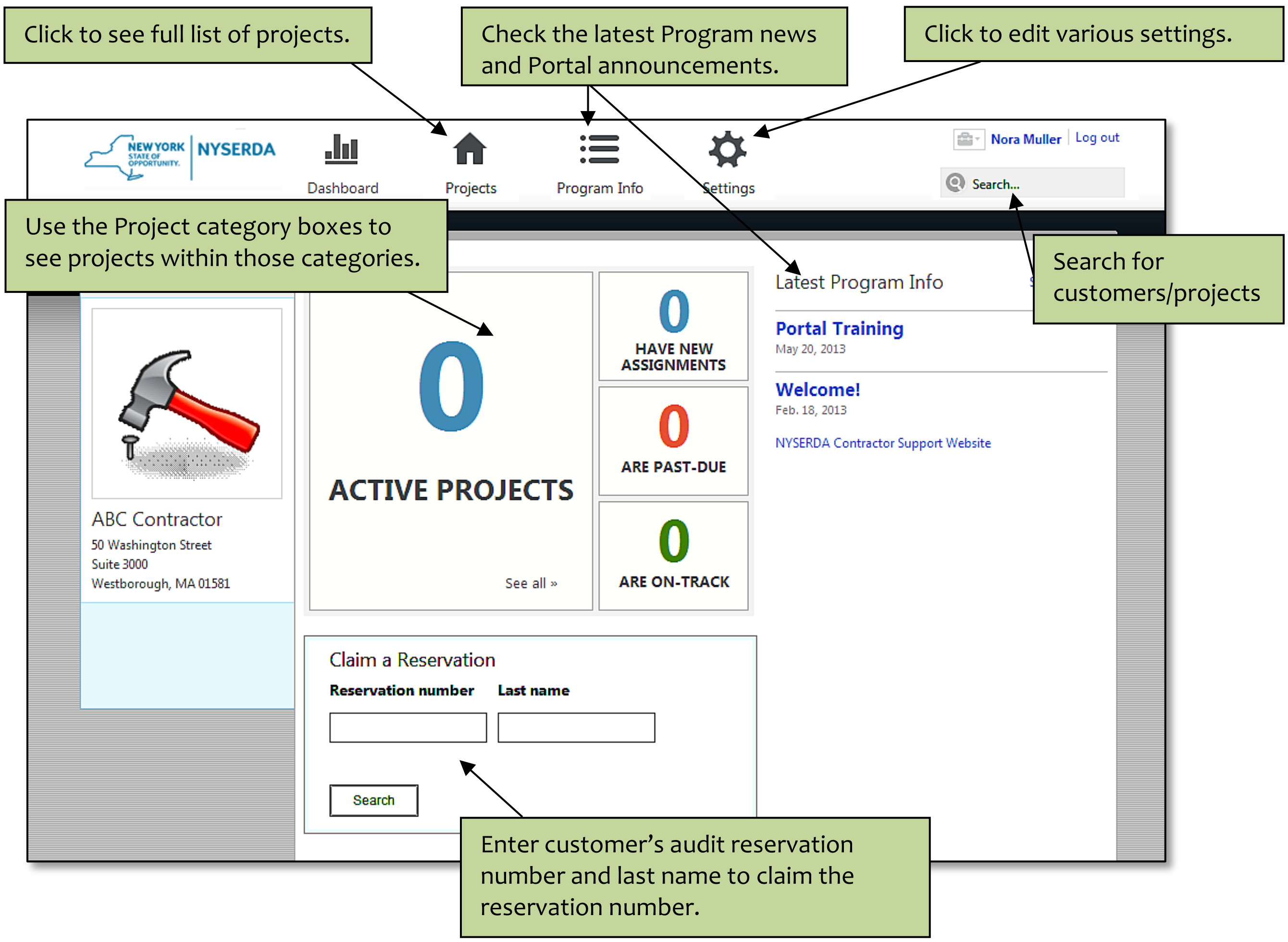
Contractor profiles are driven by information provided in the 2014-2015 NY Home Performance with ENERGY STAR® Contractor Participation Agreement SIGNATURE FORM. Contractors can request updates to their customer facing profile information by contacting Contractor Support.

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.



Projects Overview

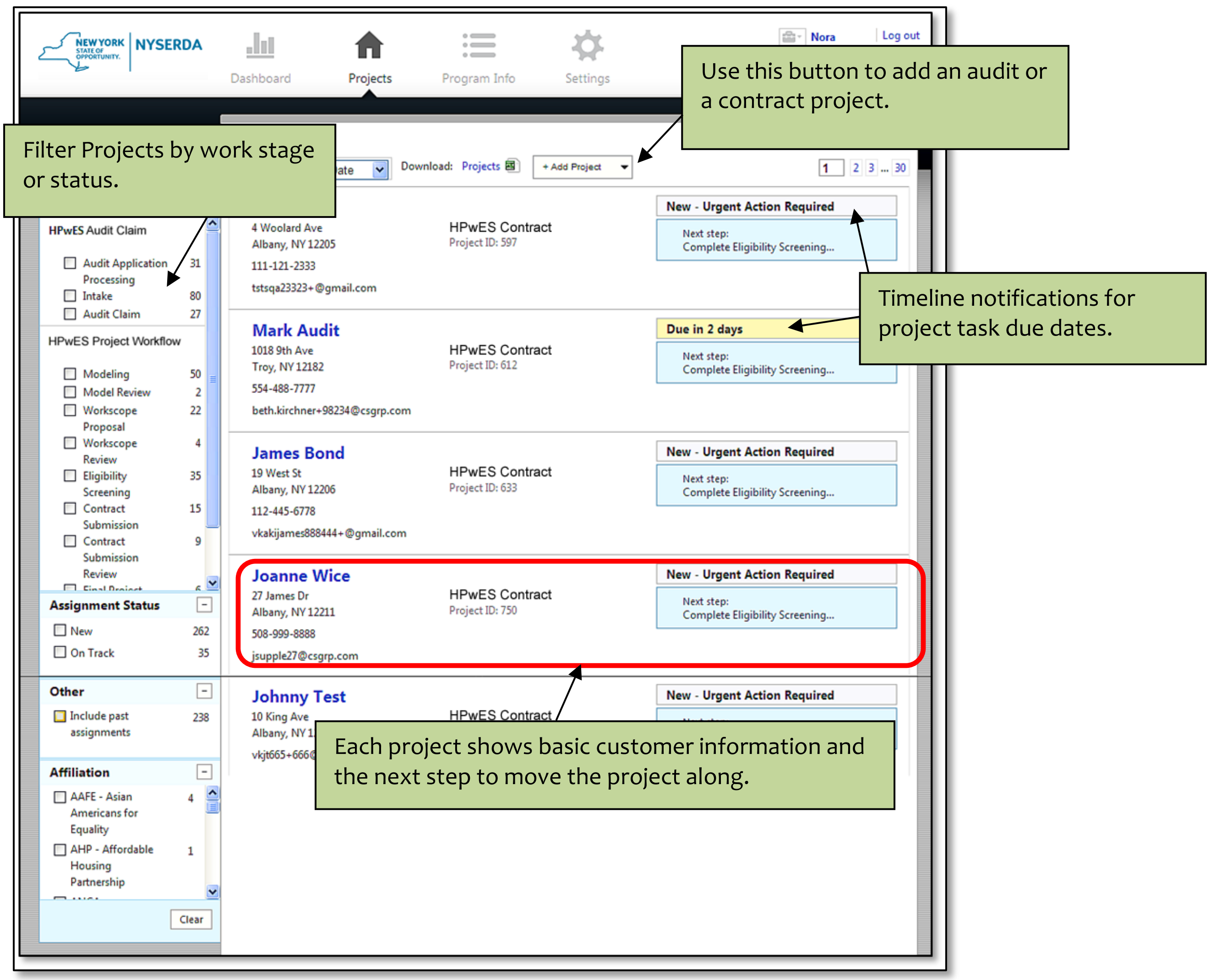
By clicking on the 'Projects' button, you will see an overview of all your projects. You can use the filters on the left side of the page to sort your projects by a variety of criteria (such as program stage, assignment status, affiliation, etc.). You can also sort by due date, last name, and last update.

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.

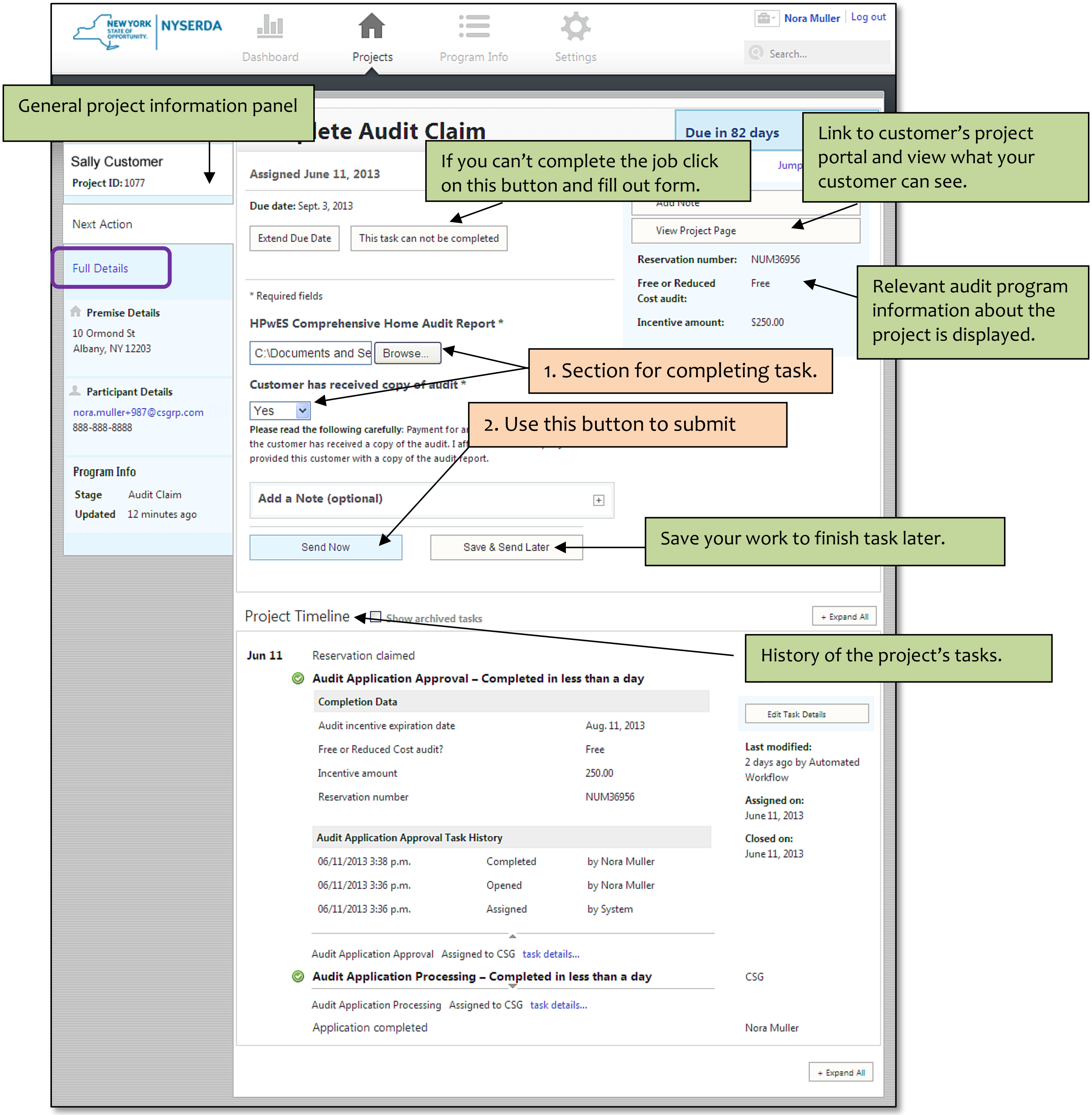
To add a new HPwES Contract project click the '+Add Project' drop down arrow button and select 'HPwES Contract'. This will open an application that is similar to the audit application. Once the 'HPwES Contract' application gets filled out it will create a project in the modeling stage. See the FAQ section 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.

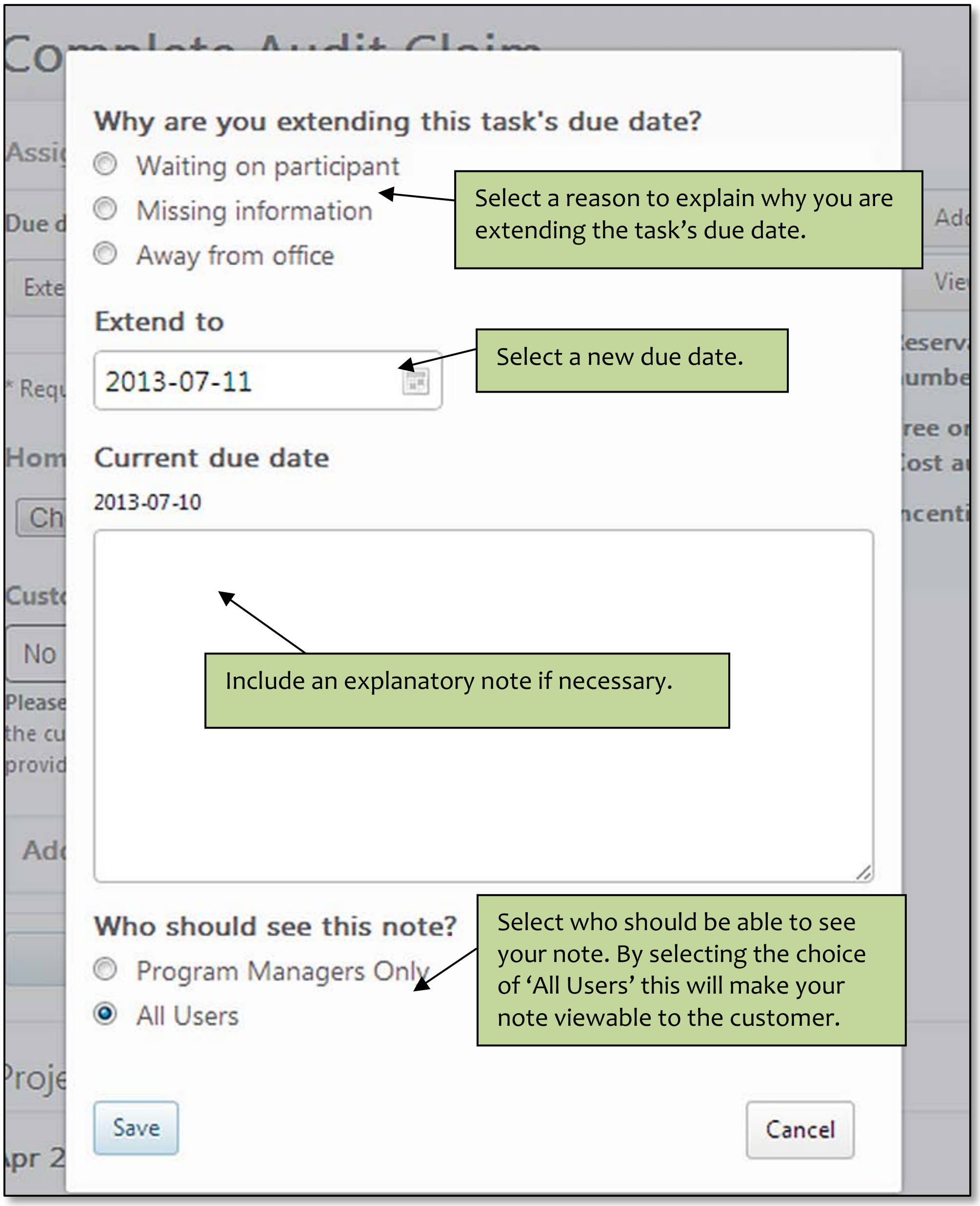


Clicking on a specific project (in this case, 'Sally Customer') will take you to the next task you need to complete for that project. On the left side of the screen you will see general information about the project and in the middle of the screen you will see relevant information for completing the 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.

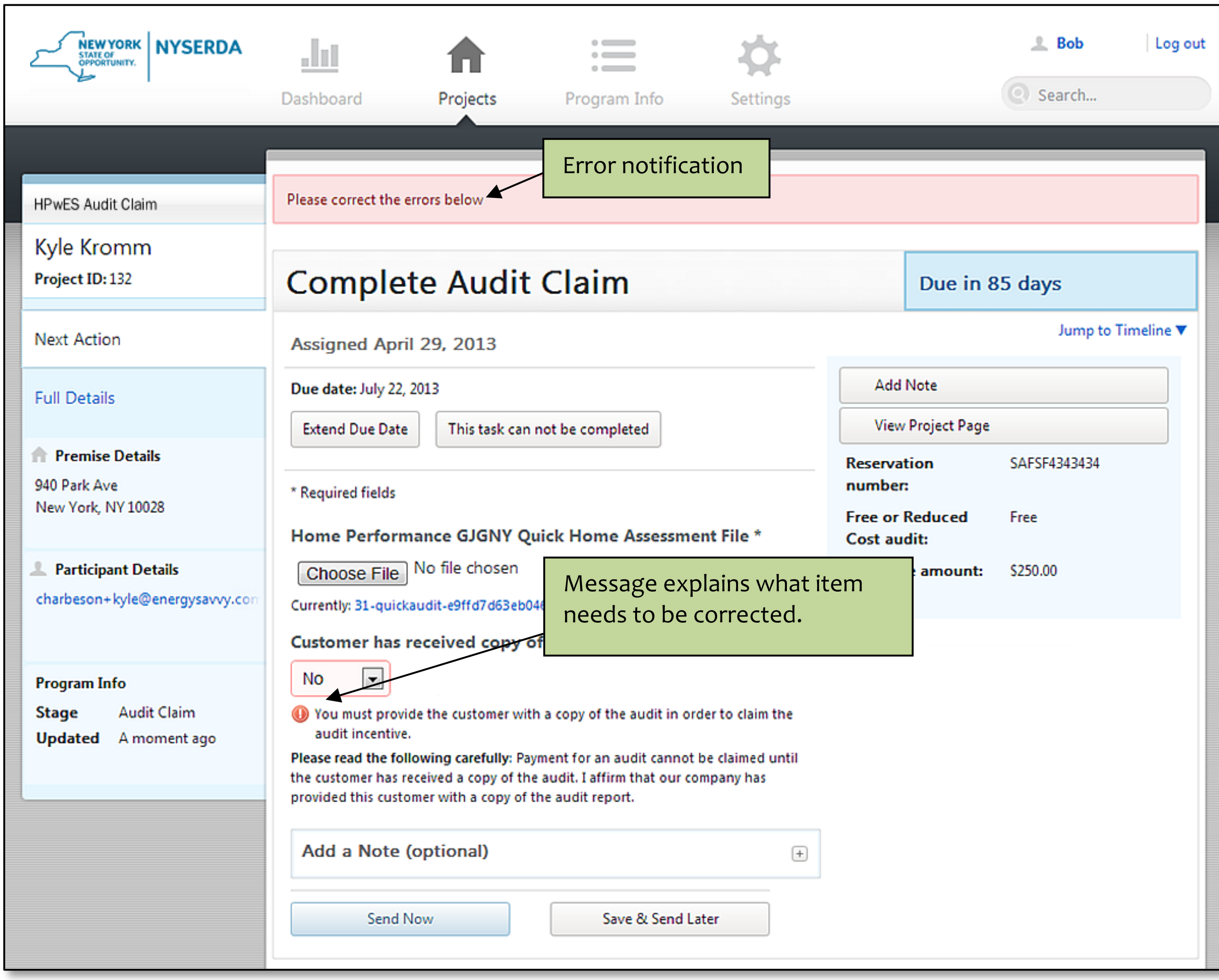


Extend Due Date

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’.



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:



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

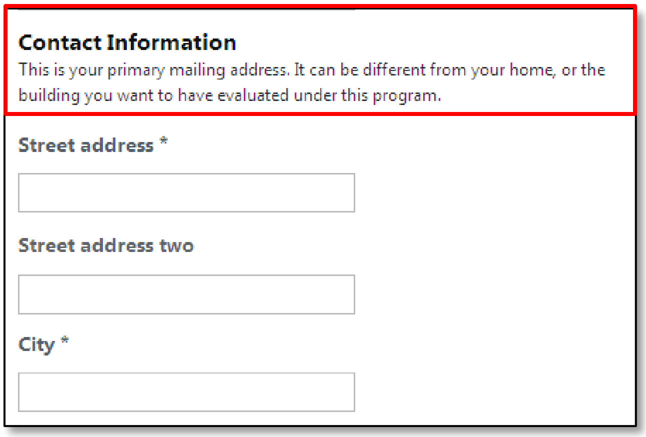
j) Financing Disbursement - task for EFS

(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

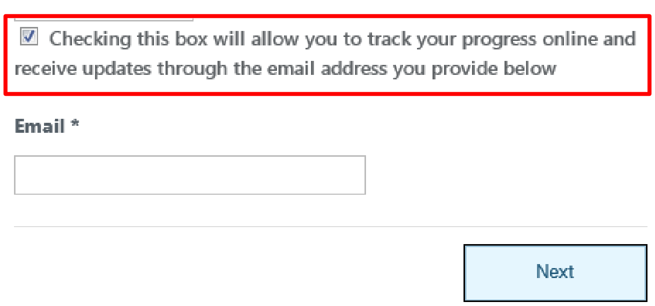
Please note: You cannot copy and paste into Zip Code, Home Phone, or Cell Phone number fields. You will need to type in these fields.



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

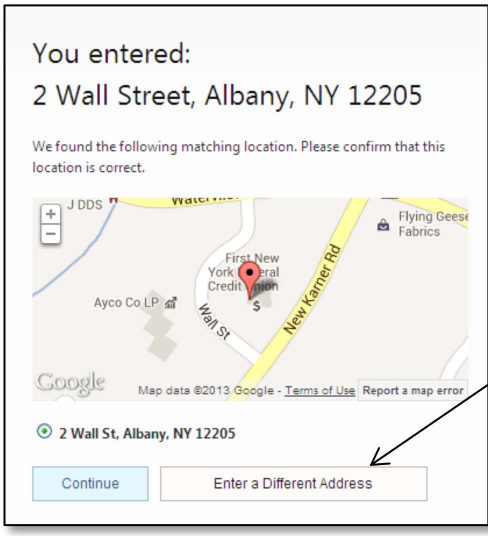
A home phone number is a required field and a cell phone number is optional. If the customer has only supplied a cell phone number, enter it into the "home phone" box.

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



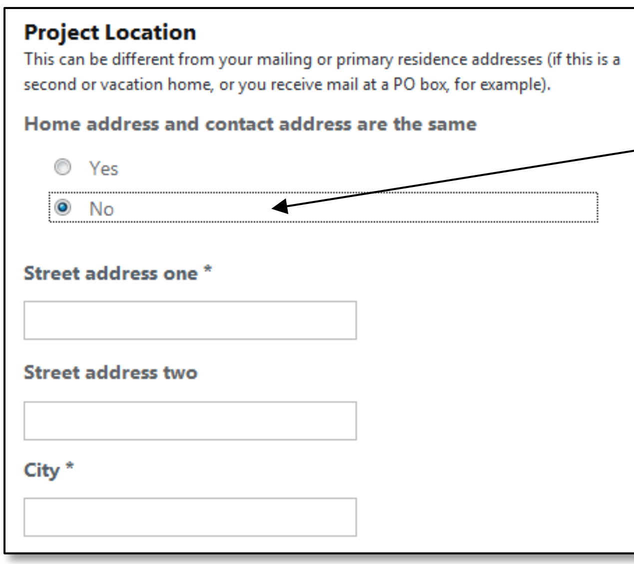
If a customer has included their e-mail address on their application, select the checkbox. Customers will receive an e-mail directing them to a Customer Portal page where they can track their progress through the Program.

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



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



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.

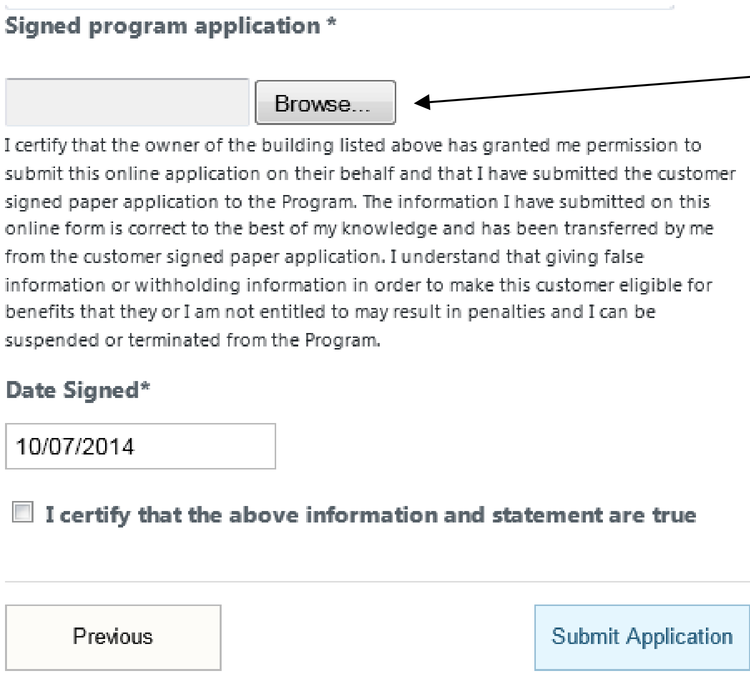
Application Screen 3

Your household income and the type of I
contribution to the cost of the assessmer
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



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

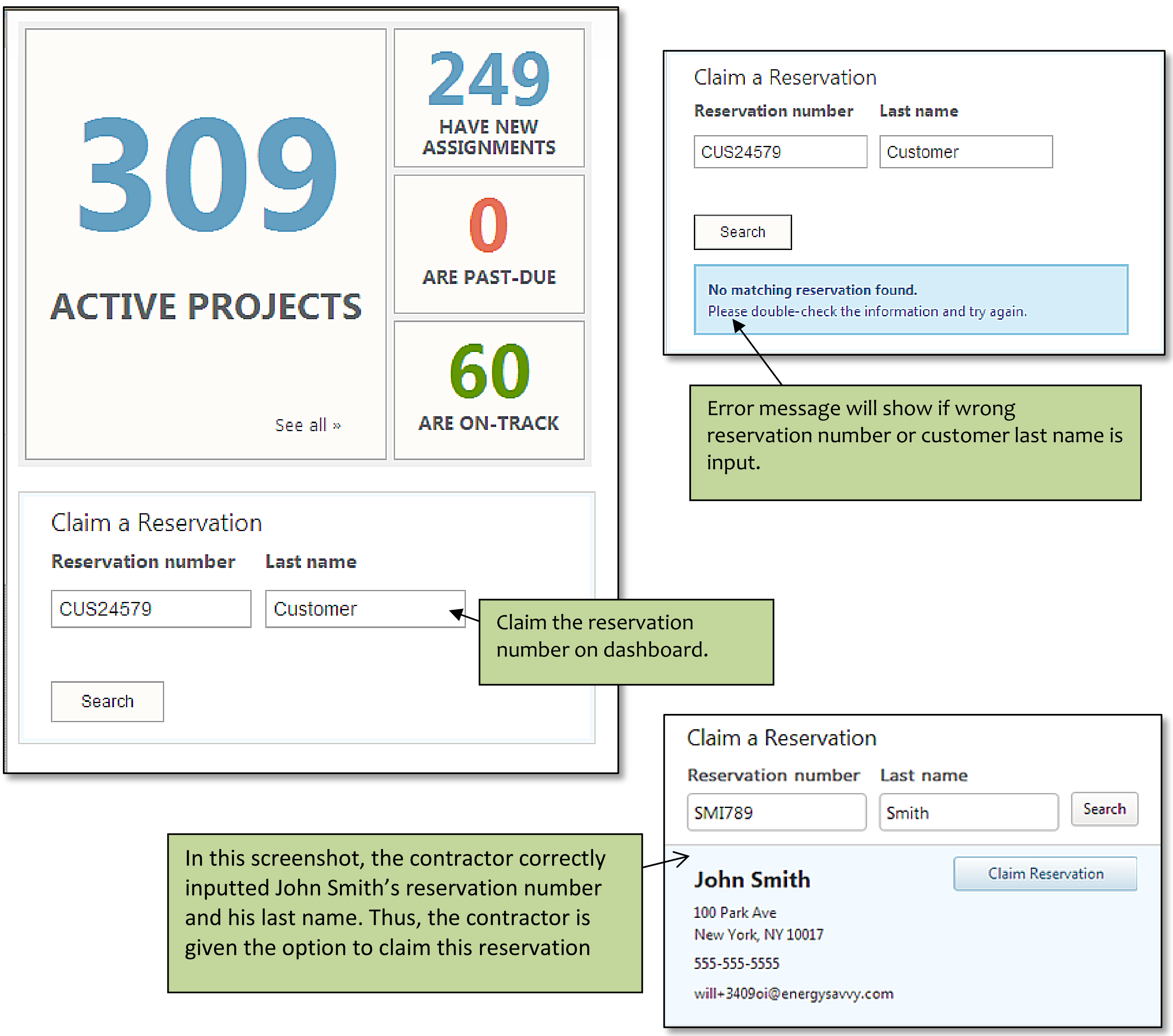
Audit applications that are marked "Aggregation" can now be entered into the Portal.

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.

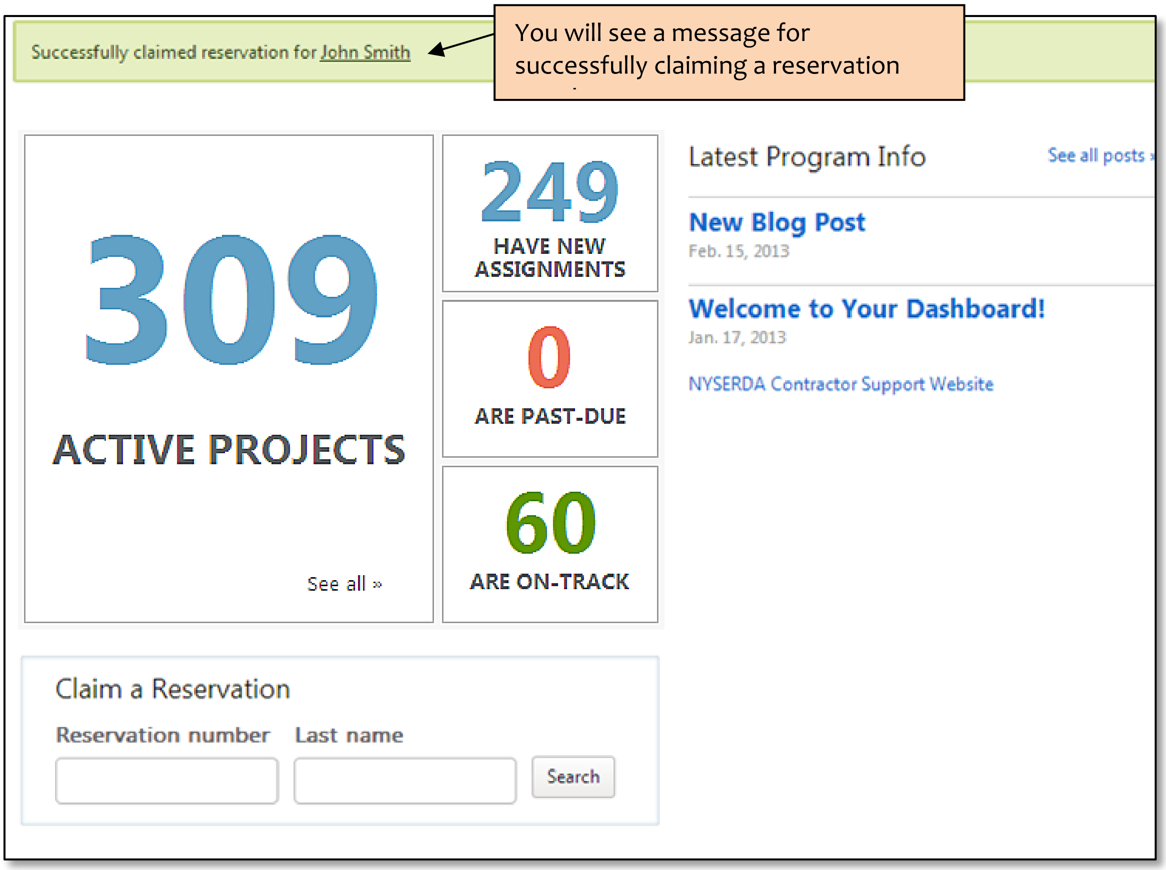
Claim a Reservation Number

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.

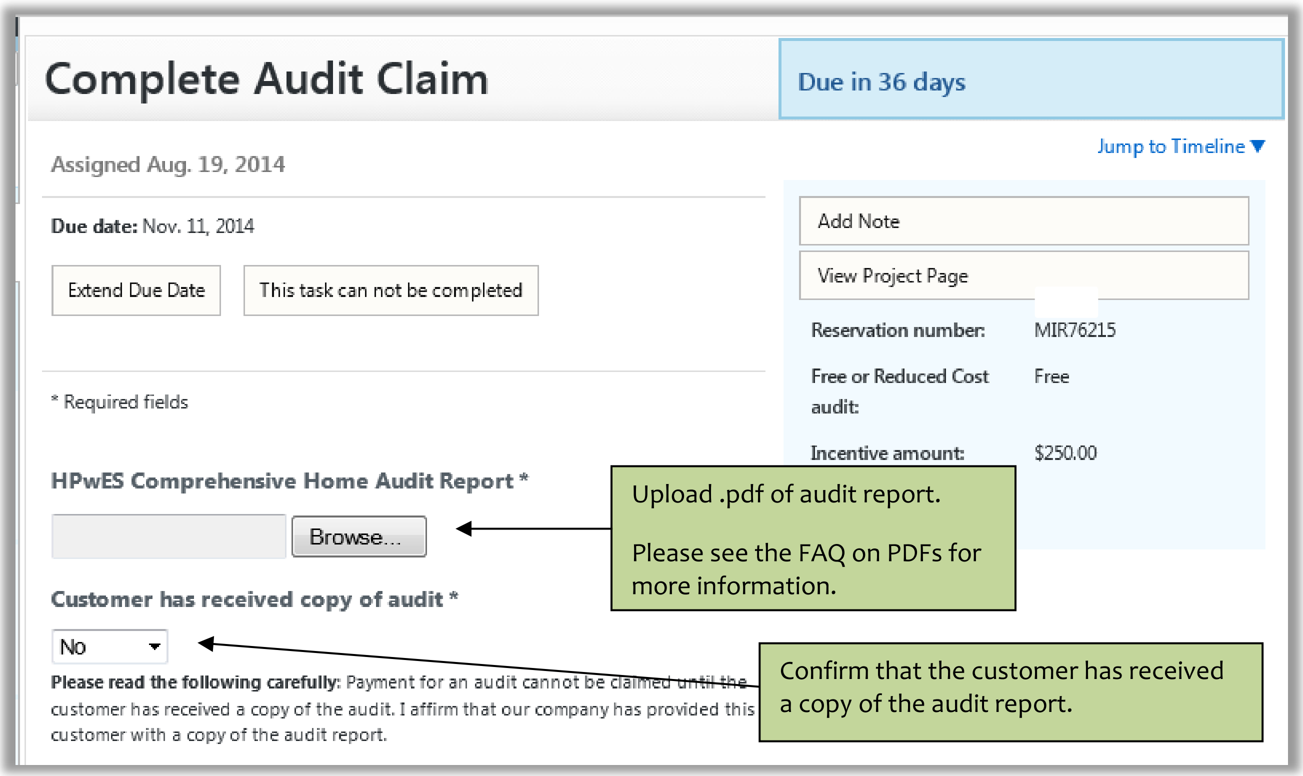


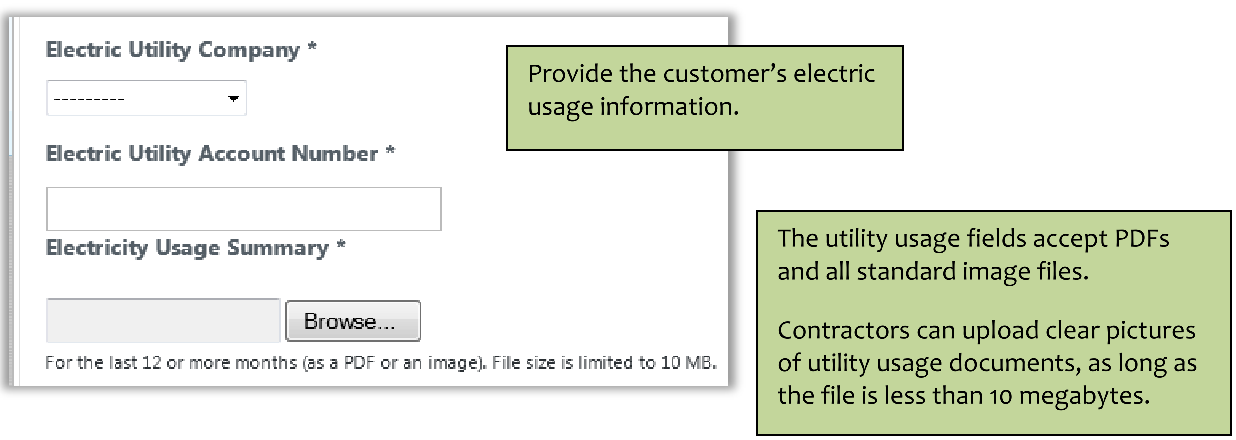
After clicking on 'Claim Reservation', the Portal displays a message saying the contractor successfully claimed the reservation number. The contractor can click on the homeowner's name in the message to go directly to the homeowner's project page. Upon clicking this link, the contractor will be taken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



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.





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 *

Browse...

For the last 12 or more months (as a PDF or an image). Please enter usage data for all applicant 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? *

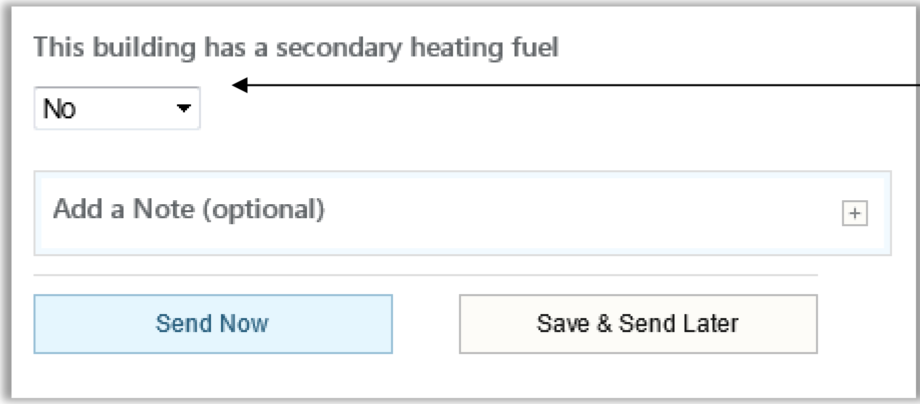
- Yes
- No

Primary Heating Fuel Usage Waiver *

Browse...

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.

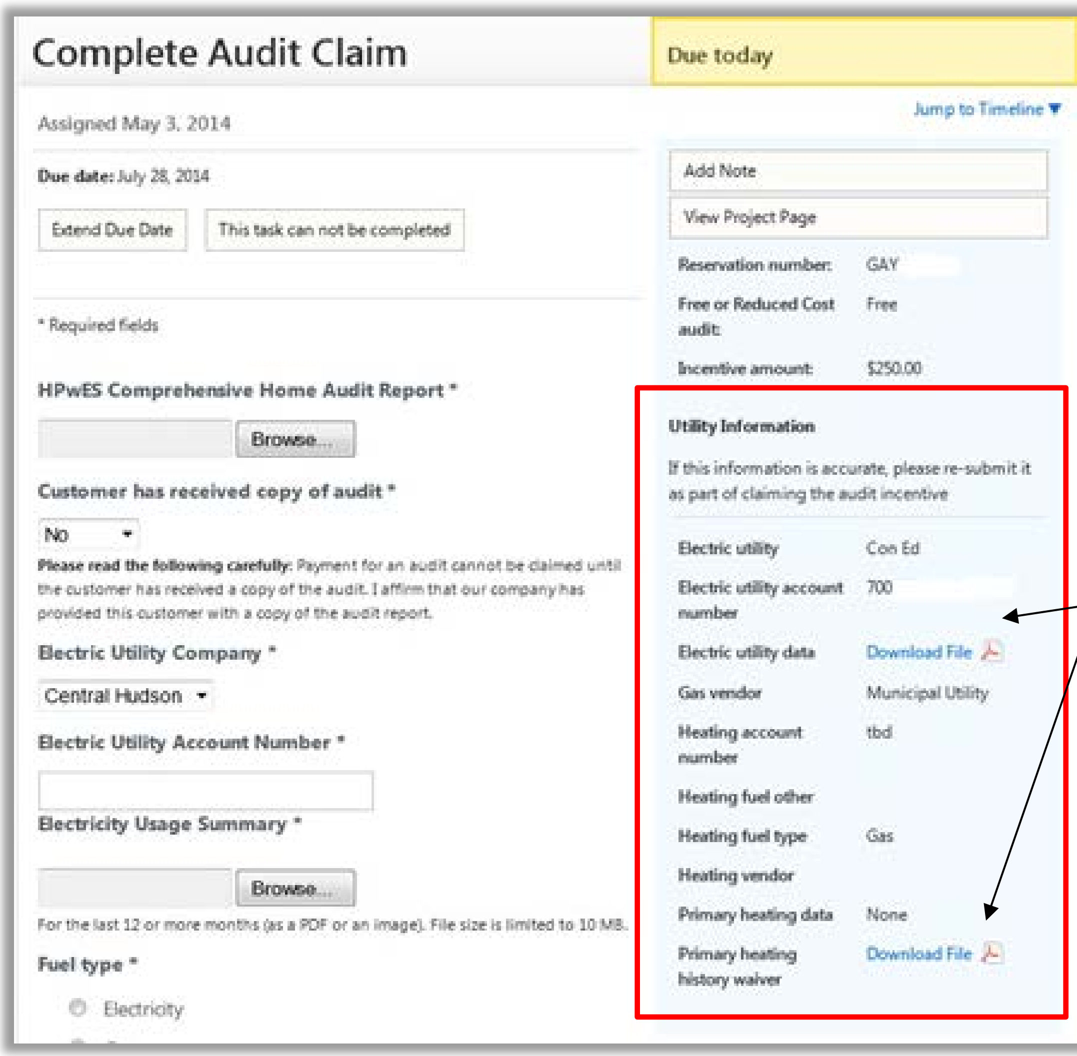
If fuel usage is not available, a box will display requesting the fuel usage waiver.



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

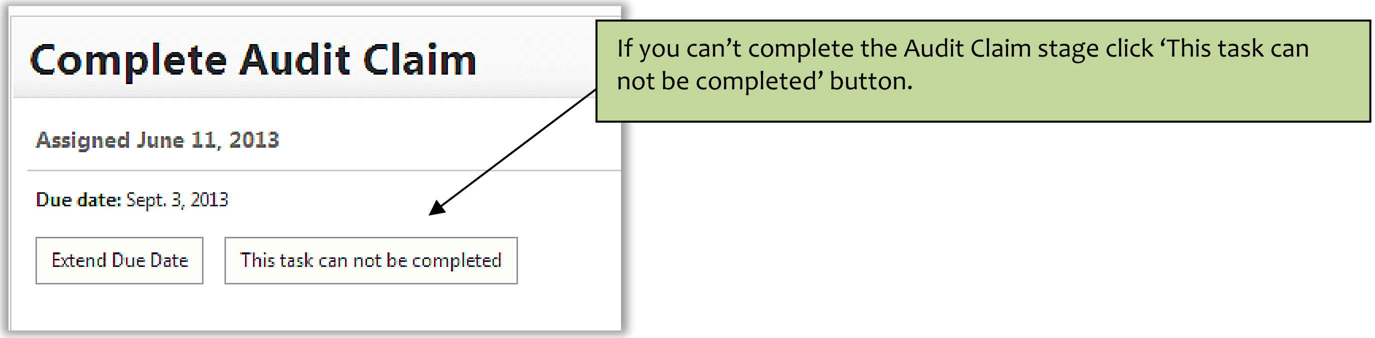
If the customer does have a secondary heating fuel source, select 'Yes.' Additional boxes will display to input the fuel type, fuel vendor, and fuel account number.

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.



Submitted energy usage documents

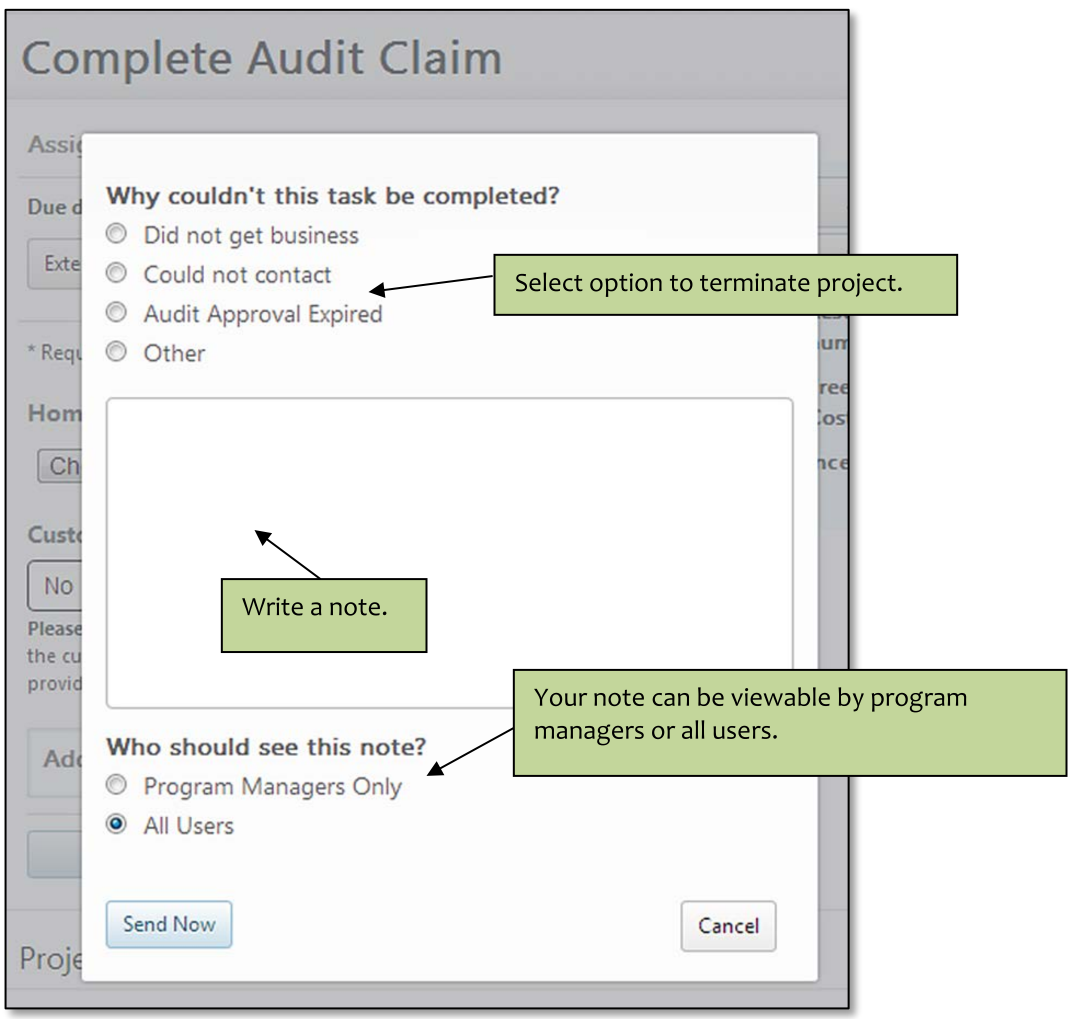
Review the information to confirm it is correct (12 months of usage for heat and electric) and re-upload in the appropriate sections to claim the audit incentive.



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

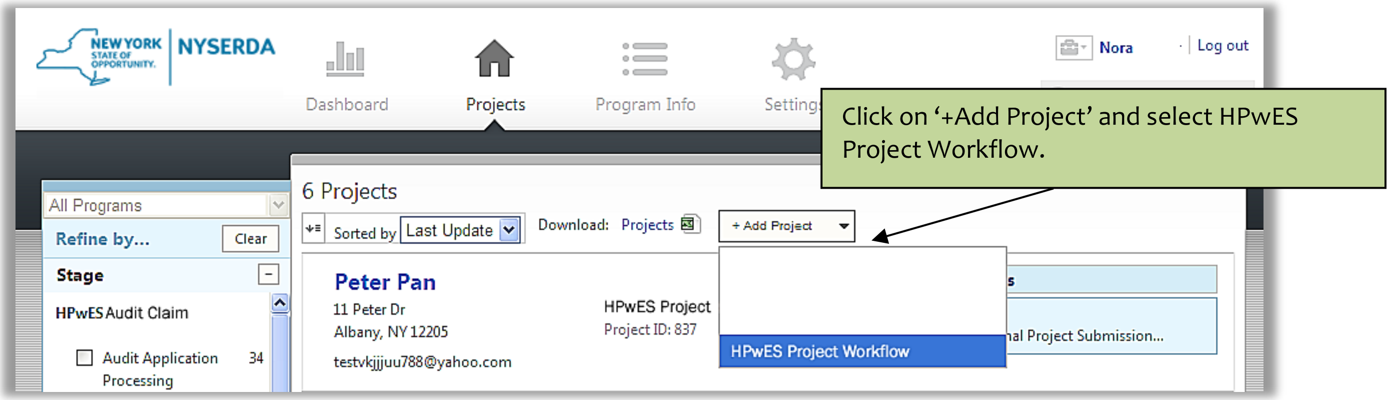
If any of these four choices is selected, the project will be marked as Closed and the project will be removed from your queue.



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.

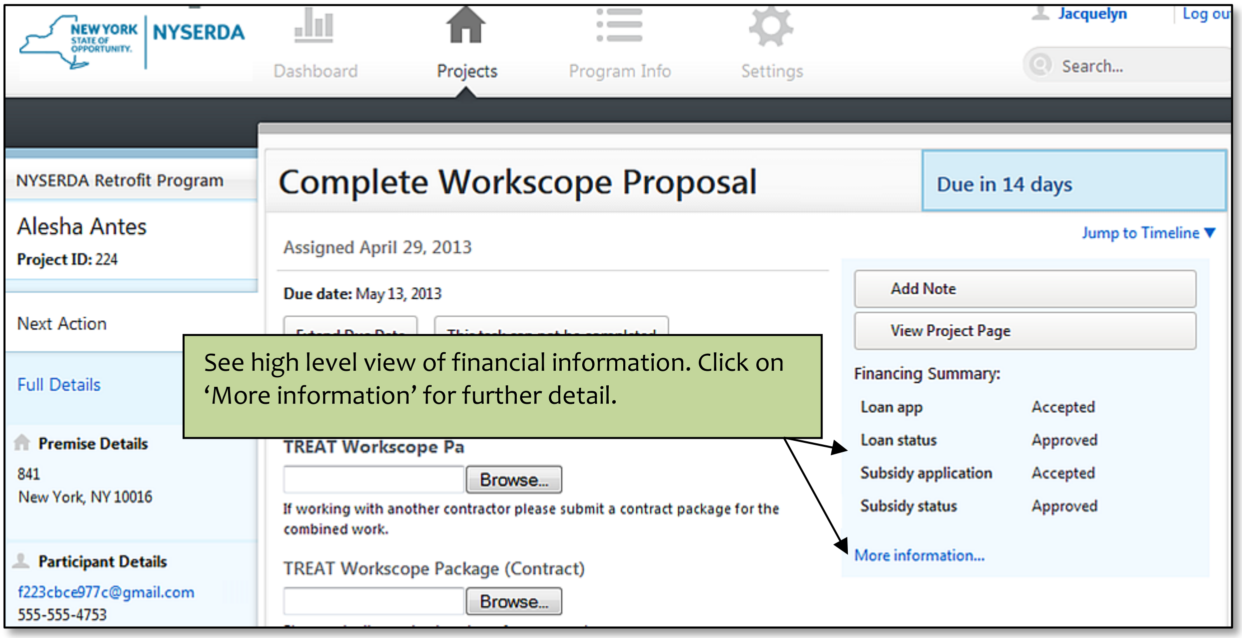


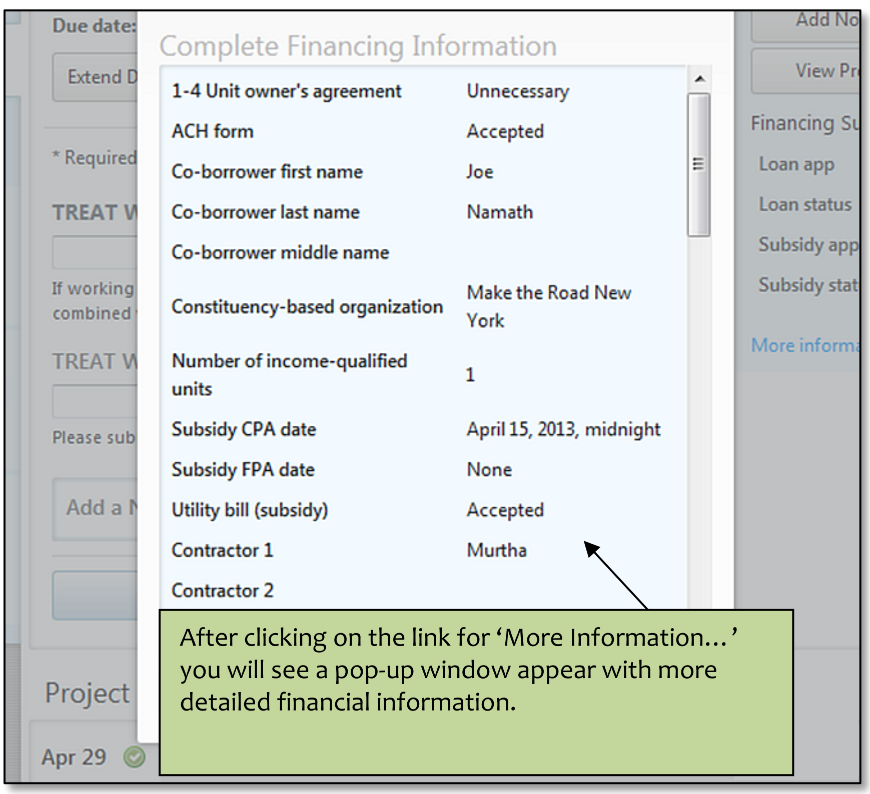
Note:

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

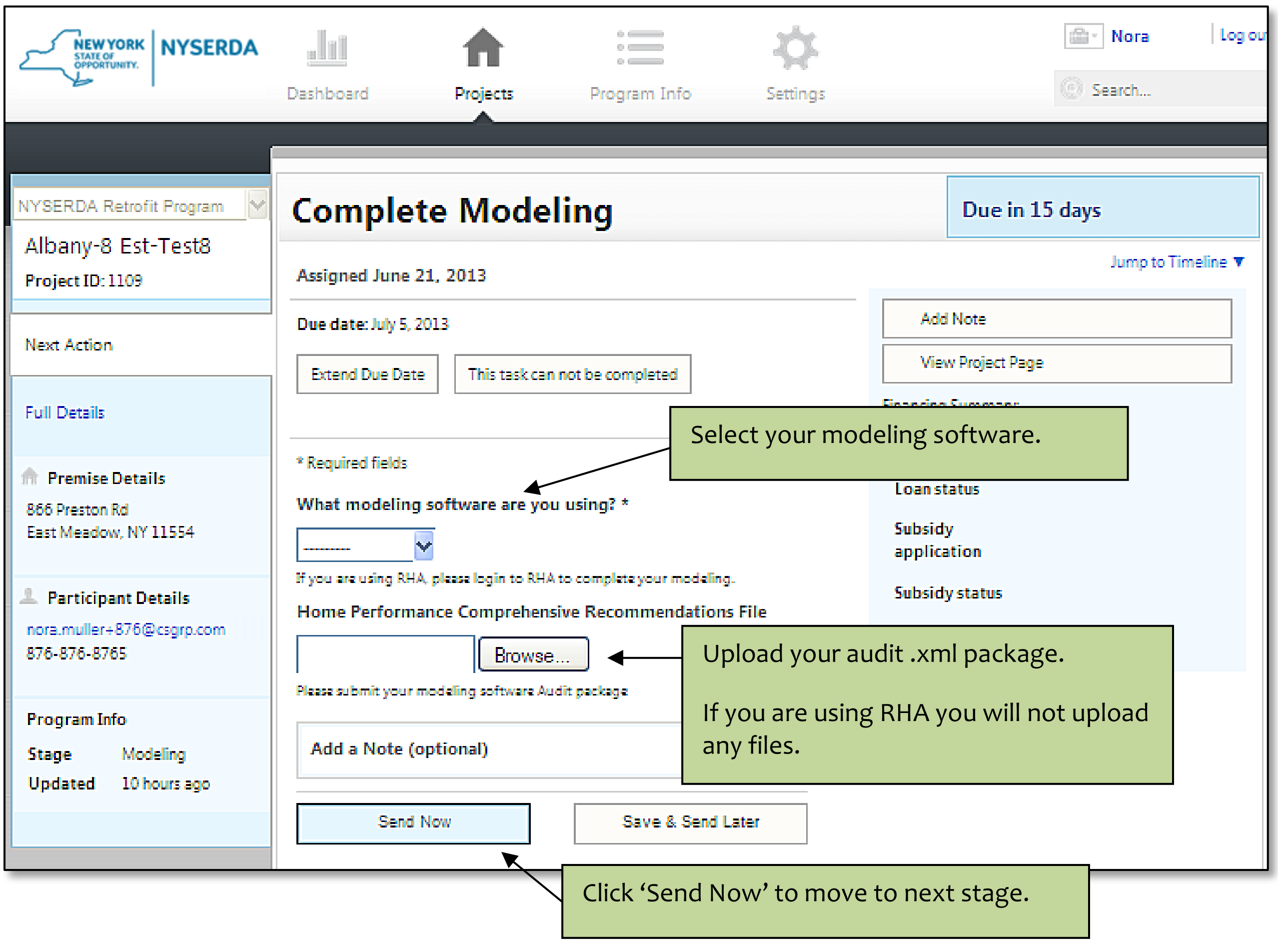
If a project has relevant financing and assisted subsidy information through Energy Finance Solutions (EFS), you will be able to view this information on the right portion of the screen under ‘Financing Summary’. By clicking on the ‘More information…’ link in the Financing Summary section you will see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

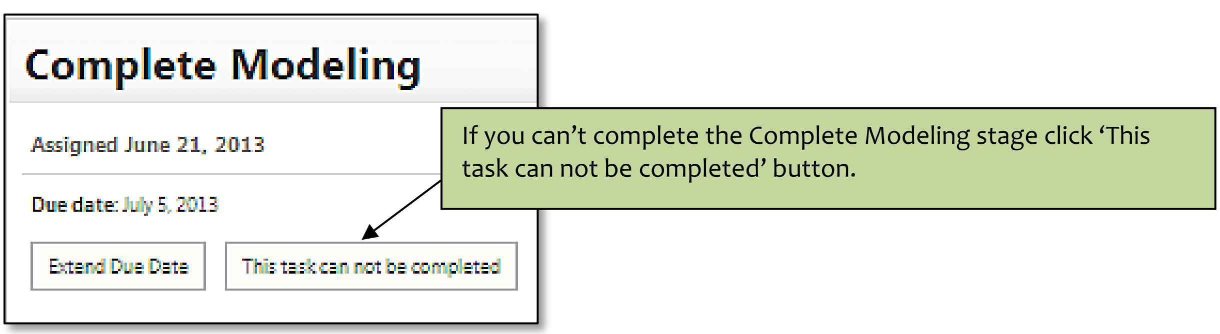




Modeling Stage

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.





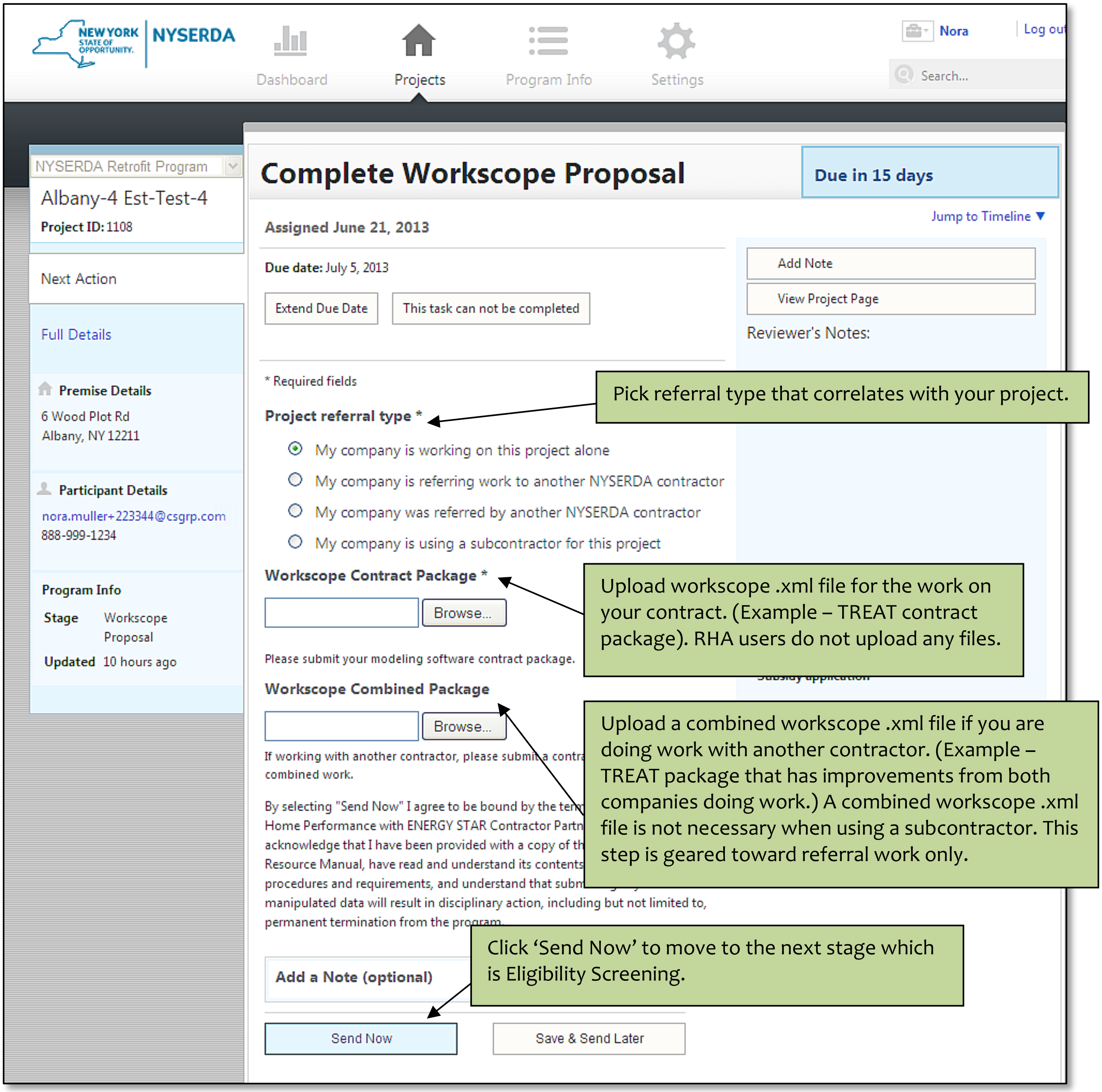
Clicking on the 'This task cannot be completed' button will display the following choices:

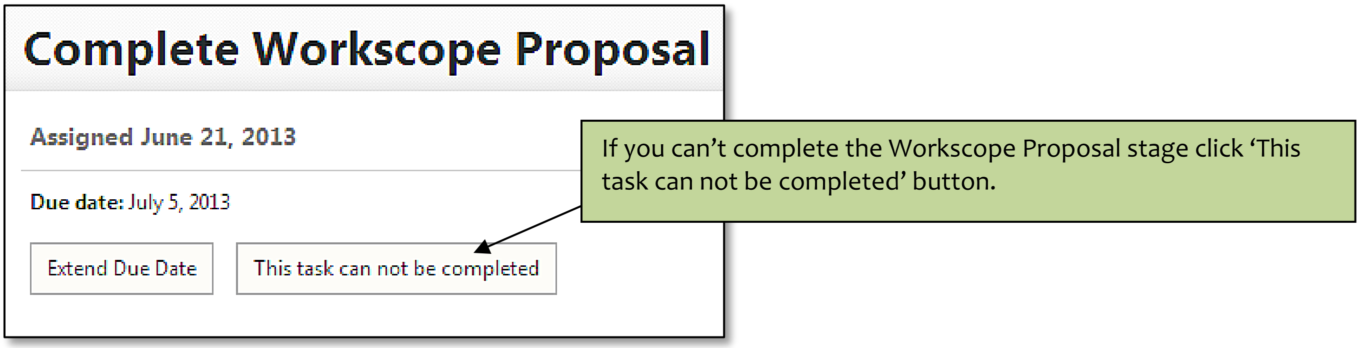
- Did not get business
- Could not contact

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.





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

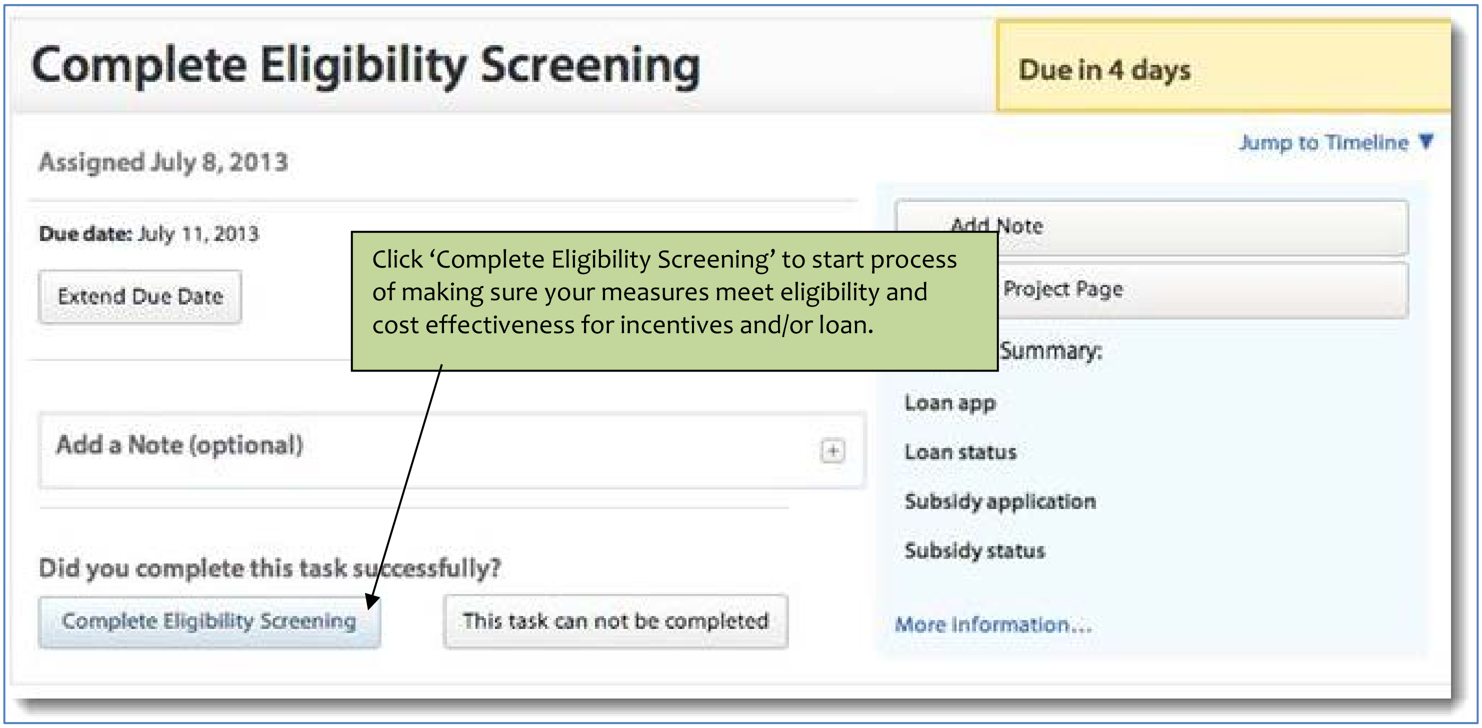
If the 'Making corrections to the existing building model' option is selected, the project will automatically move to the Modeling stage for you to input the changes to the existing building model and upload the corrected file. If either of the other two choices is selected, the project will be marked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

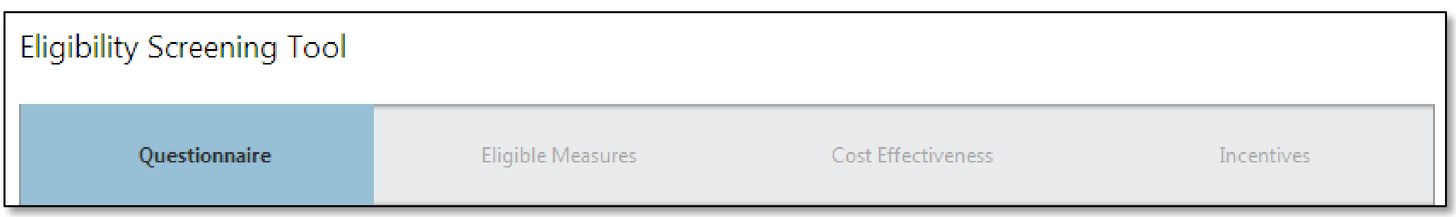
Clicking on the 'Complete Eligibility Screening' button will bring you to the EST. The EST will open in a new window and be completed outside the Portal.



Eligibility Screening Tool (EST)

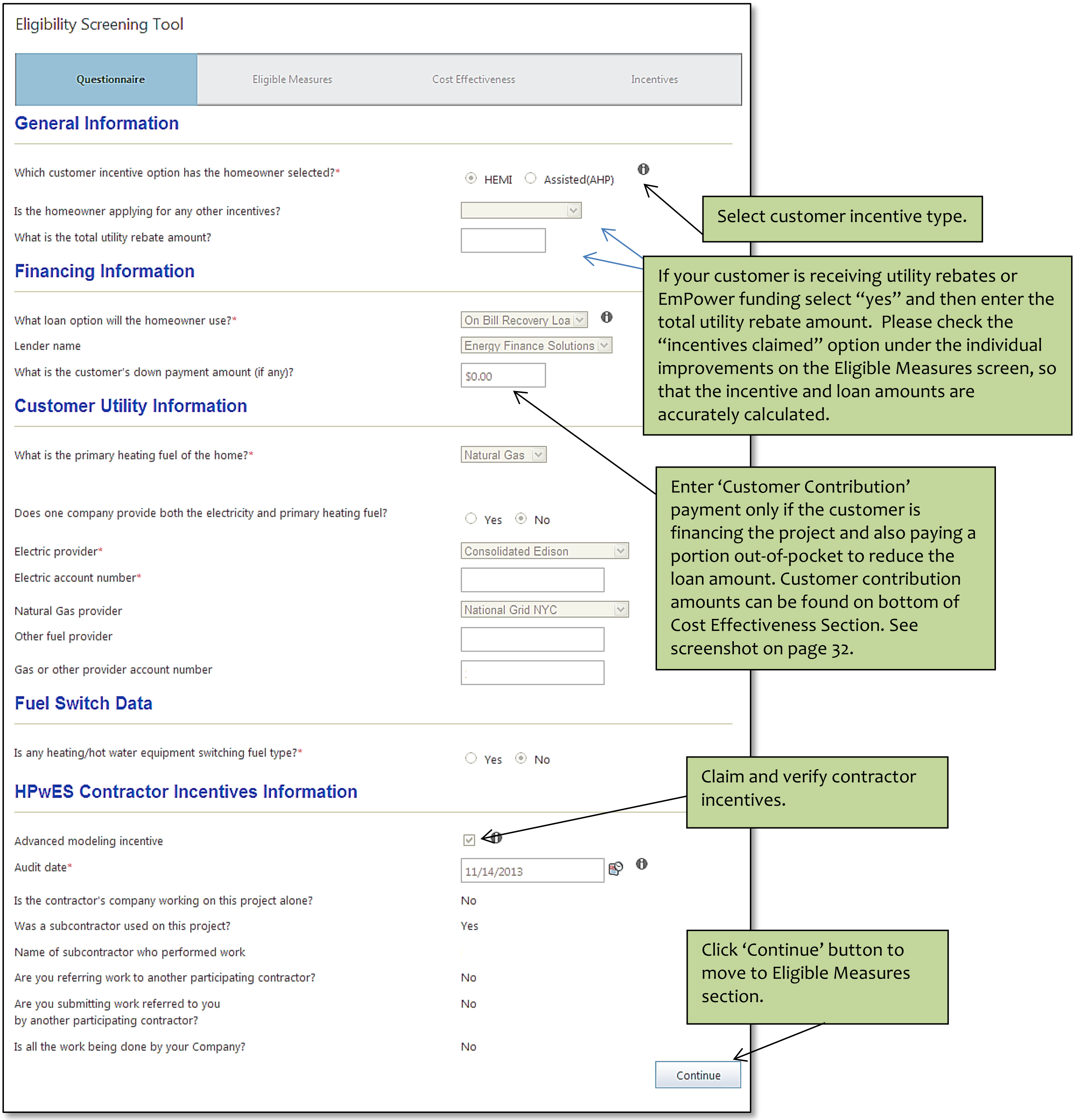
EST has four sections that must be navigated through before coming back to the Portal and advancing to Contract Submission. However you can move backwards within EST by clicking an earlier section (within the EST menu) and then proceed from that screen.

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.



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?* — On Bill Recovery Loa

Lender name — Energy Finance Solutions

What is the customer's down payment amount (if any)? — $0.00

Customer Utility Information

What is the primary heating fuel of the home?* — Natural Gas

Does one company provide both the electricity and primary heating fuel? — Yes / No

Electric provider* — Consolidated Edison

Electric account number*

Natural Gas provider — National Grid NYC

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* — 11/14/2013

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

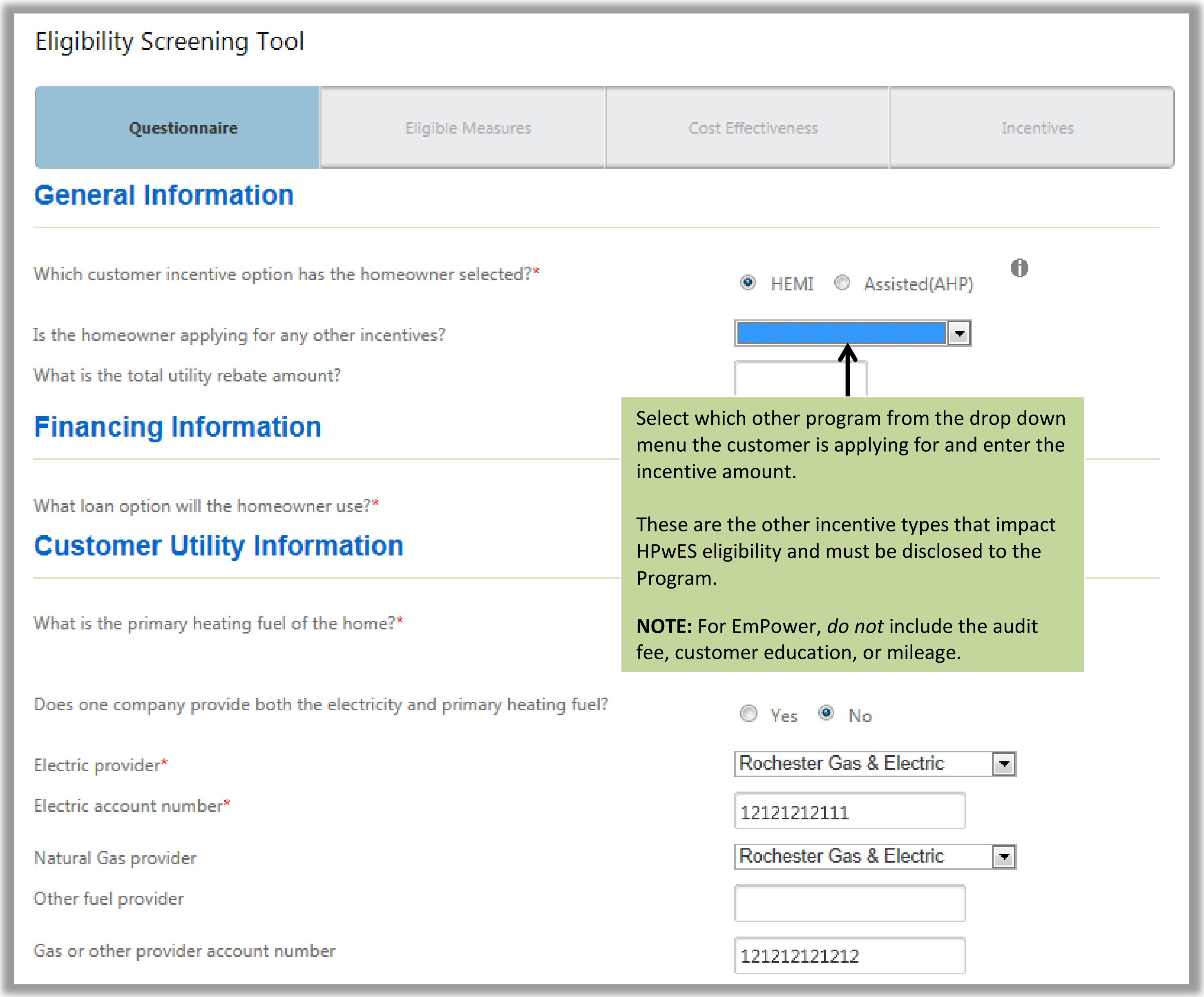
Are you referring work to another participating contractor? — No

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

Is all the work being done by your Company? — No

Continue

Utility Rebates & AHP/EmPower Coordination



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.

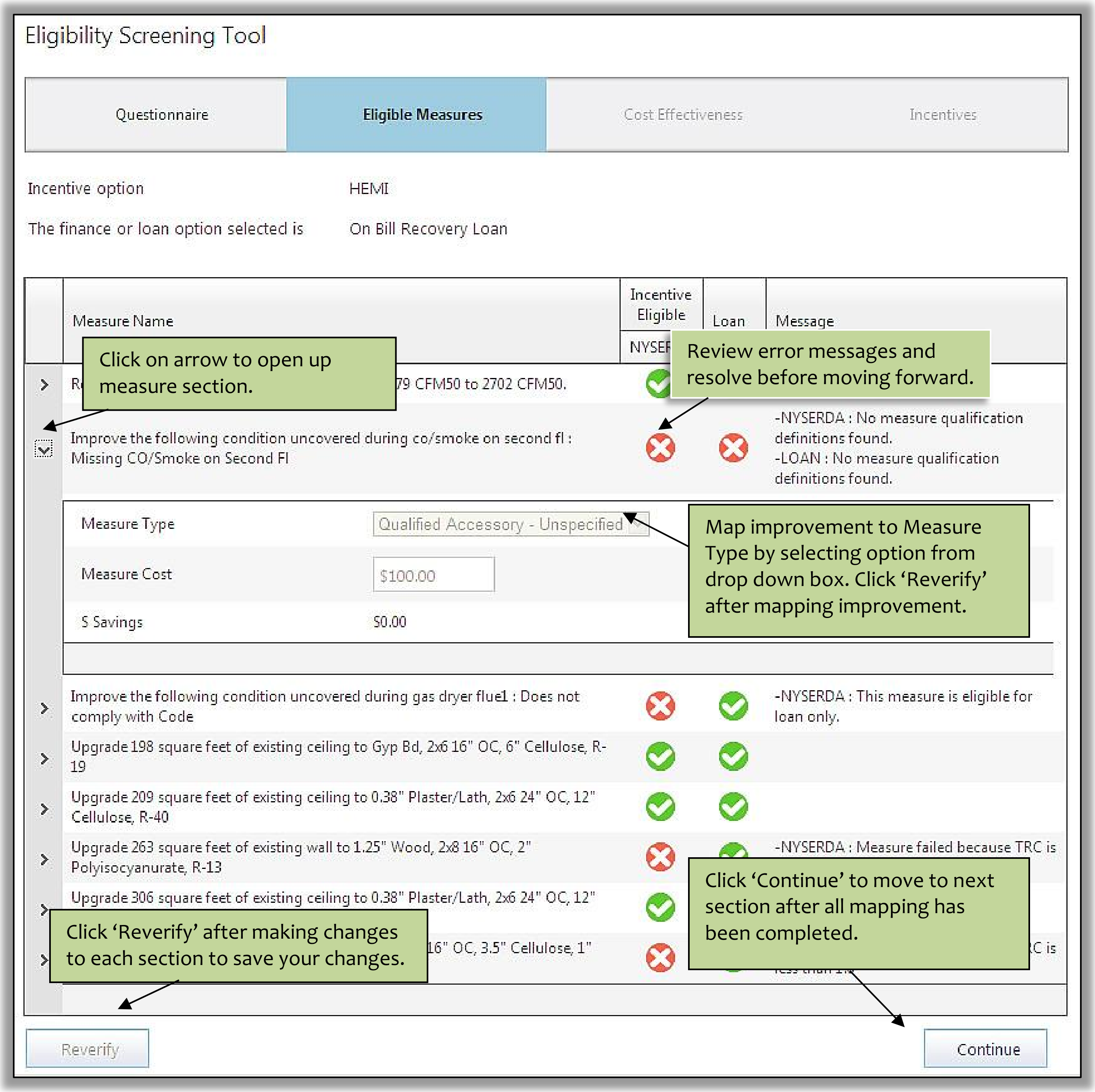
NOTE: Make sure the sum of the modeled improvement costs for measures covered by EmPower equals the other incentives amount, or the loan amount will be incorrect.

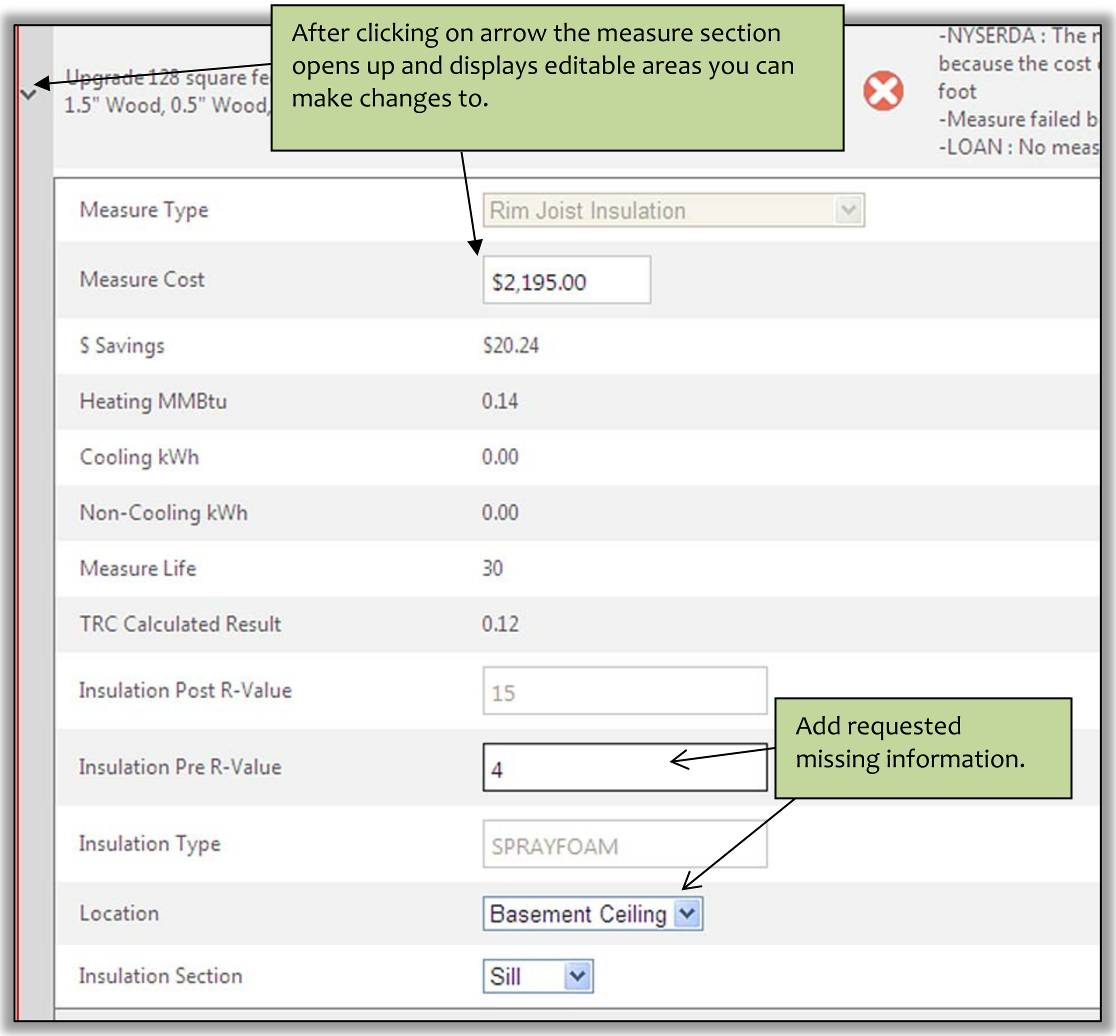
If you require additional assistance on how to submit EmPower/Assisted Coordinated Projects, please reference the separate User Guide: How to Submit EmPower/Assisted Coordinated Projects Utilizing the NY HP Portal Quick Guide.

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.

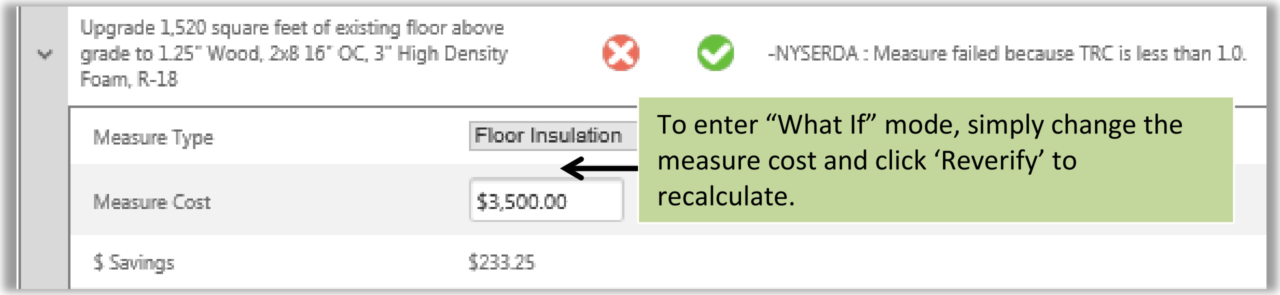




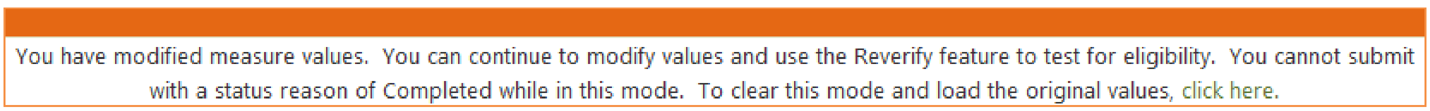
Click 'Continue' to proceed to the Cost Effectiveness section

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.



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

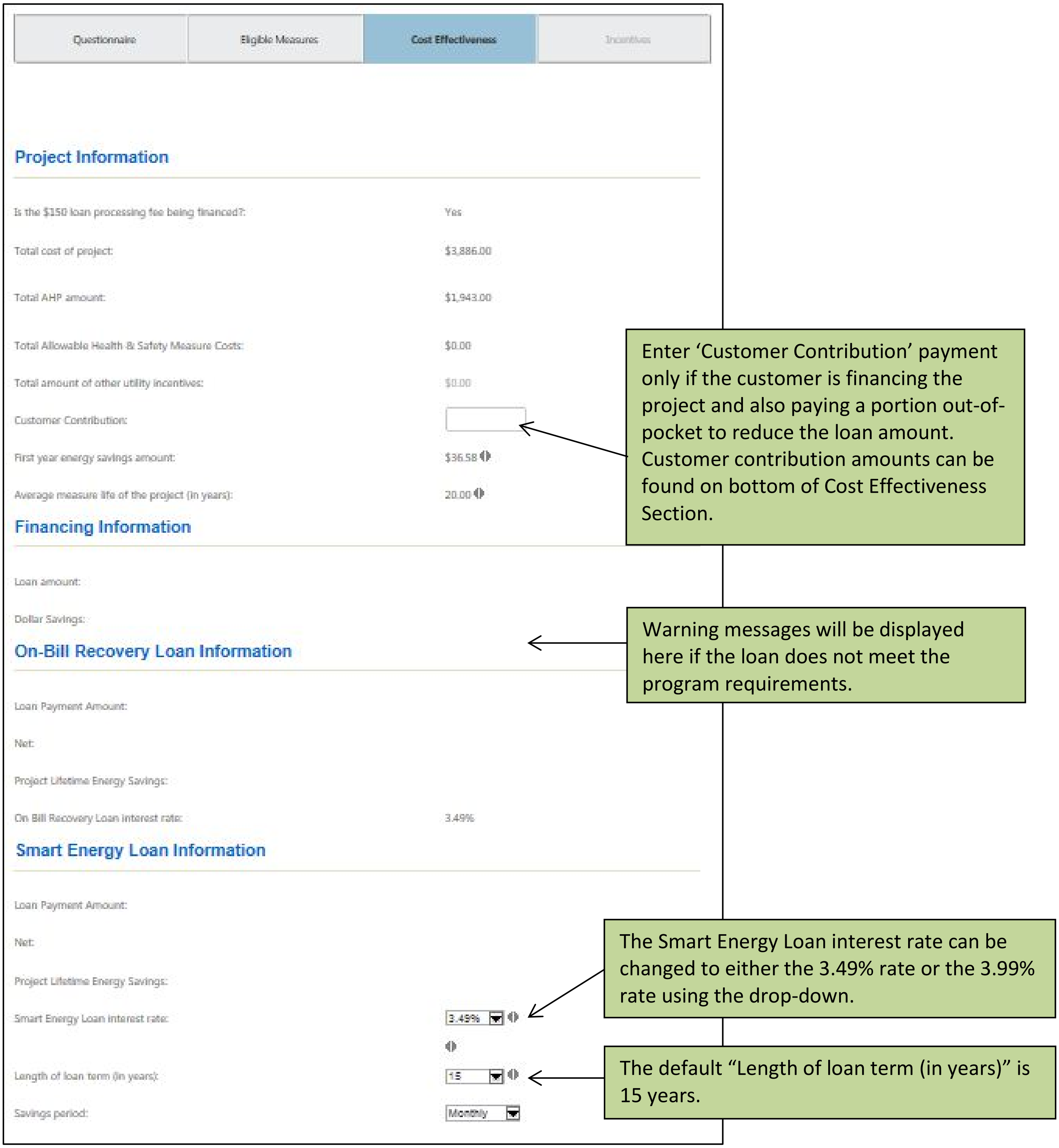


As the message indicates, clicking the link will return the measure costs to the original ones found in uploaded contract package. After you clear the 'What if' mode and reload the original value go back to Portal project in Eligibility Screening by clicking back button on your browser. Click on 'This 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.

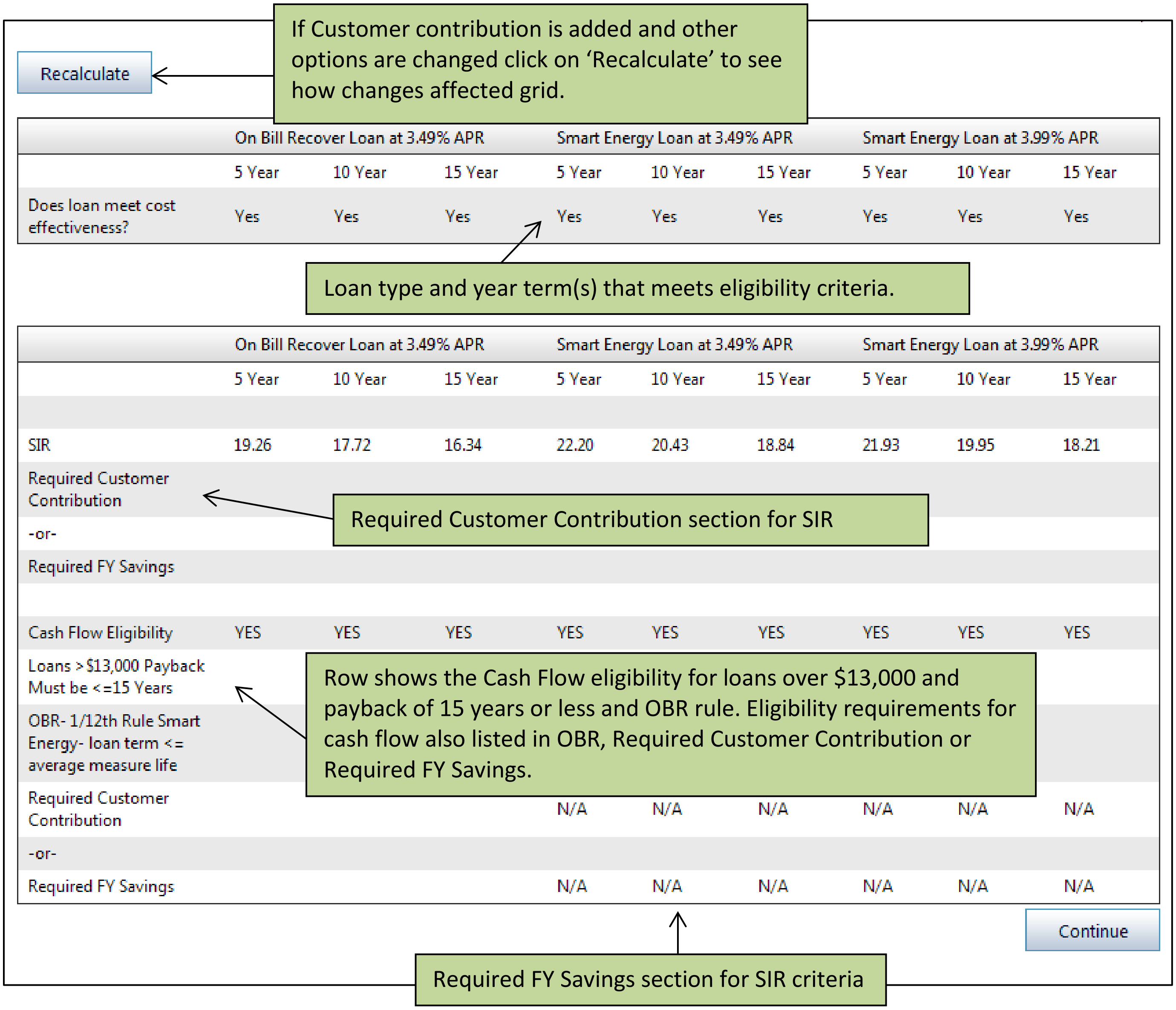
Important Note: The user should not submit the EST with a "Reason" of "Complete" in the fourth section of EST, "Incentives," without first reverting the measure costs back to their original values. Before the project can go through EST again it will need to be reset to clear out the old information. 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.



Continuation of Cost Effectiveness screen shot shown below.



	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

	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									
-or-									
Required FY Savings									
Cash Flow Eligibility	YES	YES	YES	YES	YES	YES	YES	YES	YES
Loans >$13,000 Payback Must be <=15 Years									
OBR- 1/12th Rule Smart Energy- loan term <= average measure life									
Required Customer Contribution				N/A	N/A	N/A	N/A	N/A	N/A
-or-									
Required FY Savings				N/A	N/A	N/A	N/A	N/A	N/A

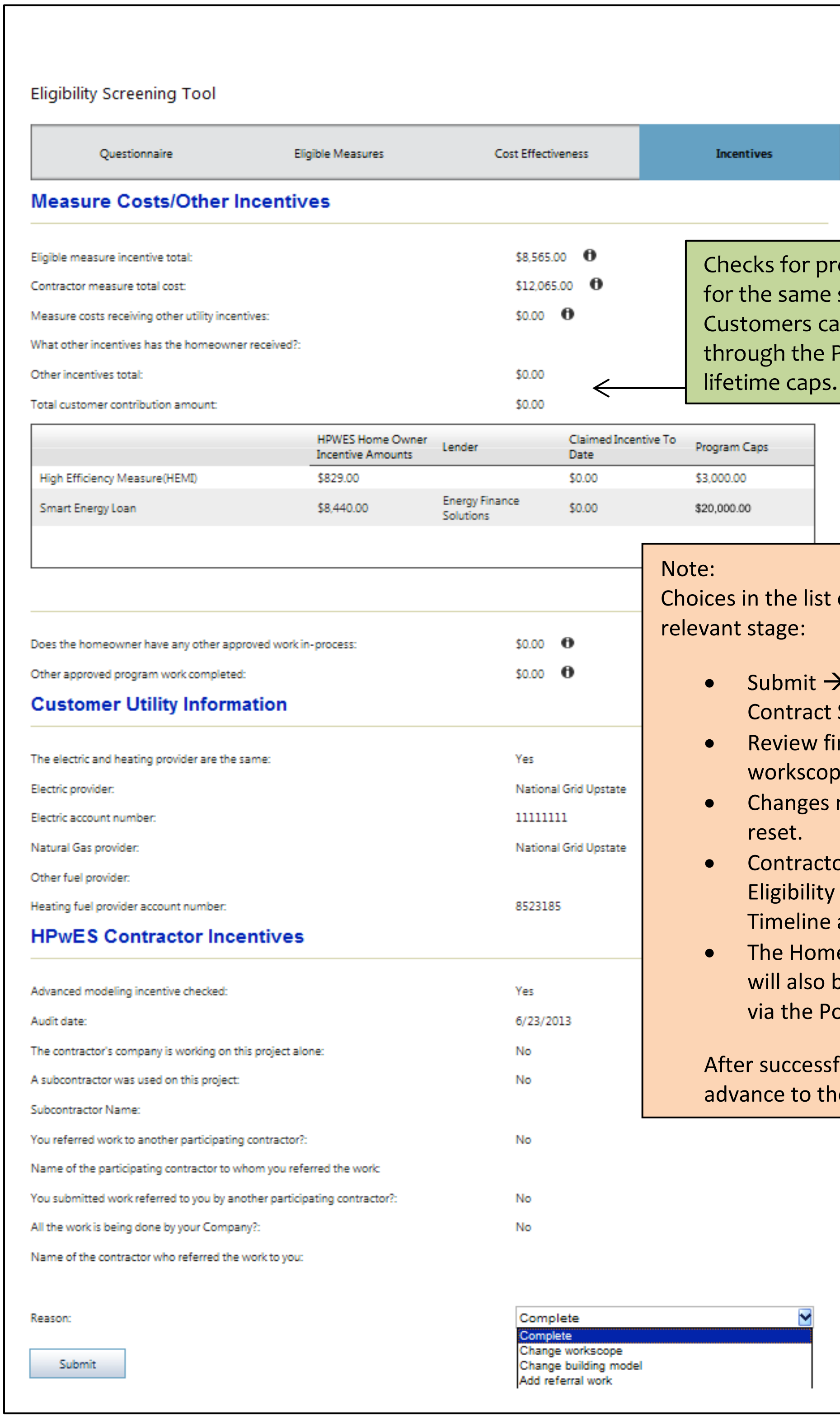
If EST determines that the project is eligible for a certain loan type it will show as 'YES' in the row of where the question 'Does loan meet cost effectiveness?' shows underneath the specified loan type and year of loan term. If certain criteria need to be met in order to use a particular loan type 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: Complete

Complete
Change workscope
Change building model
Add referral work

Submit

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:

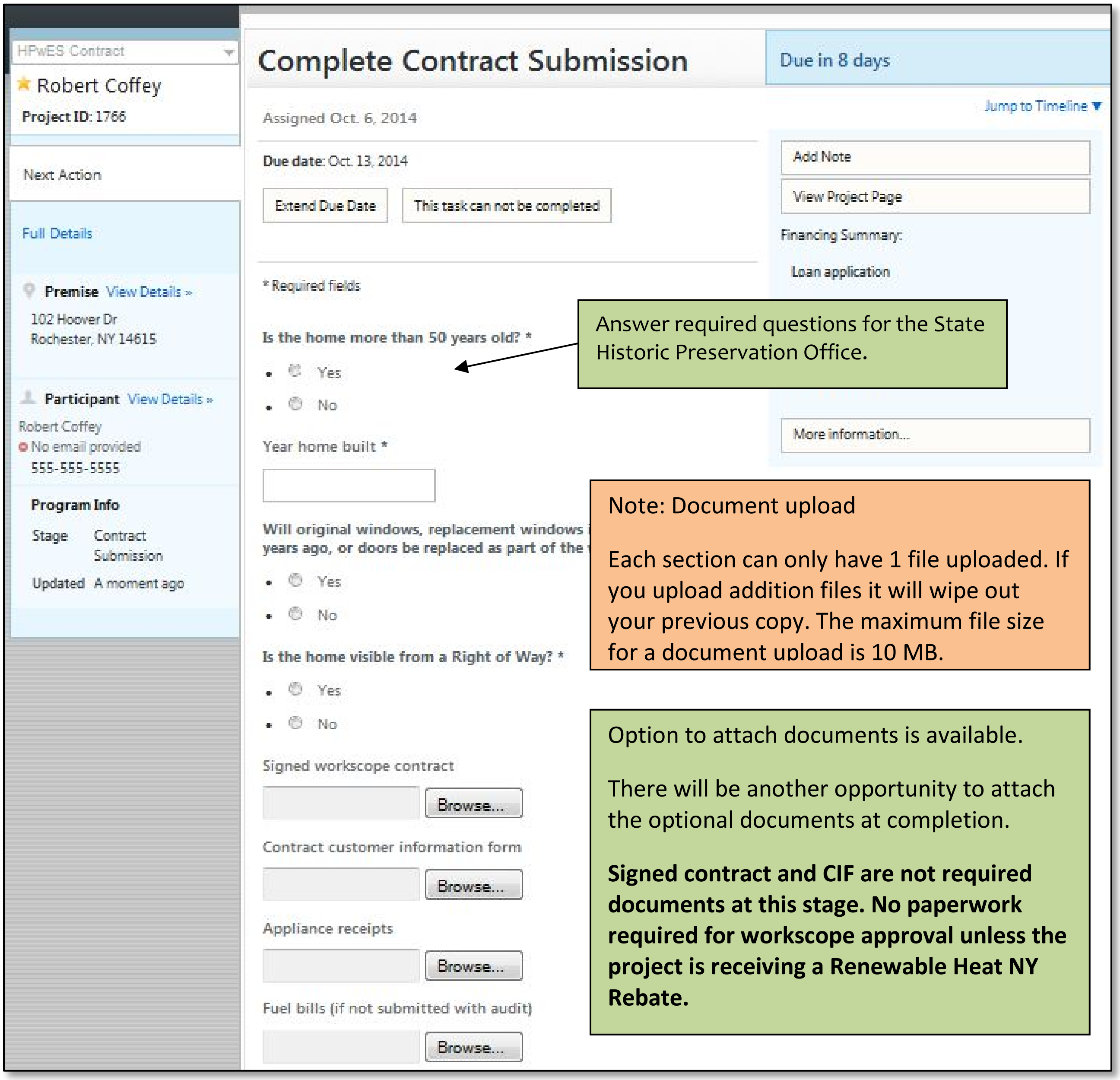
- Submit → Completes EST and advances project to Contract Submission stage.
- Review final EST results before submitting workscope to ensure they are correct.
- Changes made after this point will require EST reset.
- Contractors can download the Home Performance Eligibility Summary Report from the Project 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.

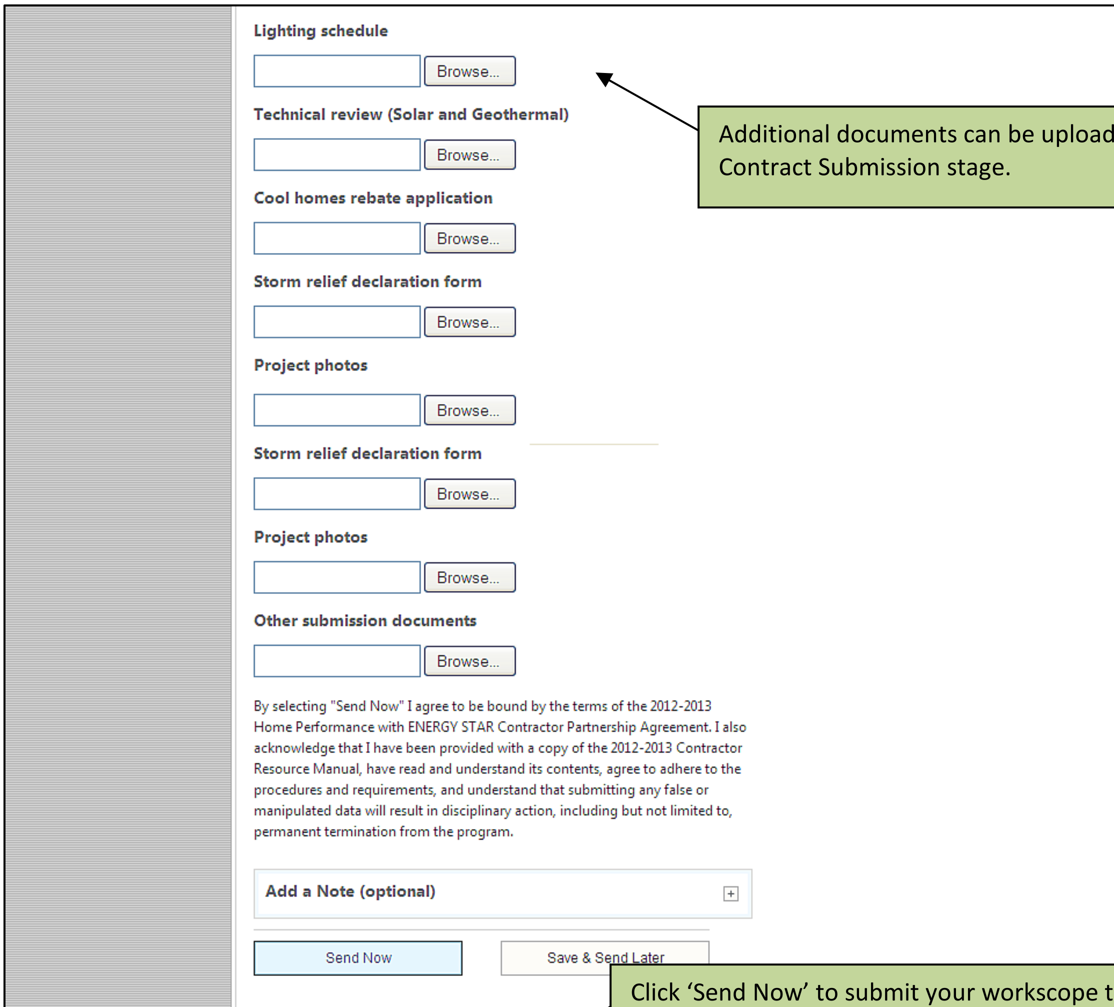
Contract Submission

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.

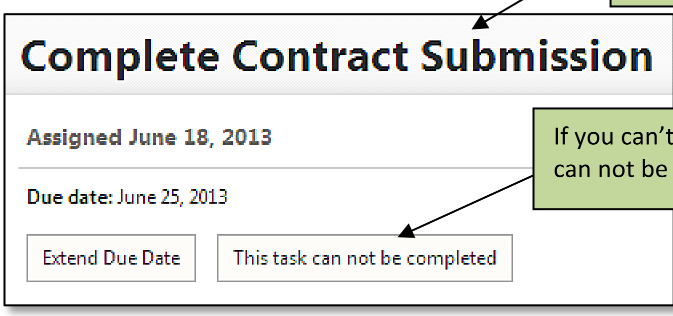


The documents that get uploaded for each section must be a single file. For example a signed contract could be 5 pages long but it will only be in one file that gets uploaded under the 'Signed workscope contract' section. There are many PDF programs available that allow you to scan documents and merge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



Additional documents can be uploaded in the Contract Submission stage.

Click ‘Send Now’ to submit your workscope to CLEAResult.



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

NEW YORK STATE OF OPPORTUNITY. | NYSERDA

HOME PERFORMANCE WITH ENERGY STAR

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

Page: 1 of 7 Date/Time: 7/6/2015 1:00 PM

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/)

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/)

Home Performance Eligibility Summary Report Review

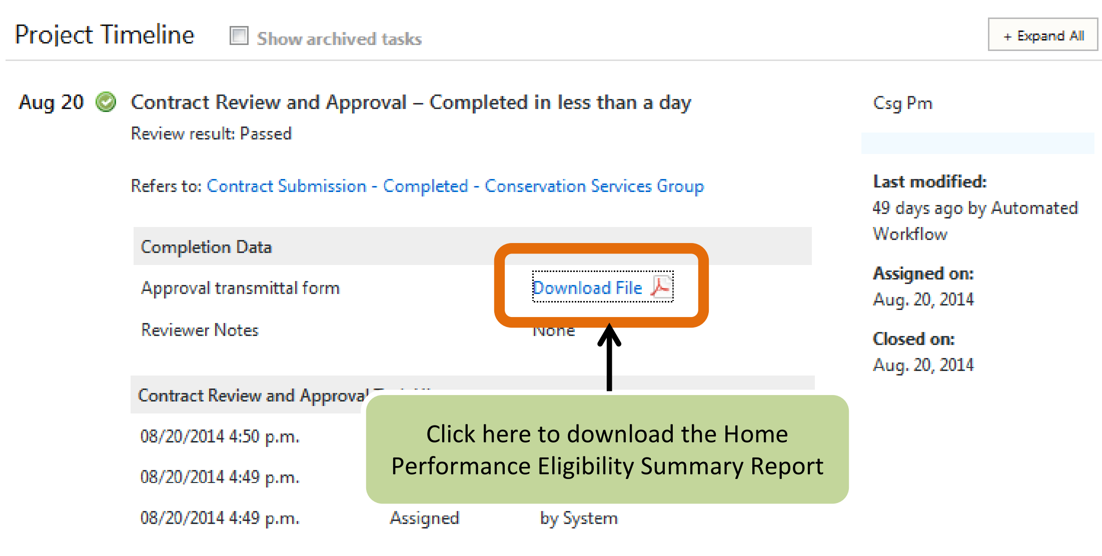
CLEAResult will review the Home Performance Eligibility Summary Report for Program compliance.

- 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.

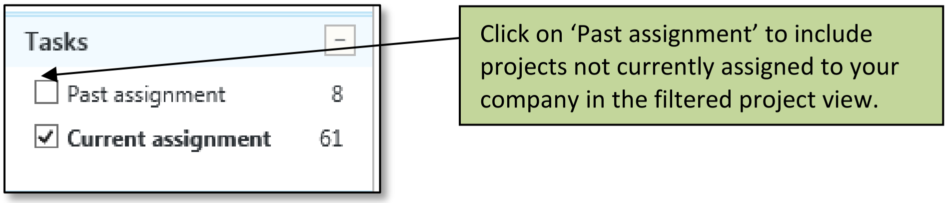
The Home Performance Eligibility Summary Report will be made available in the Project Timeline as the Approval transmittal form. If the customer created a Portal login, they will be able to view this document online.

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

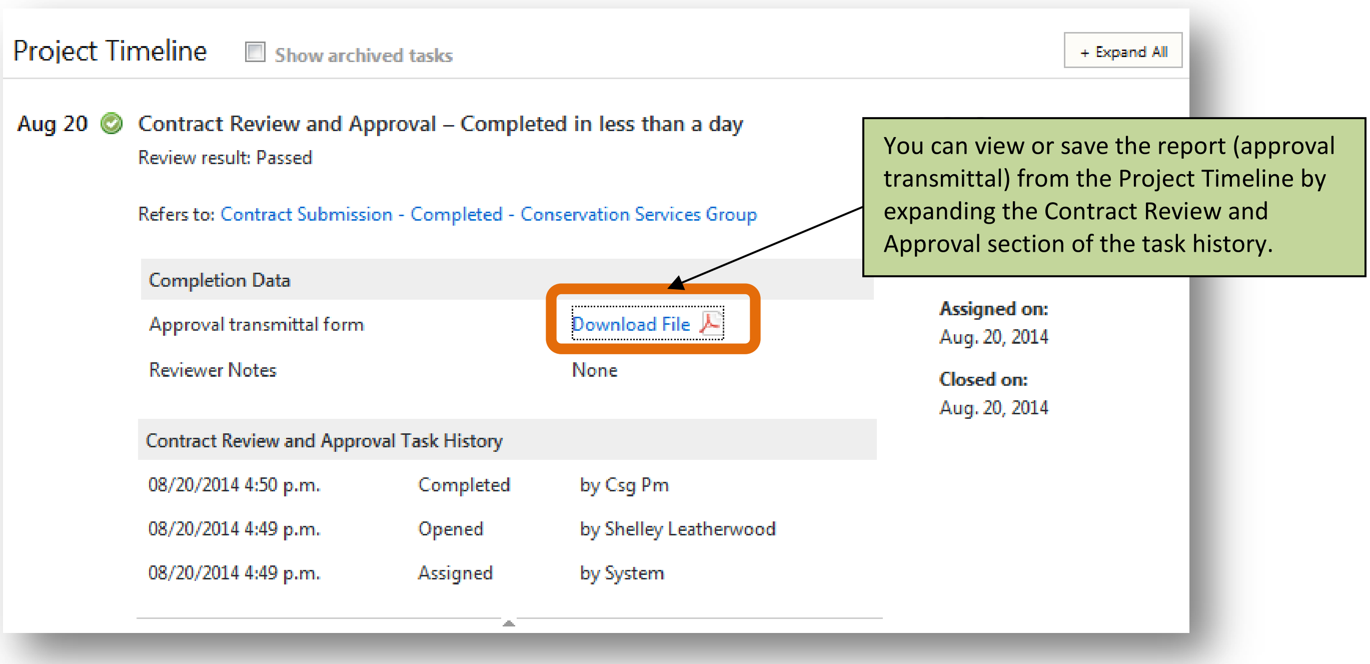


Contract Submission Review

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.



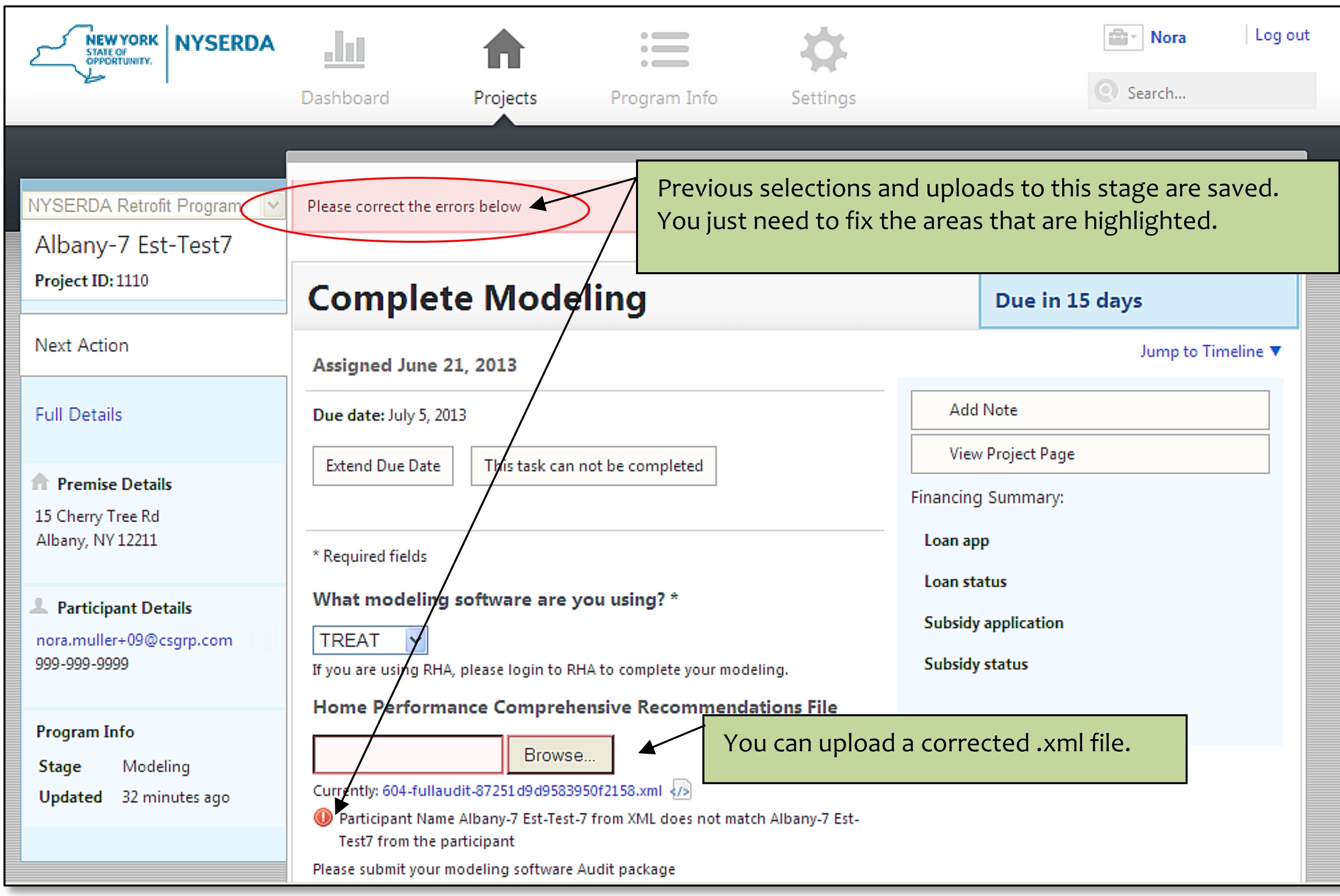
When the approval is issued by CLEAResult, you will receive a notification from the Portal. The Home Performance Eligibility Summary Report (Approval Transmittal) will be available in the Project Timeline. If the customer created a login, they will also be able to view this document.



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.

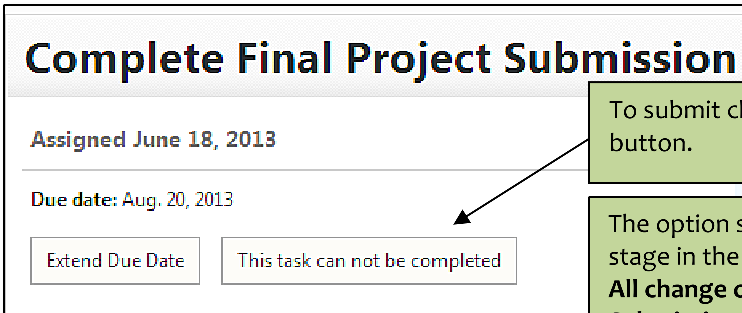
In the screenshot below, the project was returned to the Modeling stage from the Modeling Review stage because a mistake in the participant's name was picked up by the Portal during error checking. After correcting the file it must be uploaded again and then the project can continue through the workflow.



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.



To submit change order click 'This task can not be completed' button.

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:

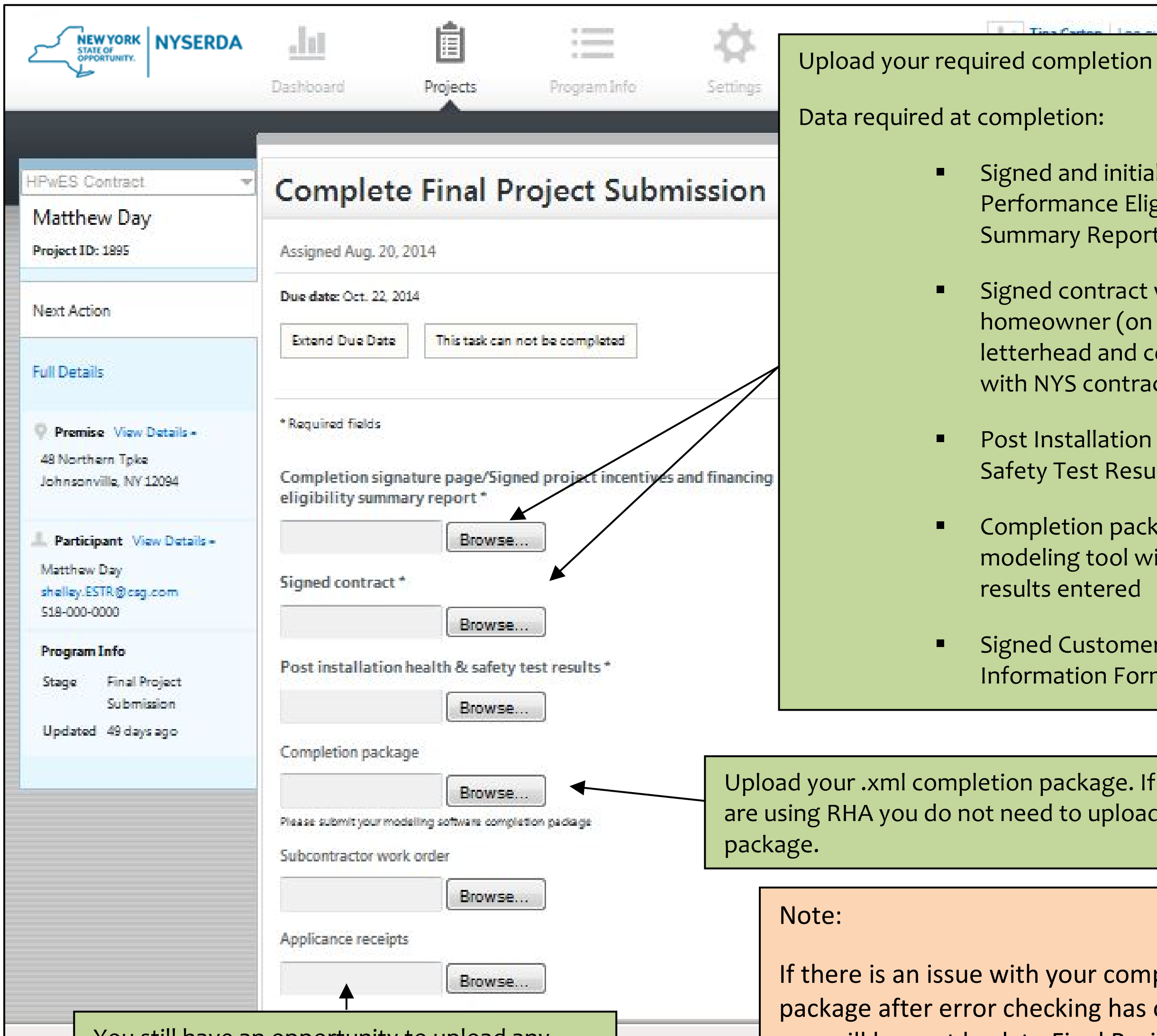
- Adding or removing measures and/or costs in the workscope → Workscope Proposal stage

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

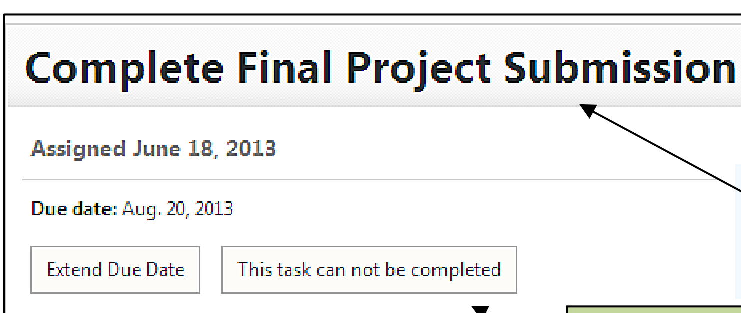
Upload your .xml completion package. If you are using RHA you do not need to upload a package.

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

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.

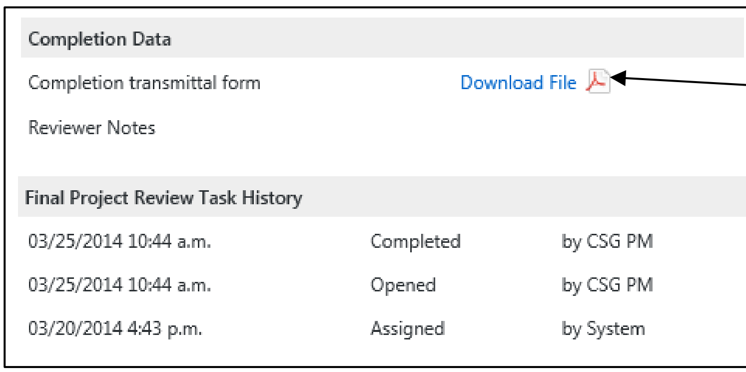
If you can't complete the Complete Final Project Submission stage click 'This task can not be completed' button.

This stage has several options for incompletion and each option rolls back the project to the 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 CLEAResult for Final Project Review. You can see projects with tasks currently assigned to CLEAResult or EFS by selecting 'Past assignment' on your active project view filtering options. When the completion is processed by CLEAResult, 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.



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 CLEAResult or EFS by selecting 'Past assignment' on your active project view filtering options.

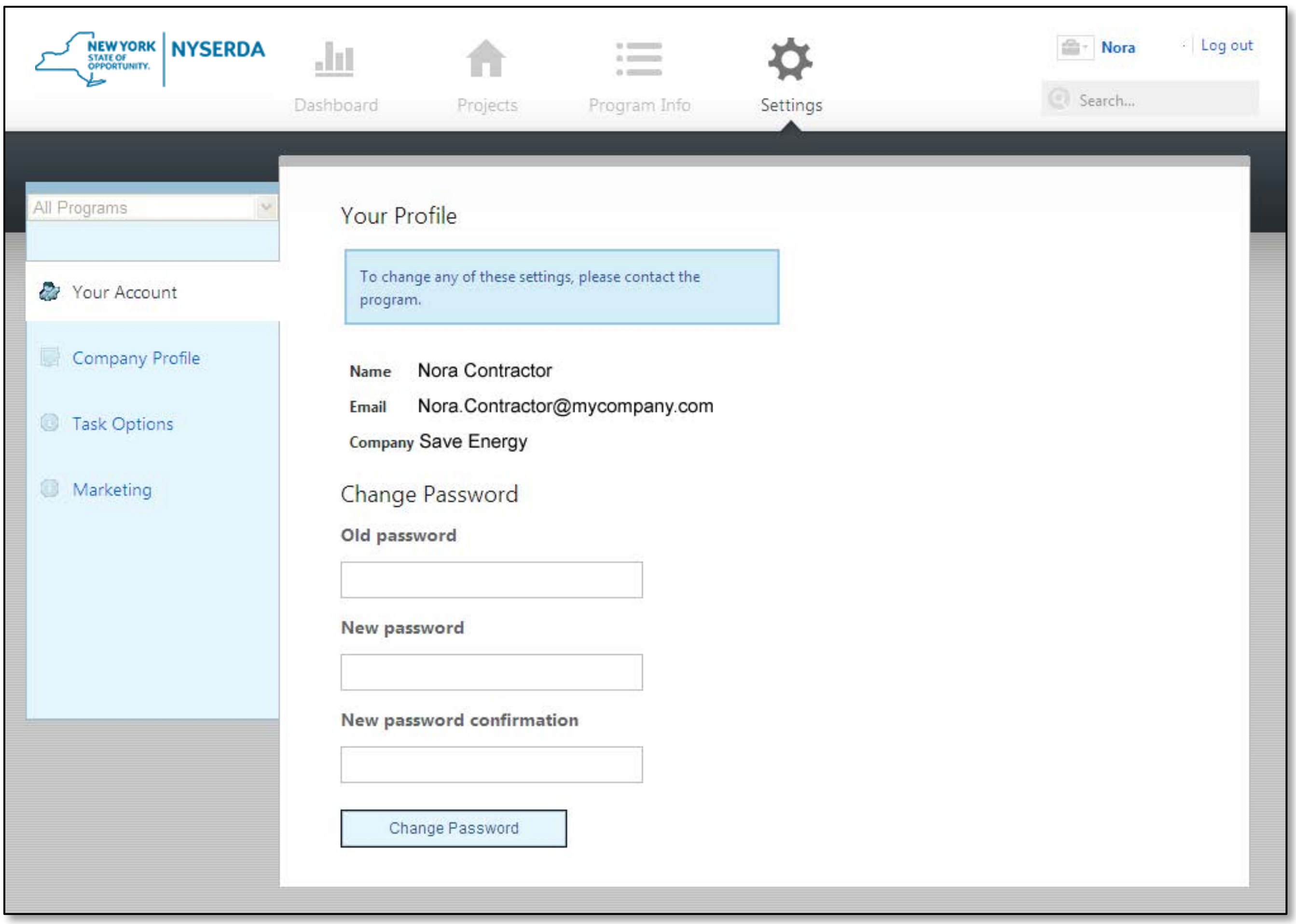
Settings

Your Account/Your Profile

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

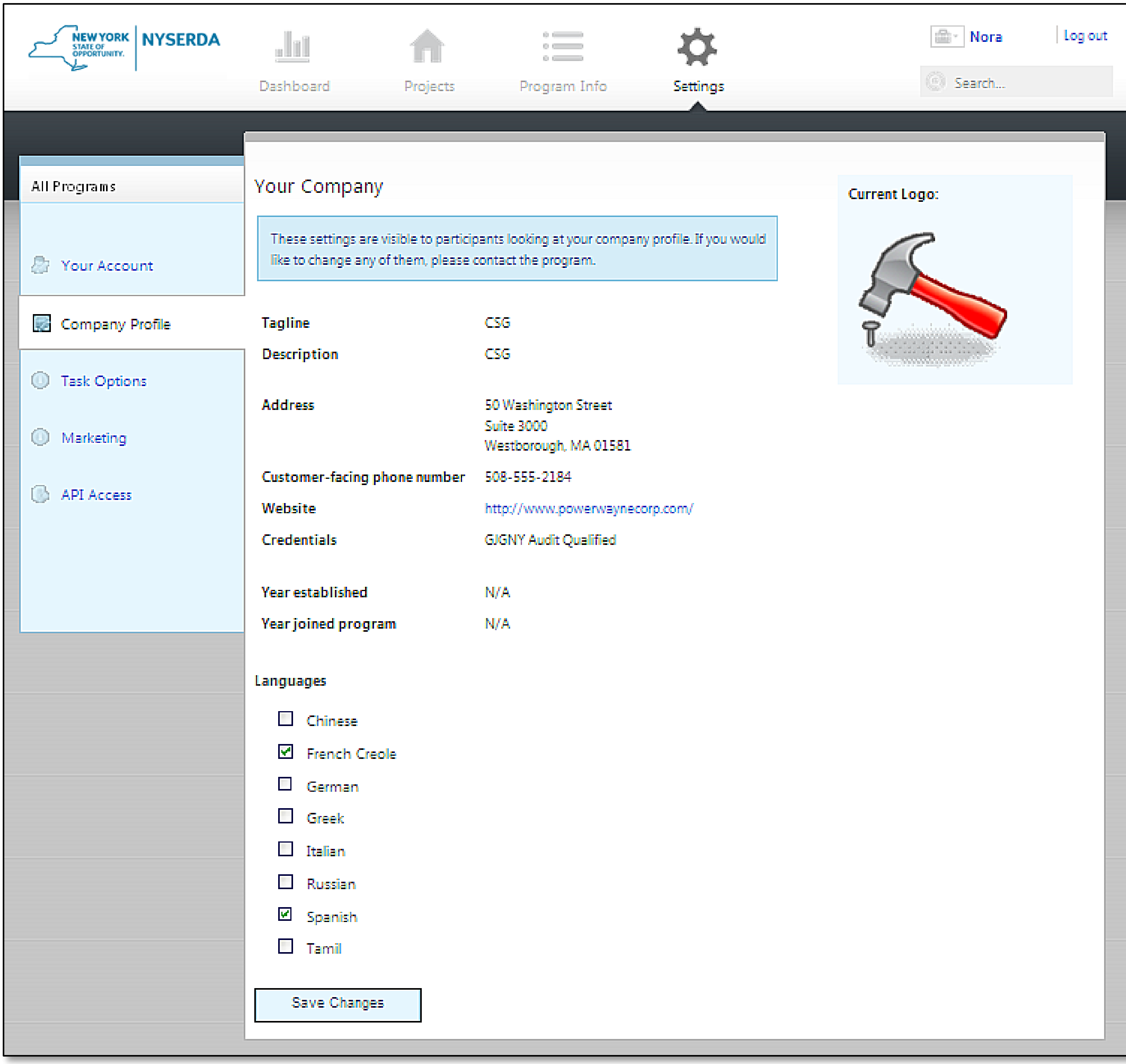
Within the Settings page, you can take the following actions:

- 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)



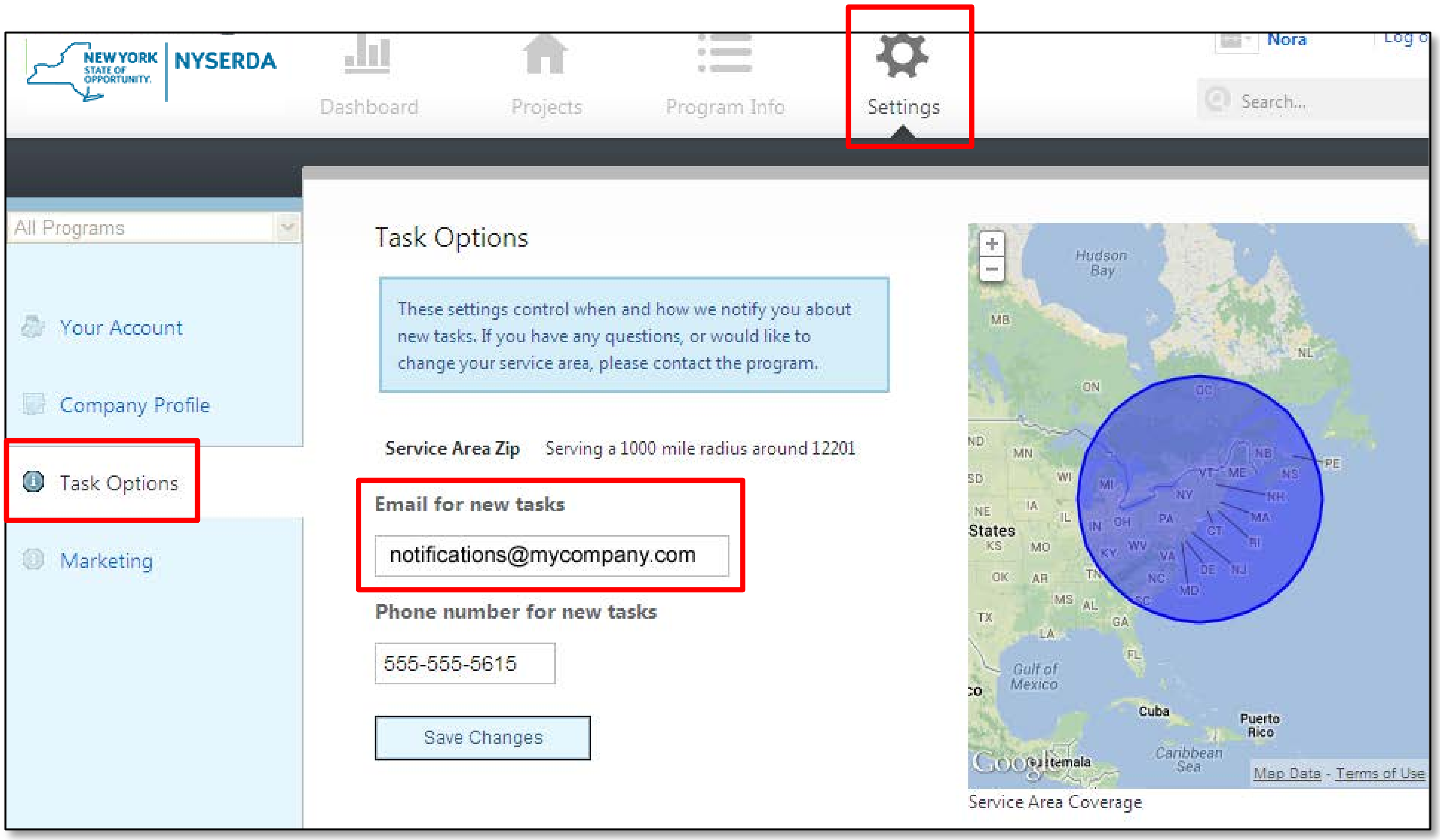
Company Profile

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.



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.



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:

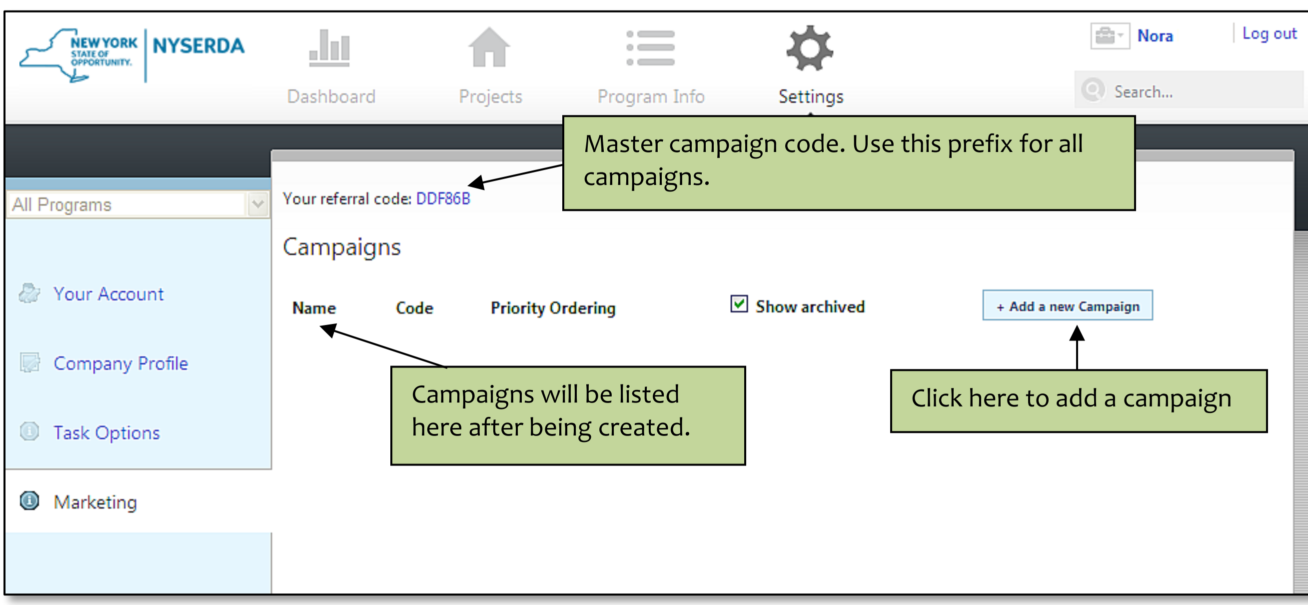
Create the URL: https://nyserda.energysavvy.com/start-your-project/hpwes/?src=PutYourReferralCodeHere

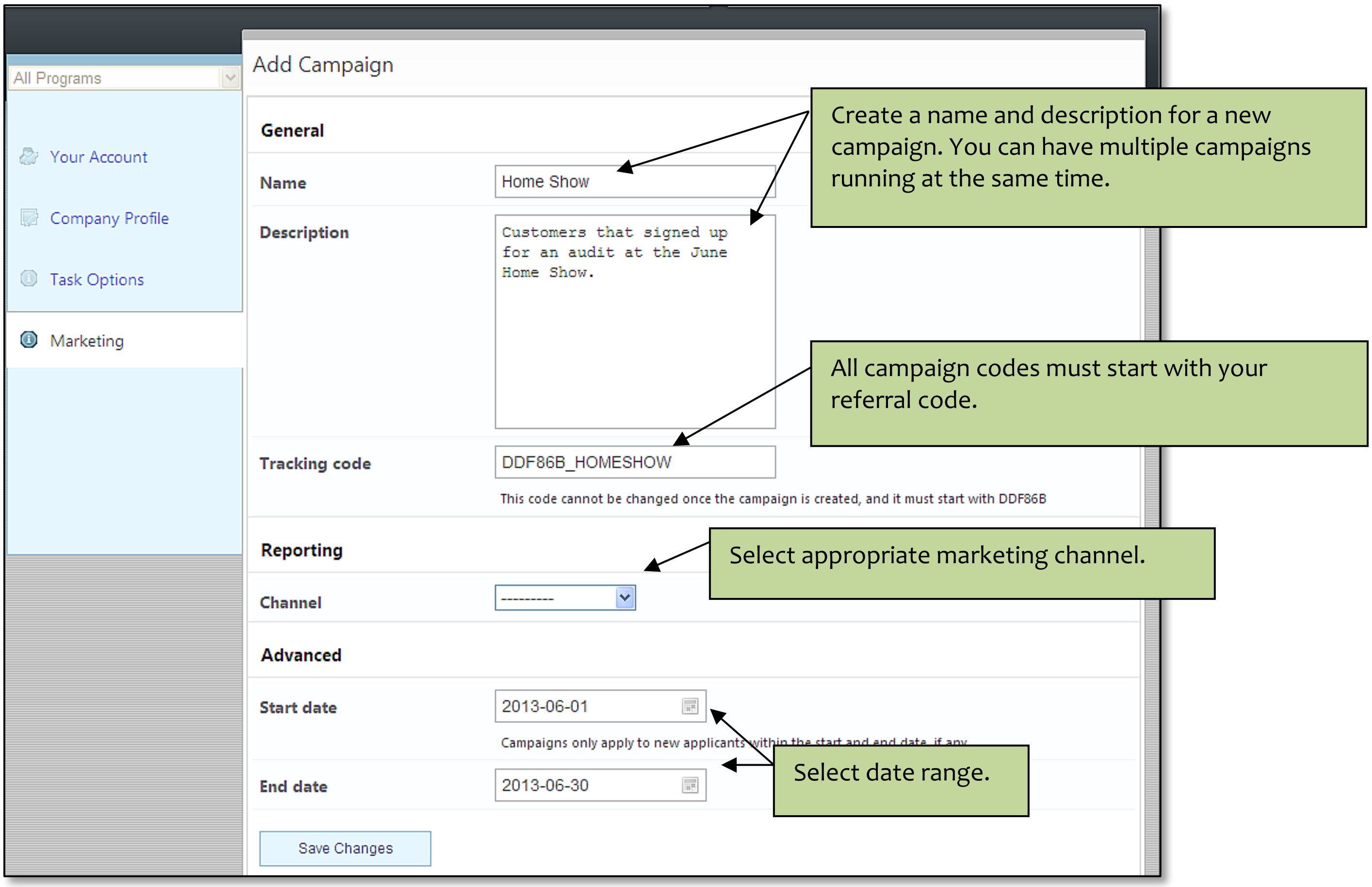
Example:
Master Campaign Code: DDF86B
Marketing Campaign Code: DDF86B_HOMESHOW
https://nyserda.energysavvy.com/start-your-project/hpwes/?src = DDF86B_HOMESHOW

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.

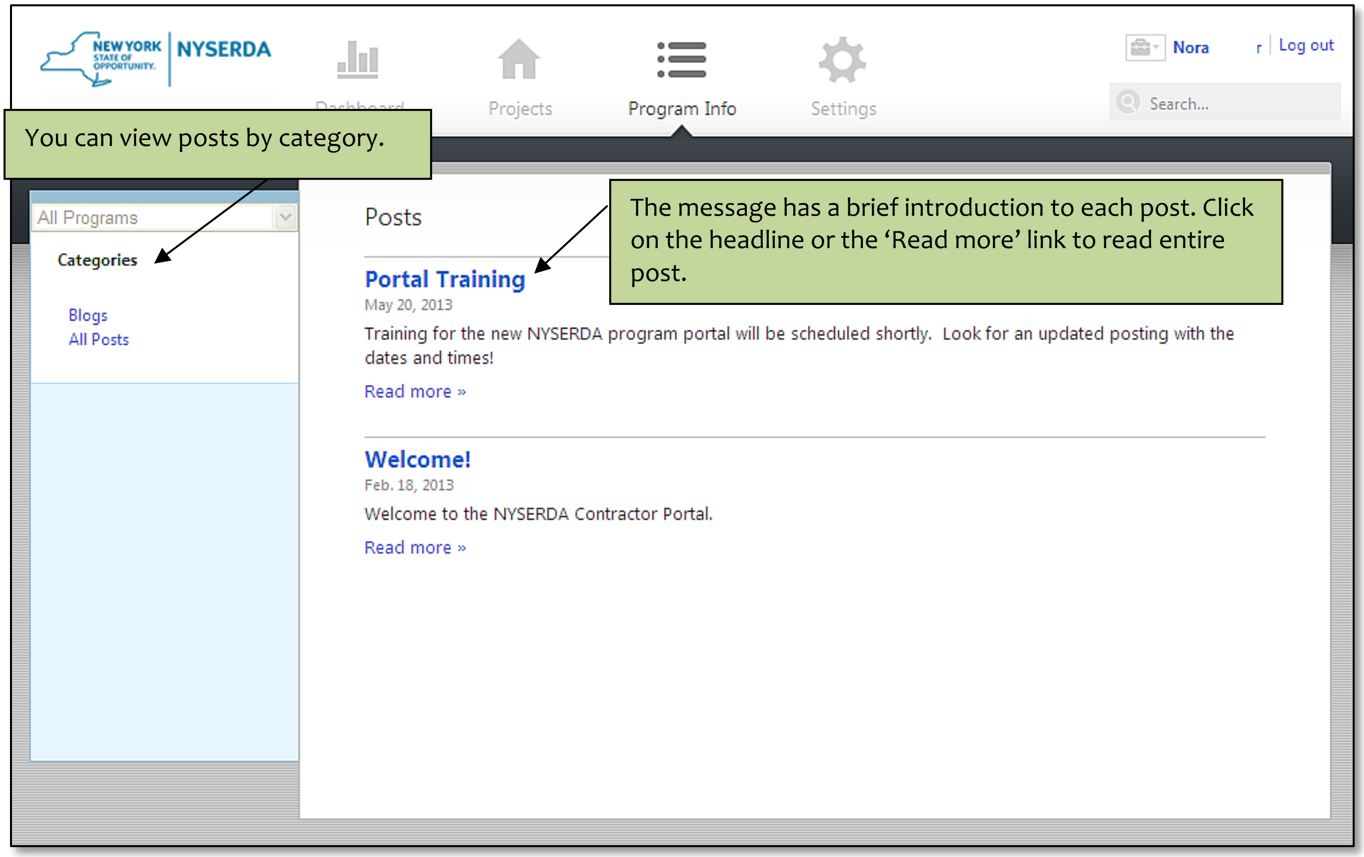



All Programs
Your Account
Company Profile
Task Options
Marketing
Add Campaign
General
Name
Home Show
Description
Customers that signed up for an audit at the June Home Show.
Tracking code
DDF86B_HOMESHOW
This code cannot be changed once the campaign is created, and it must start with DDF86B
Reporting
Channel

Advanced
Start date
2013-06-01
Campaigns only apply to new applicants within the start and end date, if any.
End date
2013-06-30
Save Changes
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.



Glossary

Affiliation	A project may have an association with a Constituency Based Organization who is helping the customer with their energy efficiency work.
CPA	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.
CSG / CR	CLEAResult (CR) formerly Conservation Services Group (CSG)
Eligibility Screening	The process by which an improvement is deemed eligible for the HPwES program.
FPA	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.
HPwES	Home Performance with ENERGY STAR®
HPwES Audit	A project type where the reservation number is claimed, audit report is uploaded, and audit incentive is claimed.
HPwES Contract	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.
Participant	The name and contact information of the Customer who is having the energy efficiency work done.
Partner	A Company that participates in the Home Performance with ENERGY STAR® Program.
Portal	The HP Portal is a web based Program workflow management tool that keeps track of projects for audits and retrofit work.
Premise	The physical address of the home where the energy efficiency work is being done (building address).
Program	Home Performance with ENERGY STAR®
Program Manager	CLEAResult manages the New York State Home Performance with ENERGY STAR® Program and oversees the Portal projects.
Project	A project can be of an HPwES Audit or an HPwES Contract program type.
SLA	A Service Level Agreement sets the maximum amount of time allotted to complete a certain task.
Task	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

Portal Stage:
Audit application processing /Audit application processing

CLEAResult Call Center Task

- Call Center processing emailed, faxed and paper applications into the Portal.
- On-hold reasons

Portal Stage:
Audit application processing/Audit application approval

CLEAResult Call Center Task

- Home assessment incentive expiration date
- Free or reduced
- Incentive amount
- Reservation number

Portal Stage:
Intake/Contractor selection

Contractor Task

- Contractor claims reservation number
- Reservation # provided by customer to contractor or contractor is copied on customer approval letter if listed on the home assessment application

Portal Stage:
Audit claim/incentive claimed

Contractor Task

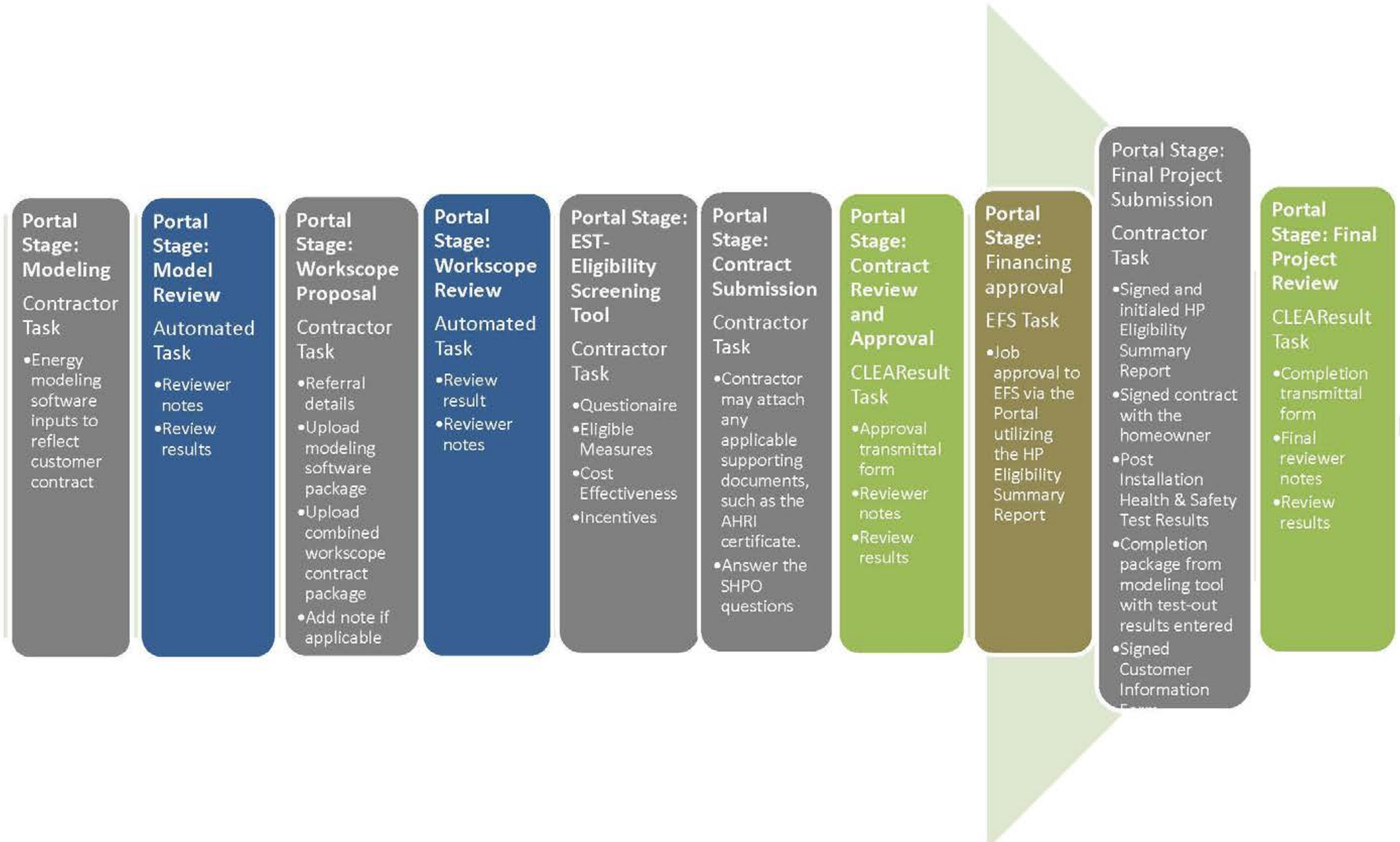
- Affirmation – Contractor confirms the customer received a copy of home assessment report
- Contractor uploads a copy of audit report (PDF)

Portal Stage:
HPwES Contract Project/Modeling

Project automatically progresses to HPwES Contract Project.

F

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@clearesult.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). 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

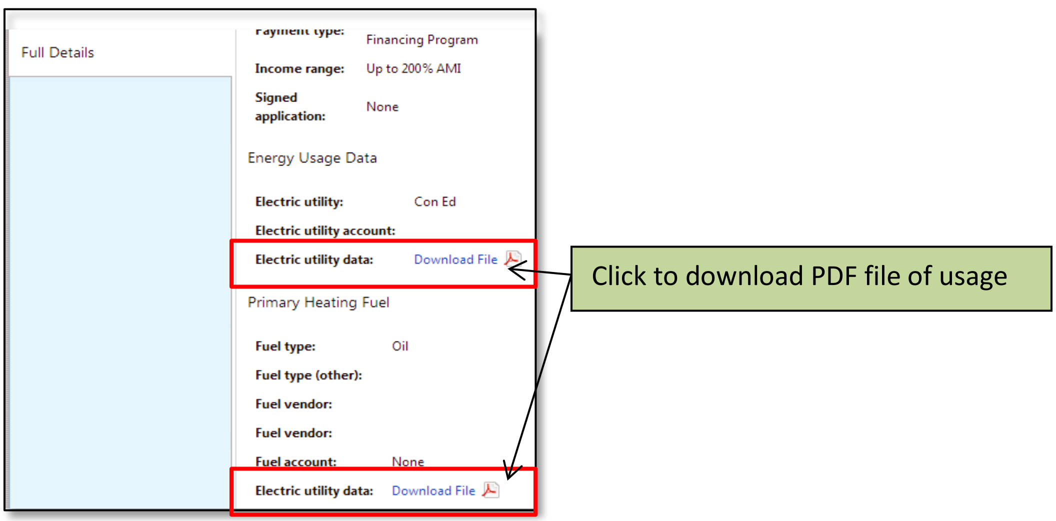
These projects must be finished in HUB. Paperwork for these projects will continue to be faxed in. If a reservation number has been claimed then you will continue to upload the audit documentation (either by TREAT/RHA audit package, PDF of audit report or Excel Quick Audit tool) in order to claim the 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?

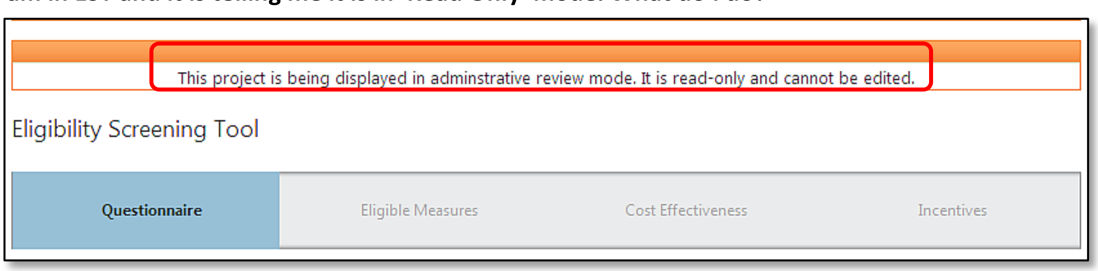
Contractors should only fax in paperwork for project which have started in HUB. Contractors should not fax in paperwork for new projects which start in the Portal. All paperwork for new Portal projects will be uploaded as individual files in the Portal. When submitting paperwork, the Portal will only 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.



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



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.

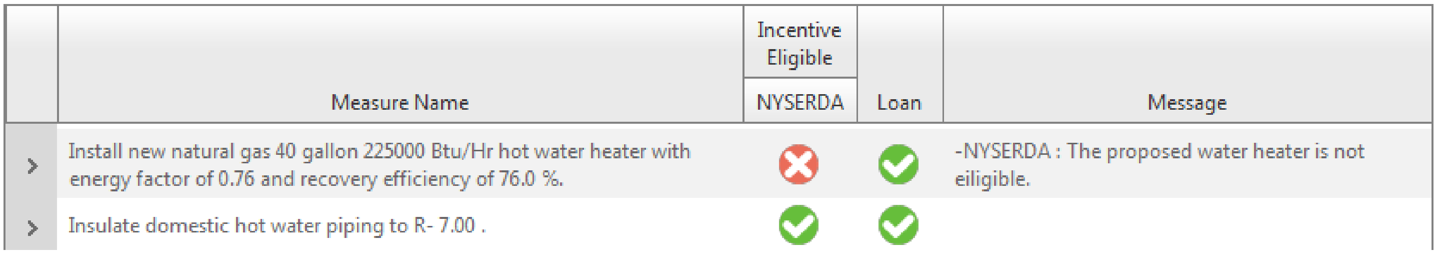
PSEG LI Cross program incentive claiming & HPD Projects

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.

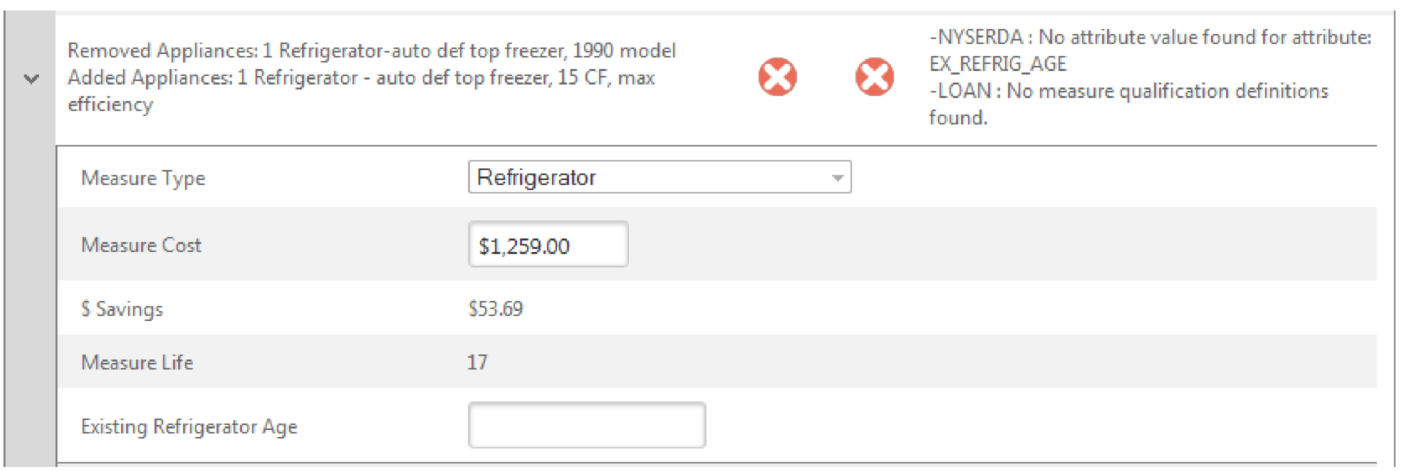


A. Error Messages

"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:



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."

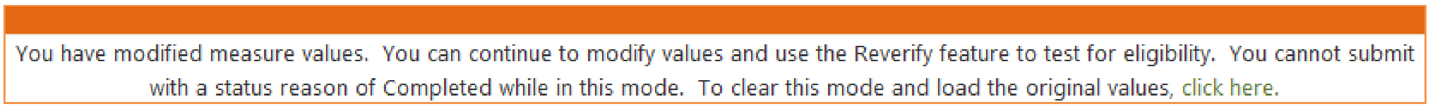
2. Press the "Reverify" button on the bottom left hand corner of the tool. Improvements that need to be mapped to the measure type need to be reverified in order to tell the system important information that it needs to help determine the eligibility of the improvement. After the improvements are all 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.



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.