NY HP Portal
EmPower NY Workflow
Contractor User Guide

Last revised: 8/10/17

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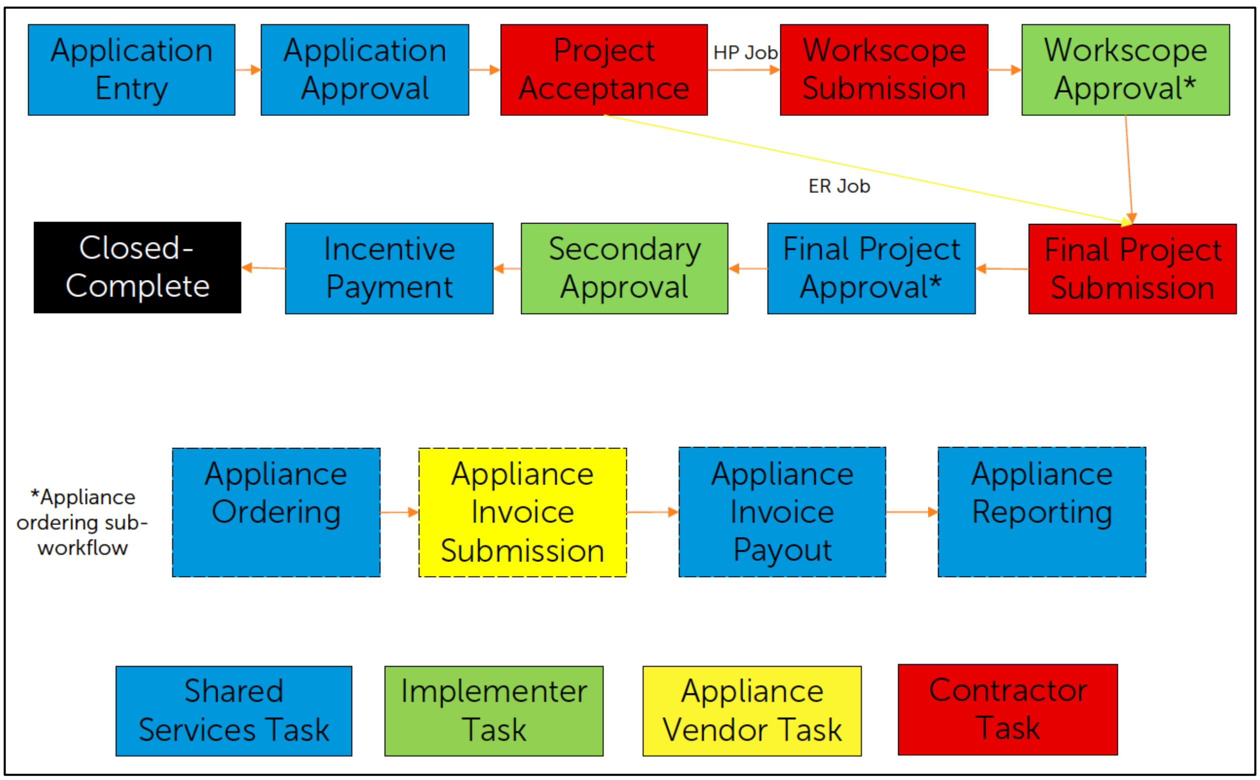
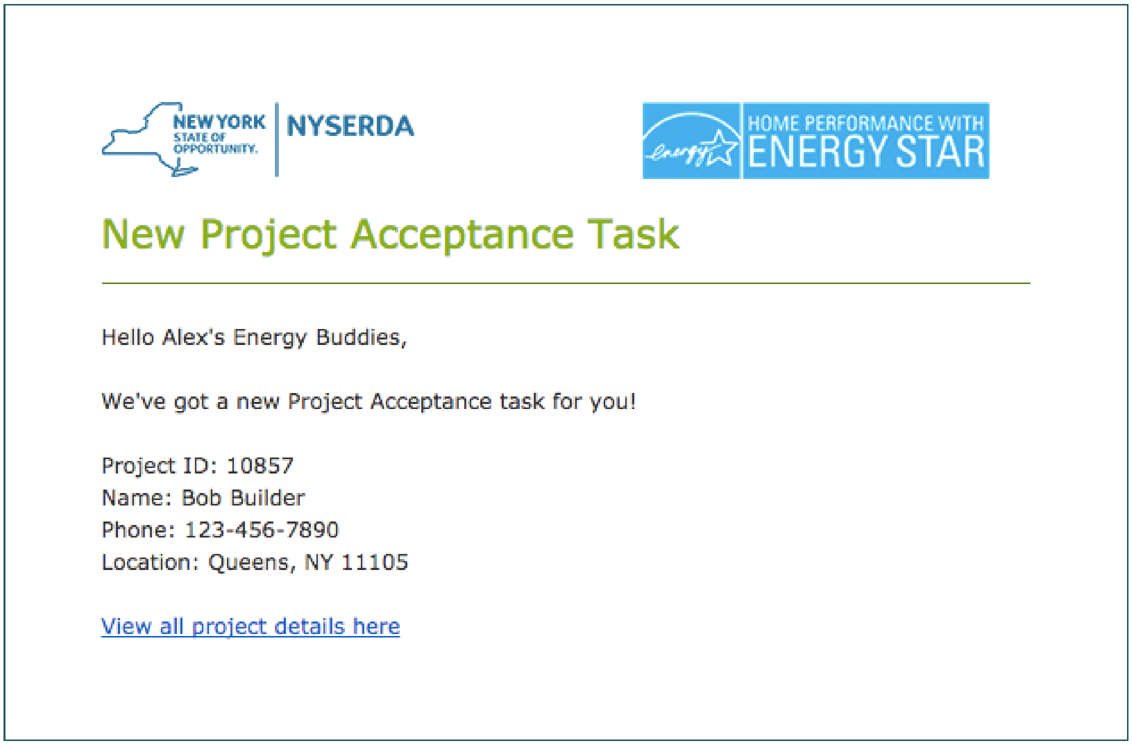
Introduction

- What is the EmPower workflow?
    - The EmPower workflow is a standalone, end to end solution created to enable project submission and management of EmPower New York projects. The workflow handles Home Performance (HP) and Energy Reduction (ER) jobs in addition to Appliance Ordering.
    - An overview of the EmPower workflow can be seen below



- Which tasks are completed by contractors?
    - If the project is an HP job, contractors are responsible for completing Project Acceptance, Workscope Submission, and Final Project Submission tasks.
    - If the project is an ER job, contractors are responsible for completing Project Acceptance and Final Project Submission tasks.

- How do contractors complete tasks in the EmPower workflow?
    - EmPower projects are created and assigned to contractors. Once the Application Approval task is completed by Program staff, and the contractor is selected for the project, the contractor will receive an email to their task notification email address notifying them of the new project. There is one task notification email address per contractor.



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HOME PERFORMANCE WITH ENERGY STAR

New Project Acceptance Task

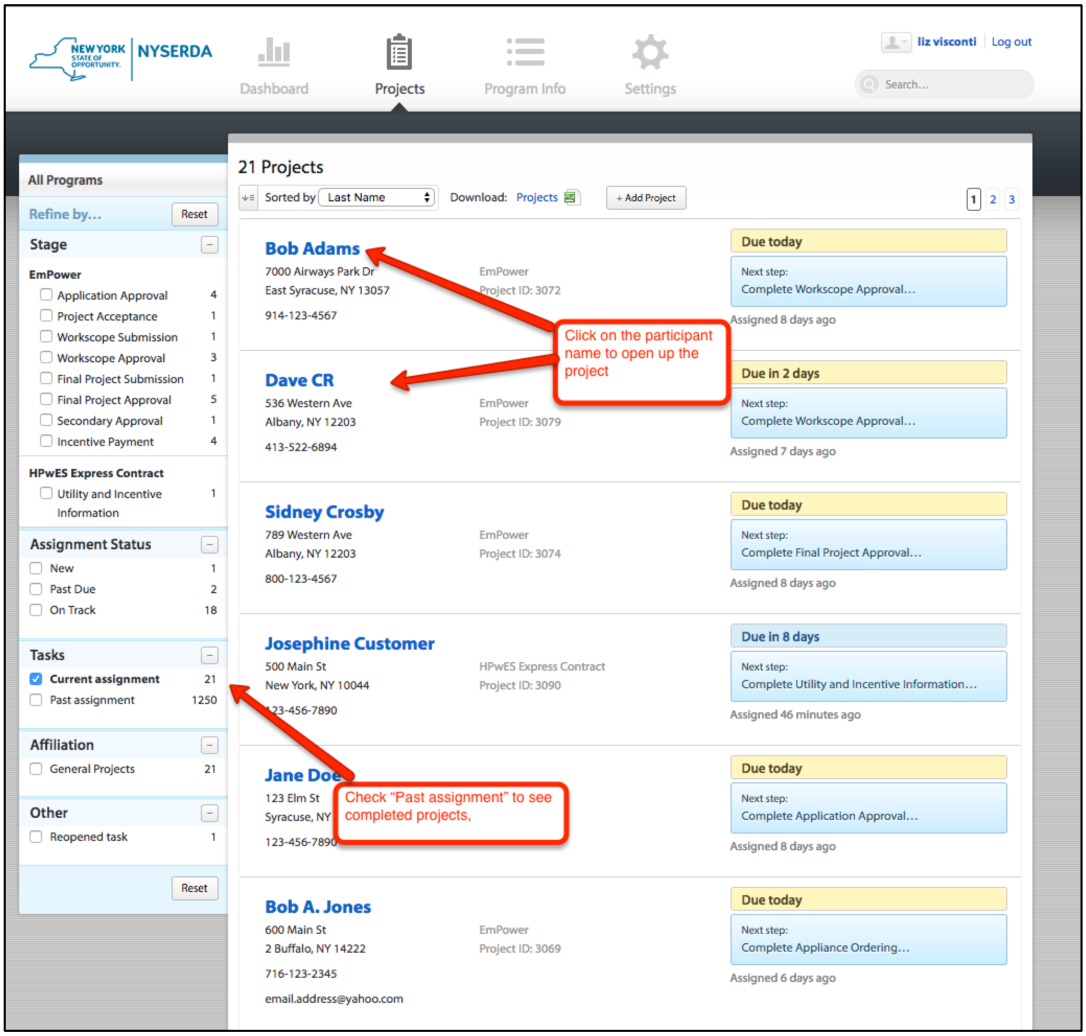
Hello Alex's Energy Buddies,

We've got a new Project Acceptance task for you!

Project ID: 10857
Name: Bob Builder
Phone: 123-456-7890
Location: Queens, NY 11105

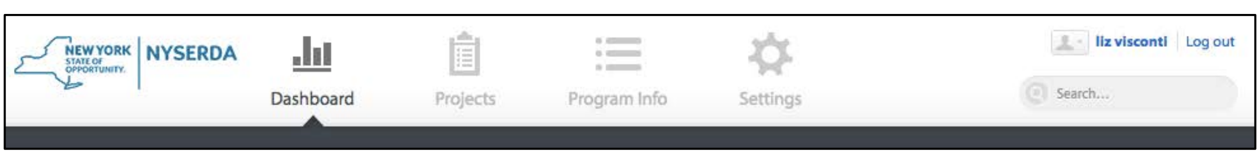
View all project details here

- The new project will also appear in the selected contractor's Projects list.



Partner Portal Orientation

The Partner portal is divided into four main sections, as shown in the screenshot below.



Each tab takes you to a different section of the Partner portal:

- **Dashboard**
    - View active projects and project statuses
    - View latest program updates

- **Projects**
    - Find, complete, and review assigned projects
    - Download list of projects as a .csv file

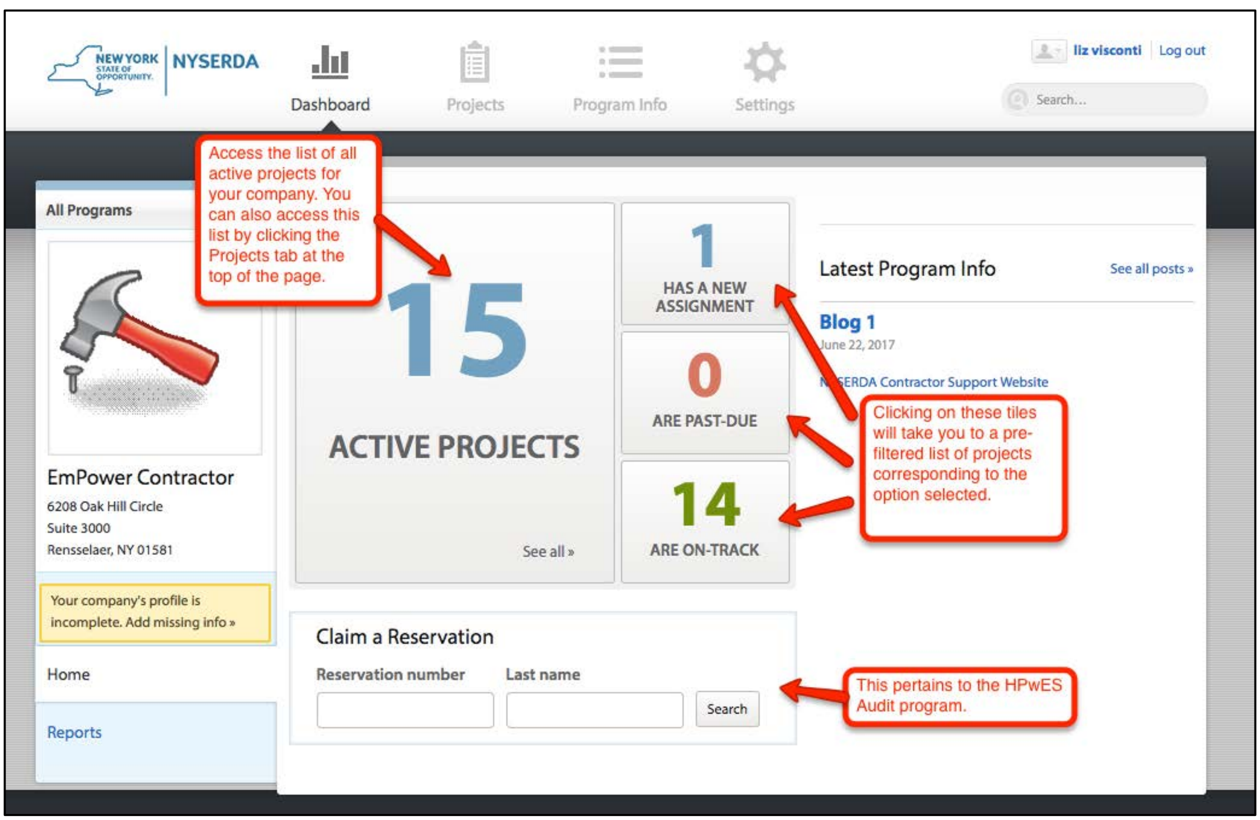
- **Program Info**
    - NYSERDA will post any relevant program information here
    - The latest posts will also be visible on Dashboard

- **Settings**
    - Edit password
    - Edit company info including the task assignment email, company profile, and service area.
    - In order to change a user's name or email or a add a user, please email support.residential@nyserda.ny.gov.

If you have questions that are not answered by this guide, please reach out to support.residential@nyserda.ny.gov.

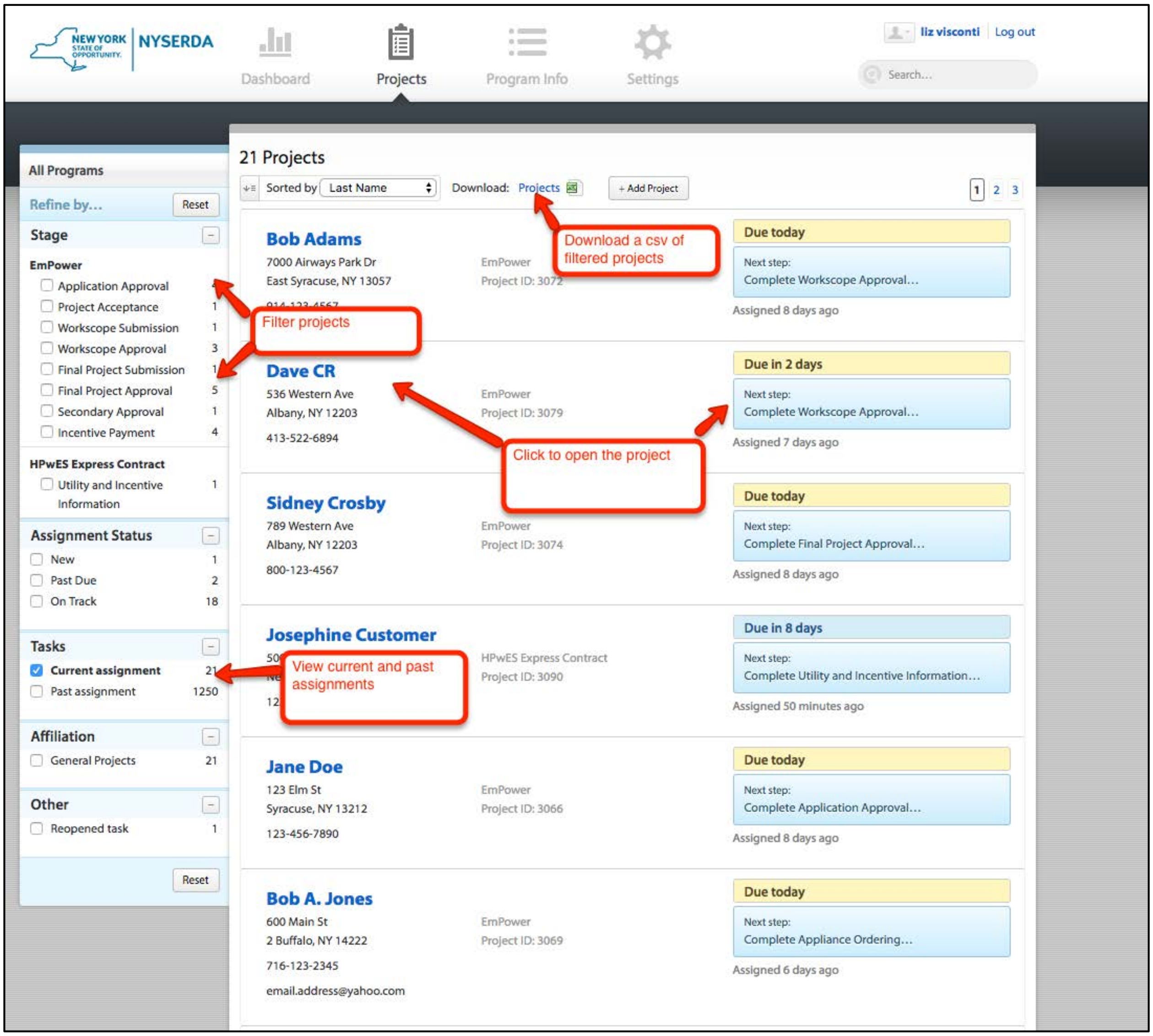
Dashboard

By clicking on the Dashboard tab, you can see a snapshot of tasks currently assigned to your organization. You can click into the various tiles of the dashboard to see the corresponding list of projects.



Project Management

By clicking on the Projects tab, you can access the list of projects with tasks assigned to your organization. You can filter for tasks using the various filter options listed on the left side of the page.



Viewing Current and Past Projects

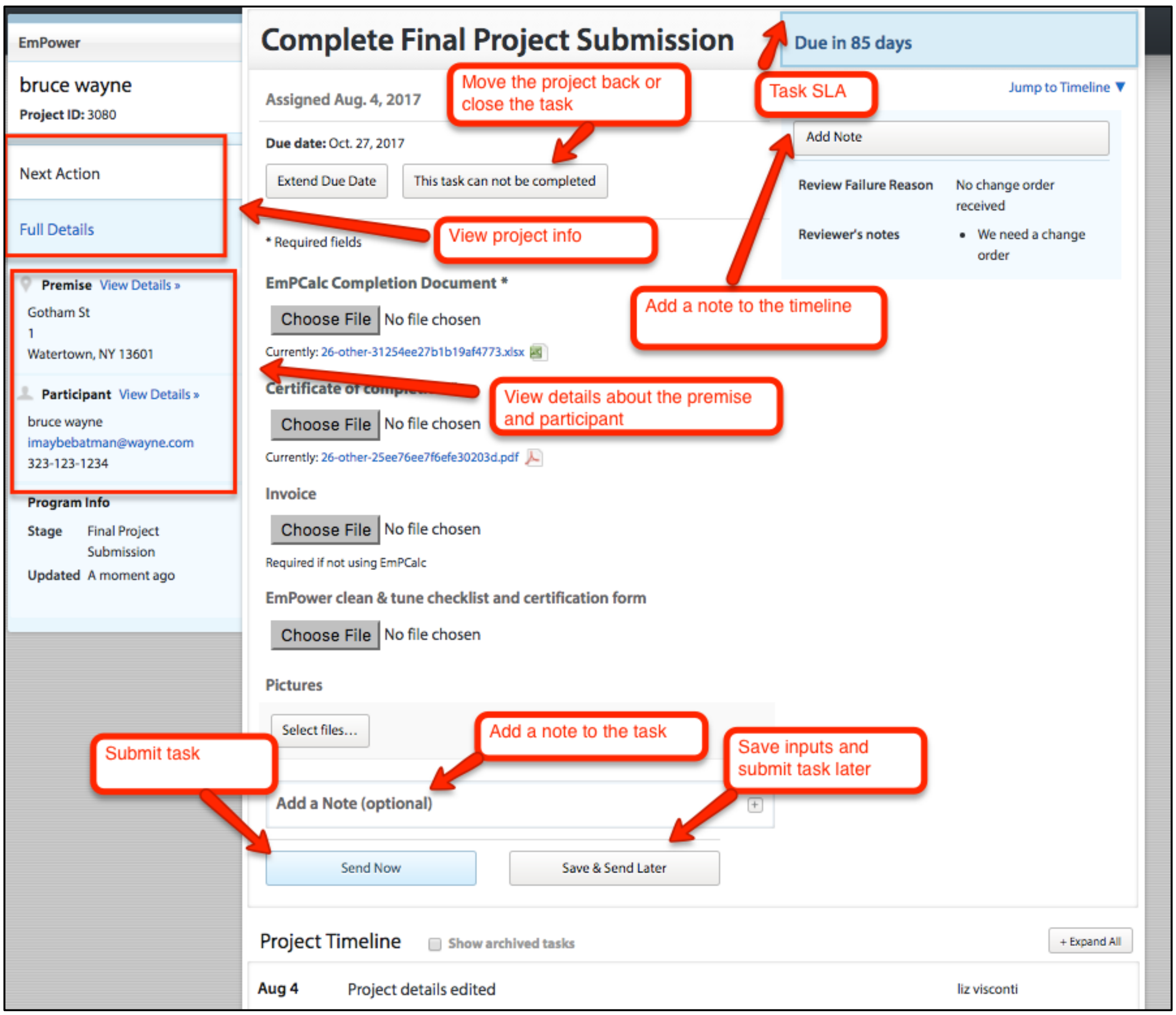
- <u>Current projects</u>: To see projects with tasks that your organization still needs to submit, use the “Current assignment” filter
- <u>Past projects</u>: To see projects with tasks that your organization has previously completed, use the “Past assignment” filter

Detailed Project View

To see more information about an individual project, click on the homeowner name or the blue box labeled "View Details…" to open the detailed project view.

- Task status
- Project timeline
  - Who was assigned and completed each task
  - When each task was completed
  - Any information gathered in completed tasks
- Information about the participant, project, and premise

Here is the view of a single project:



A variety of information about the project is accessible using the menu on the left side of the page:

- Next Action

- Overview of next step in workflow for project as well as access to project timeline
- Full Details
    - Marketing information
- Premise - View Details
    - View the project's premise information and see other projects you have access to associated with the premise
- Participant - View Details
    - View the project's participant information and see other projects you have access to associated with the participant

Managing Tasks

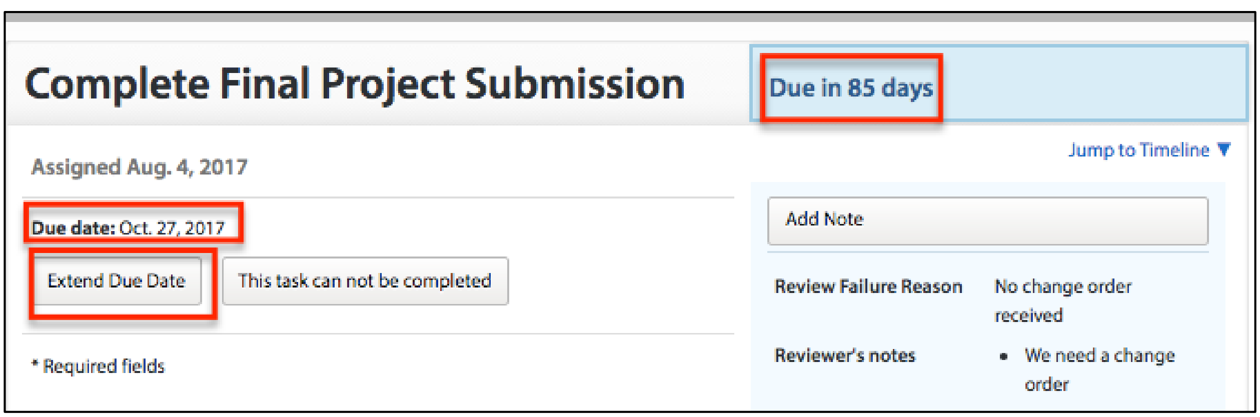
Submitting Tasks

To submit (i.e. complete) an assigned task, access the detailed project record for a project with an active task assigned to you and fill out all required information, review answers, and then click "Send Now."

There is no "auto-save" in the NY HP Portal, so if you can only partially complete a task, make sure to click the "Save and Send Later" button.

Service Level Agreements (SLA)s and Task Due Dates

Each task has a target due date that is displayed at the top right corner of the task. If the task cannot be completed in time, you can use the "Extend Due Date" button at the top of the task to choose a new due date and provide a reason for the extension.

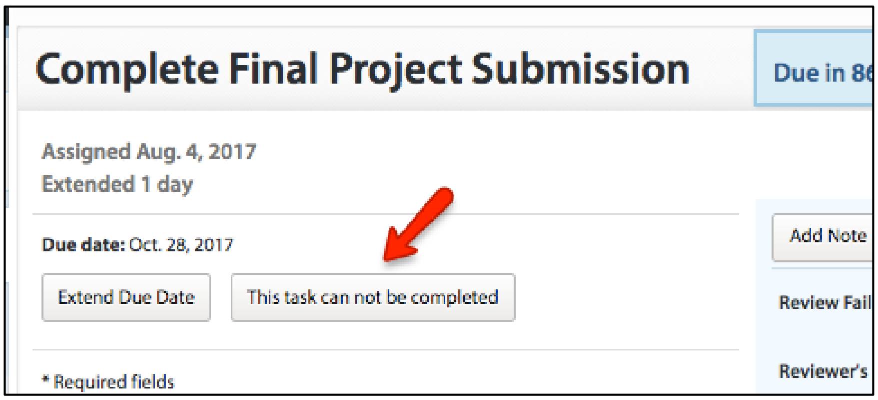


If a partner does not complete the task before the due date, the task will become past due. This does not close the task or the project. Affiliated partners and program managers will be able to see that a task is past due, but the task itself can stay past due indefinitely and can still be worked on and submitted after its due date. Partners can easily filter for past due projects using the filters on the project list.

- A task can only be extended a maximum of 90 days from the current date. However, the task can be extended as many times as needed.

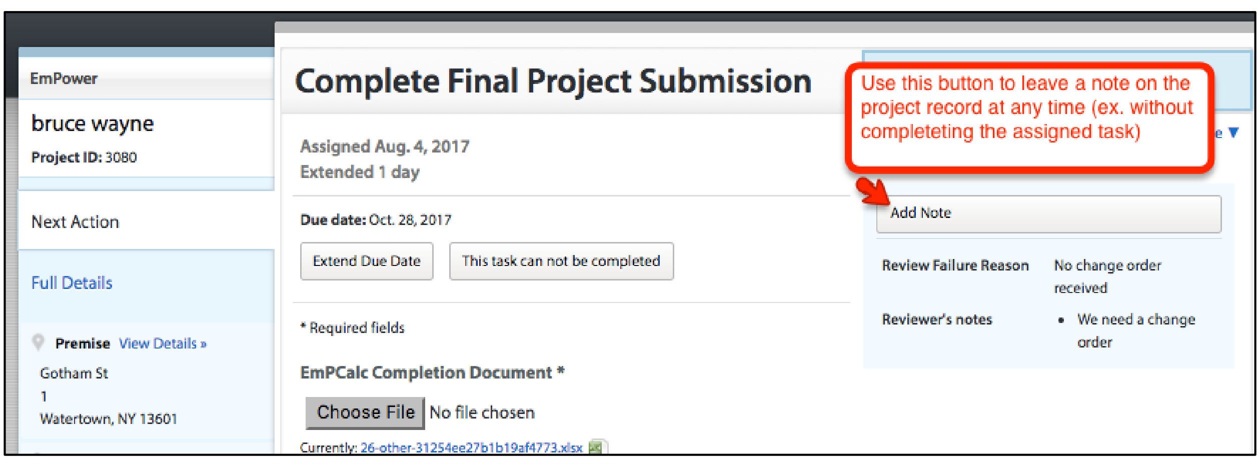
Rejecting Tasks

If previous tasks need to be modified or the active task cannot be completed, use the “This task canno be completed” button and select the appropriate reason to close the task. You can also leave a note explaining why you could not complete the task.

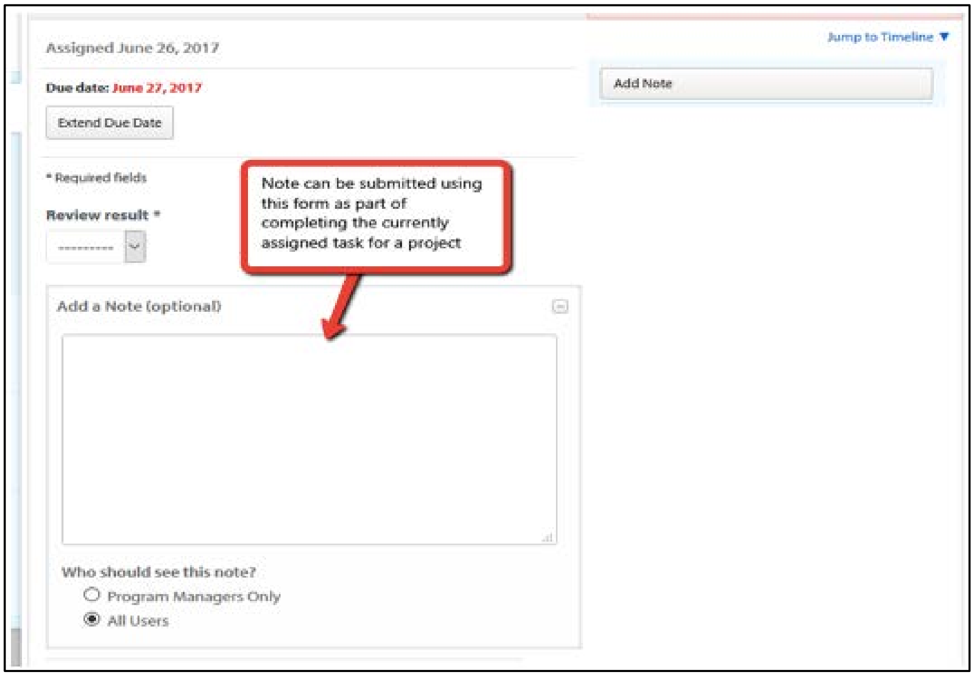


Adding Notes

There are two ways to add notes to a project record. At any time, you can add a note to the project by using the “Add Note” button on the upper right of the task.



In addition, as part of submitting a task, you can use the “Add a Note (optional)” section at the bottom of the task.



When you leave a note, you can make it visible to all users or to program managers only.

Notes cannot be edited or deleted by a partner after they have been posted. If you inadvertently leave a note that should be deleted, please contact support.residential@nyserda.ny.gov for assistance.

Email Notifications

Email notifications are sent to the task assignment email address associated with your partner account whenever a task is assigned, expired, re-opened, or needs revisions. There is one task assignment email per contractor company. If multiple people need access to the task notification emails, you may want to create a group email inbox. You can create email filters to make sure these notifications are forwarded to the appropriate staff.

Please note that the emails will be sent *from*: HPwESSupport@support.clearesult.com, please do not mark the emails as spam.

- Task assignment notification: Your partner has been assigned a new task in the workflow.

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New Project Acceptance Task

Hello Bob the Builder,

We've got a new Project Acceptance task for you!

Project ID: 10925
Name: Charlie Jedi
Phone: 123-456-7890
Location: St James, NY 11780

View all project details here

- Task expiration: A project is removed, rolled back, or the assigned task is expired and re-assigned by a program manager.

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Project Acceptance Task Expired

Hello Bob the Builder,

The following Project Acceptance has expired, and so is no longer assigned to you. Click the link below to see details.

Project ID: 10925
Name: Charlie Jedi
Phone: 123-456-7890
Location: St James, NY 11780

View all project details here

- Task reopened: An expired task is reopened for your partner.

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Reopened Project Acceptance Task

Hello Bob the Builder,

You've got a Project Acceptance task that has been reopened and requires your attention. Click the link below to see details.

Project ID: 2356
Name: Dino Odon
Phone: 209-348-2039
Location: Port Chester, NY 10573

View all project details here

- Task needs revision: If the project does not pass a review and is sent back to your partner for revision.

A Workscope Submission Task Needs to be Revised

Hello Bob the Builder,

You've got a Workscope Submission Task that needs to be revised. Click the link below to see details.

Project ID: 10791
Name: test email
Phone: 123-456-7890
Email: kate+dsafdasfsa@energysavvy.com
Location: Southold, NY 11971

Reviewer's Notes:
Other

- Please re-upload workscope to reflect change order.

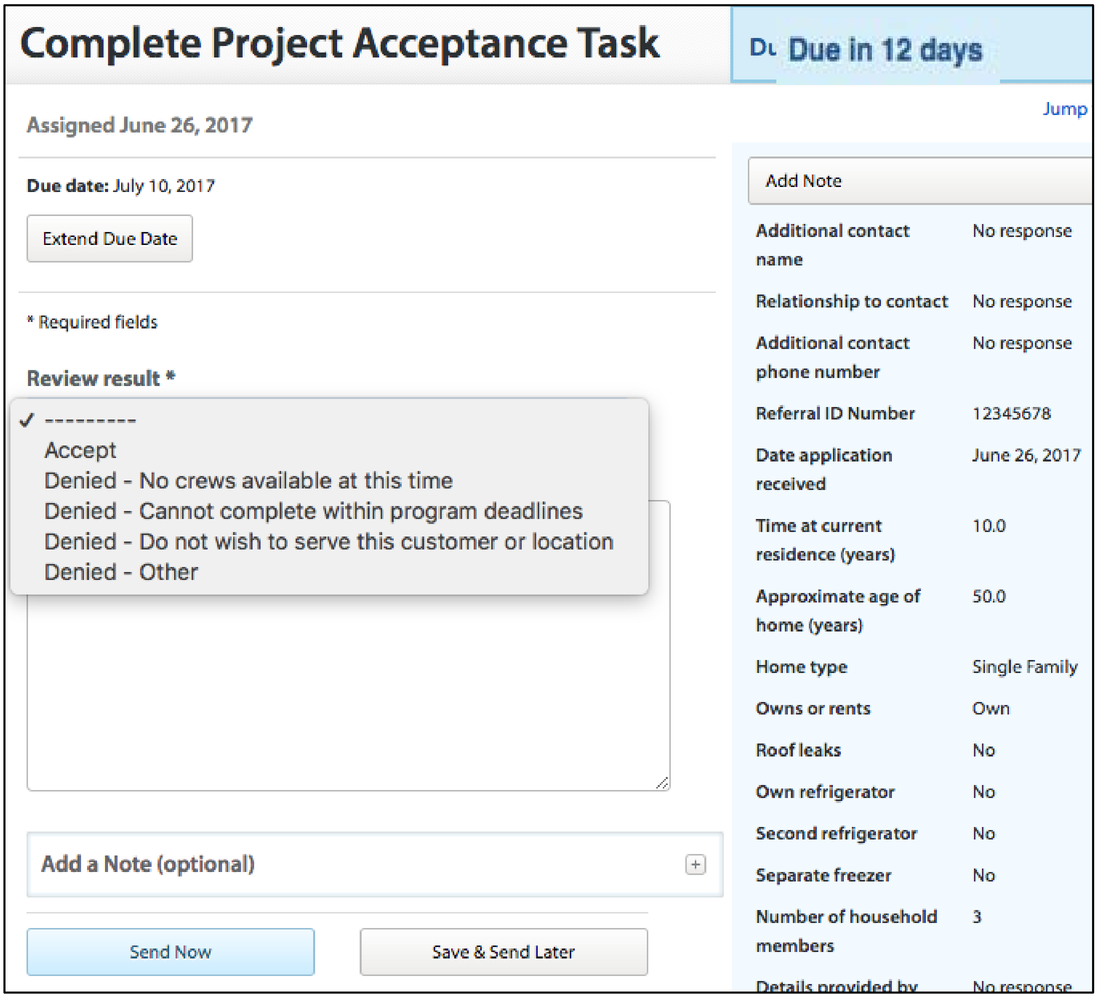
View all project details here

EmPower Workflow

Project Acceptance

After Program staff selects a contractor for the project in the Application Approval task, the Project Acceptance task is assigned to and completed by that contractor who can either accept or deny the project with one of the following reasons:

- No crews available at this time
- Cannot complete within Program deadlines
- Do not wish to serve this customer or location
- Other



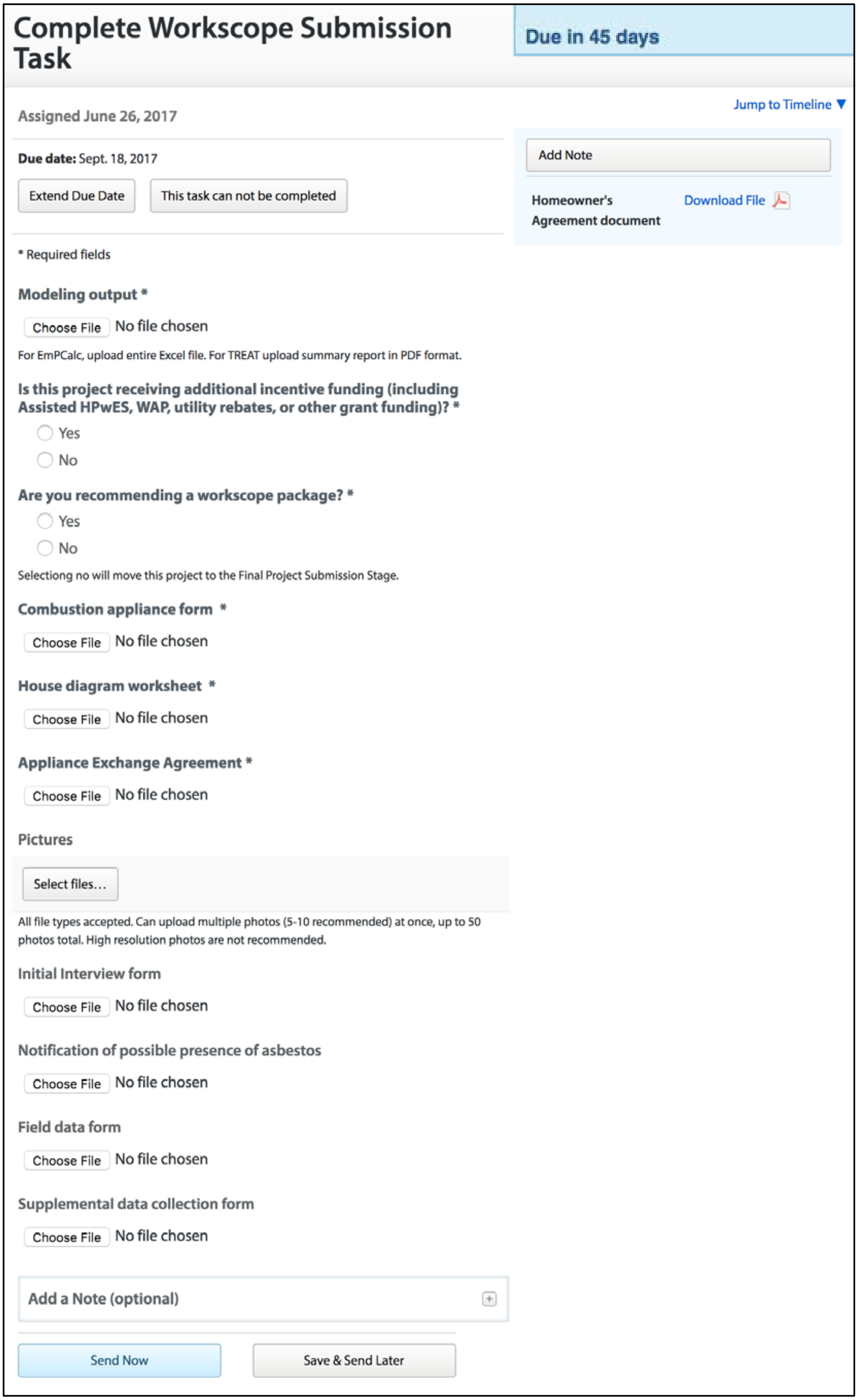
If the project is accepted, it will either move to the Workscope Submission stage (if an HP Job) or to the Final Project Submission stage (if an ER Job). If rejected, the project moves back to Application Approval so that Program Staff can reassign it to a different contractor.

There is also a “Notes” field available for the contractor to provide any relevant information about their decision to accept or deny the project.

If the task is open for more than 10 business days, it will automatically be declined with the reason “Contractor did not accept task” and moved back to Application Approval. At this point, the project will be assigned to a different contractor.

Workscope Submission

If the project is an HP Job, upon accepting the project in the Project Acceptance task, the contractor will complete the Workscope Submission task by uploading the workscope (via EmPCalc, TIPS, or TREAT) and any necessary supporting documents.



Complete Workscope Submission Task

Due in 45 days

Assigned June 26, 2017

Jump to Timeline ▼

Due date: Sept. 18, 2017

Extend Due Date | This task can not be completed

Add Note

Homeowner's Agreement document — Download File

* Required fields

Modeling output *

Choose File No file chosen

For EmPCalc, upload entire Excel file. For TREAT upload summary report in PDF format.

Is this project receiving additional incentive funding (including Assisted HPwES, WAP, utility rebates, or other grant funding)? *

- Yes
- No

Are you recommending a workscope package? *

- Yes
- No

Selectiong no will move this project to the Final Project Submission Stage.

Combustion appliance form *

Choose File No file chosen

House diagram worksheet *

Choose File No file chosen

Appliance Exchange Agreement *

Choose File No file chosen

Pictures

Select files...

All file types accepted. Can upload multiple photos (5-10 recommended) at once, up to 50 photos total. High resolution photos are not recommended.

Initial Interview form

Choose File No file chosen

Notification of possible presence of asbestos

Choose File No file chosen

Field data form

Choose File No file chosen

Supplemental data collection form

Choose File No file chosen

Add a Note (optional)

Send Now | Save & Send Later

The answers to the following questions will drive the logic that determines whether the project proceeds to the Workscope Approval or to the Final Project Submission:

1. “Are you recommending a workscope package?”
2. “Is this a completed Direct Install only project?” (shown only if the answer to 1. is “Yes”)

Depending on the answer combination below, the project will either move to Final Project Submission or to Workscope Approval:

Recommending Workscope?	**Pursuing only Direct Install?**	**Stage Transition**
Yes	Yes	Final Project Submission
Yes	No	Workscope Approval
No	Question not asked	Final Project Submission
No	Question not asked	Final Project Submission

If the project proceeds to final project submission, re-upload the final project modeling document.

Workscope Approval

A project in Workscope Approval is currently being reviewed by Program Staff. When this is completed, your project will be moved forward to Final Project Submission (is approved) or back to Workscope Submission (if edits are needed).

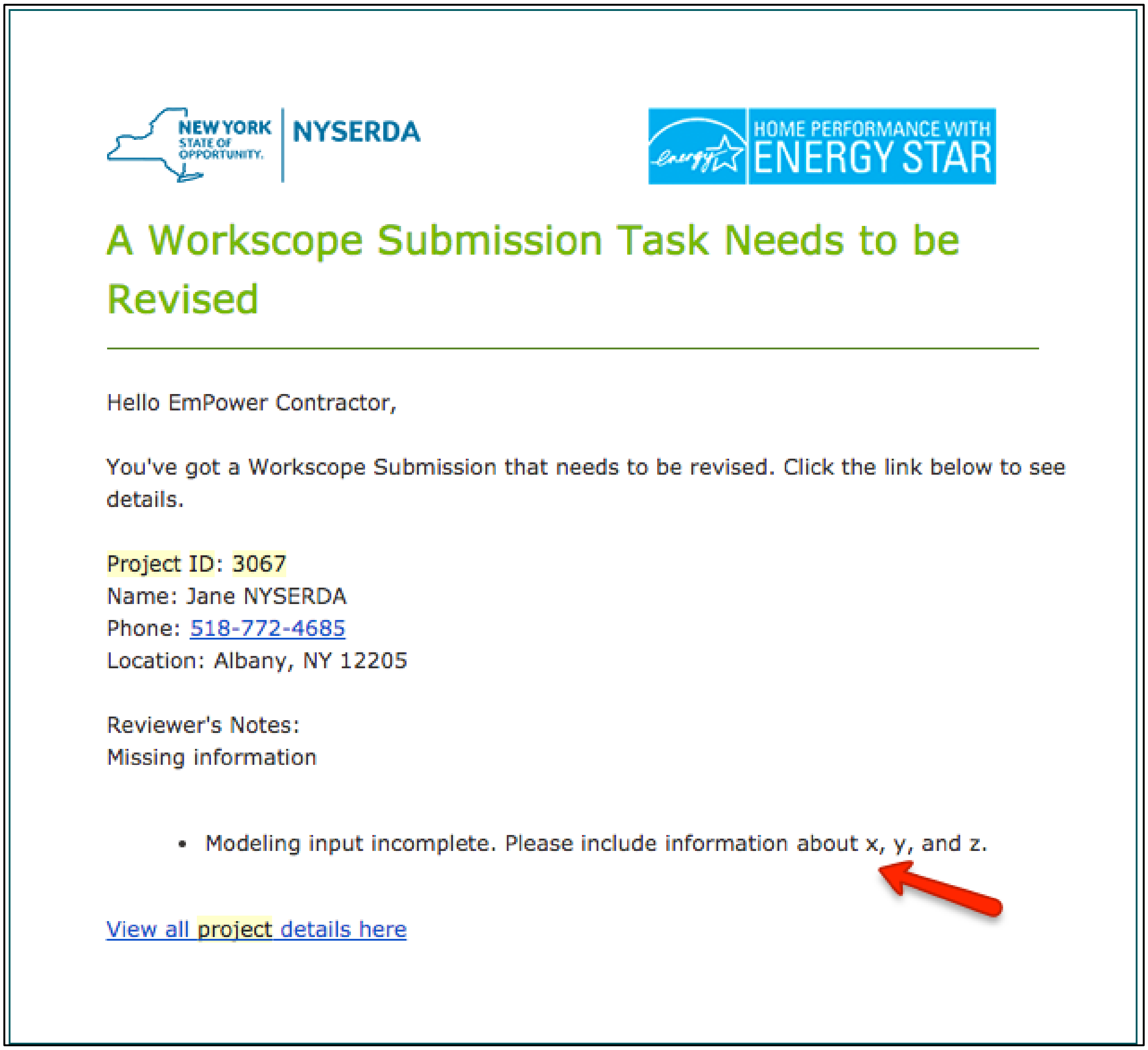
If the project:

- is an HP Job
- is recommending a workscope package
- is NOT pursuing only Direct Install measures

then the Workscope Approval task is completed by Program Staff who will review the Workscope and supporting materials to determine whether the project passes approval.

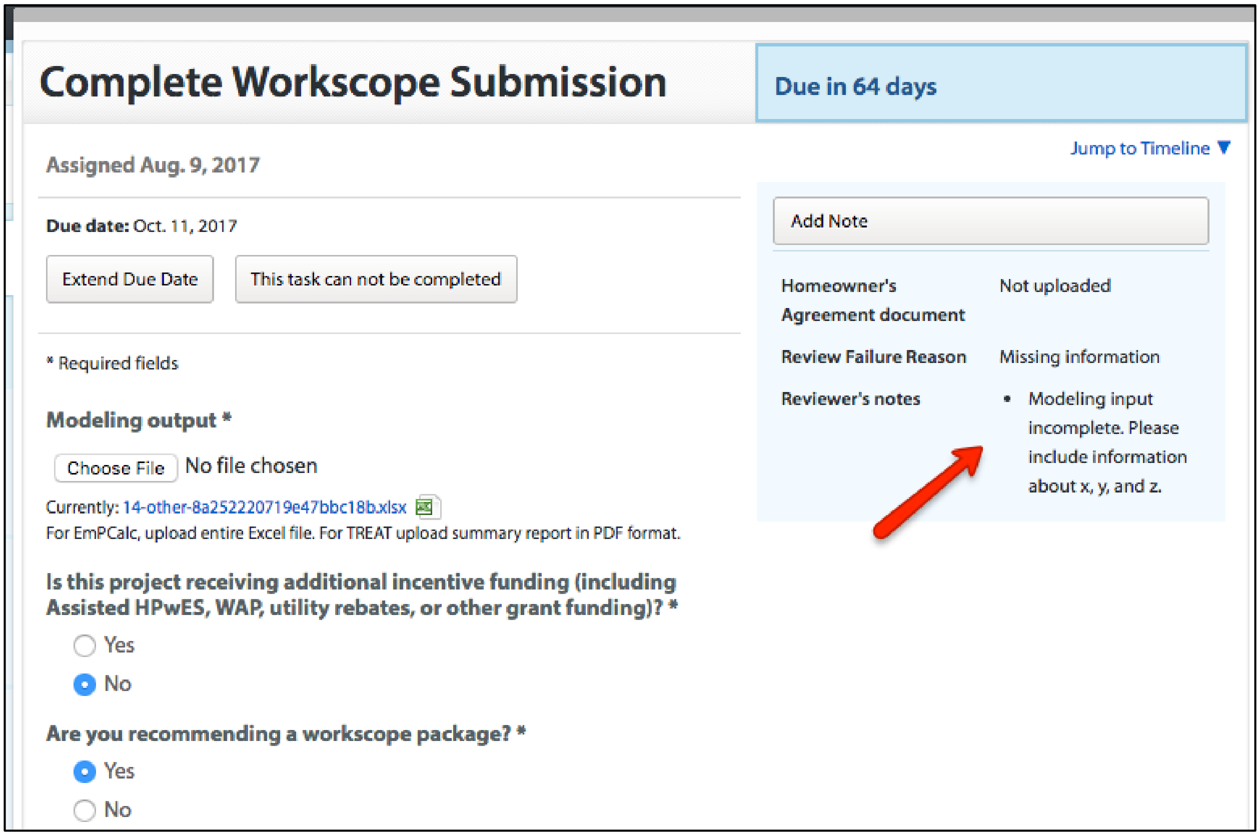
If the project does not pass approval, the project will be sent back to the contractor with review notes.

- The contractor will receive an email notifying them that the project has been returned to the Workscope Submission task and needs revision. The email will also include the reviewer’s notes.



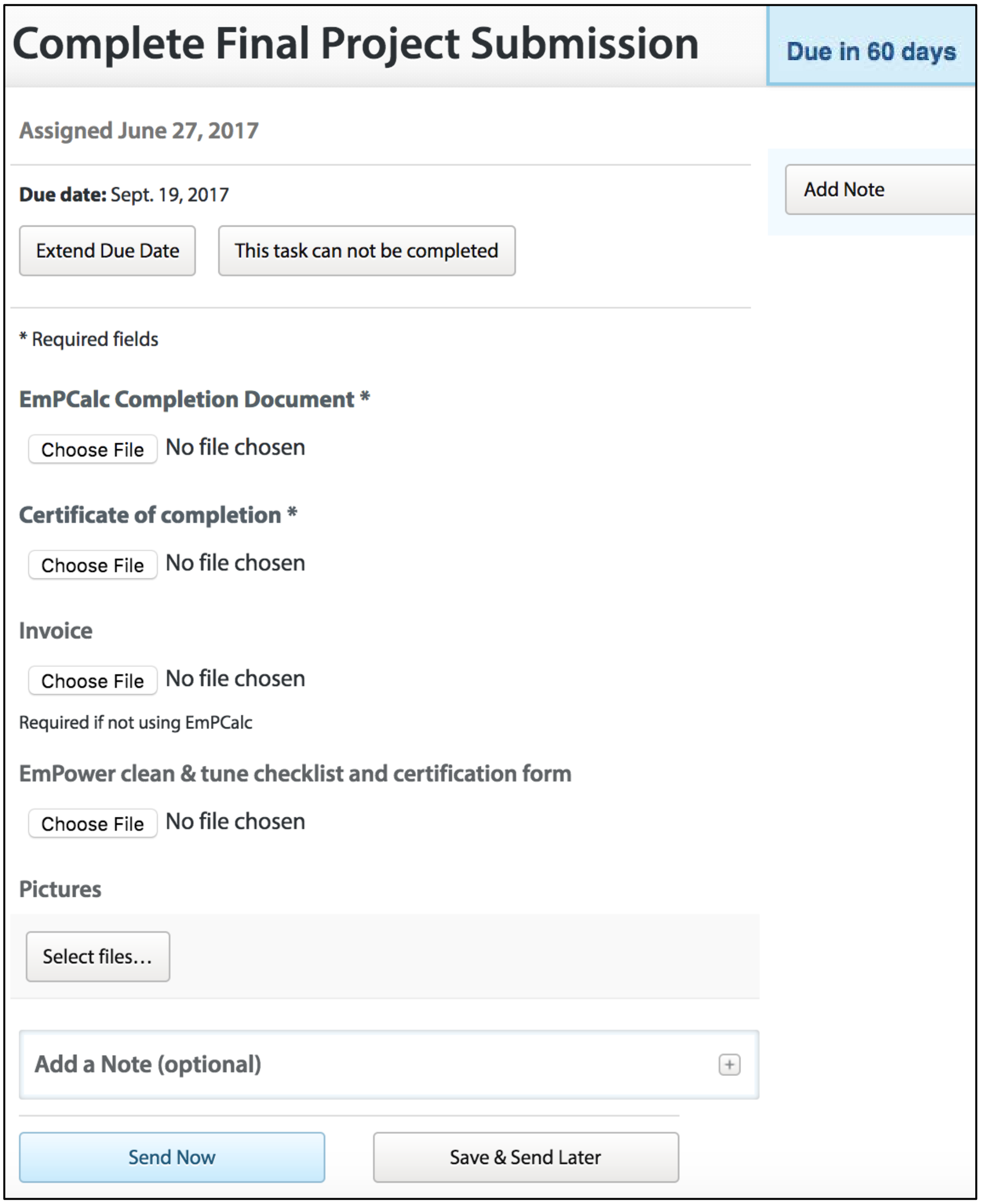
- The reviewer can reject the project with one the following reasons:
  - Missing Information
  - Modeling Errors
  - Program Rule Violation
  - Other

The notes will also appear in the task that was sent back.



Final Project Submission

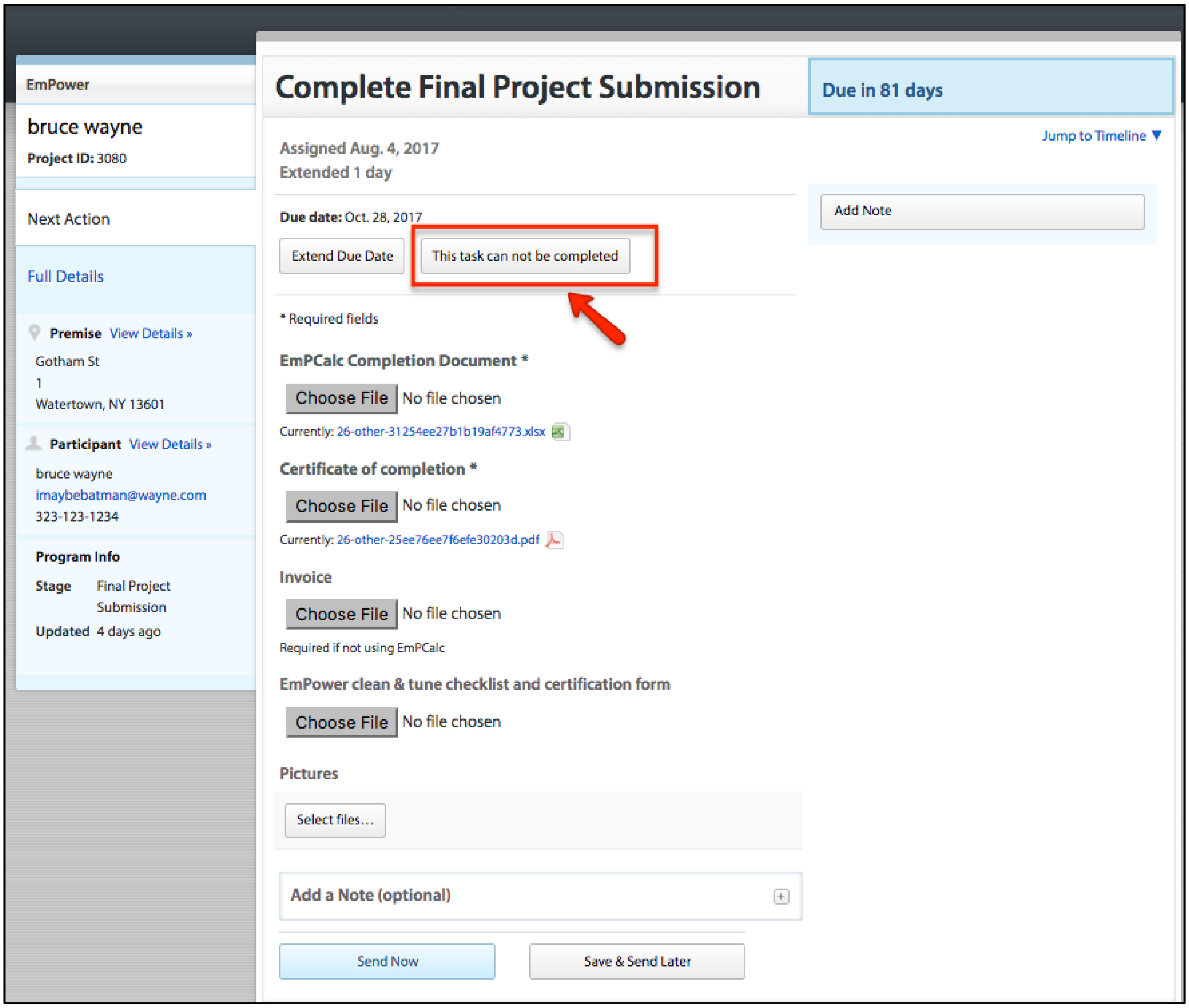
The Final Project Submission task is completed by a contractor who will upload the EmPCalc Completion Document (a TREAT PDF can also be uploaded in the EmPCalc Completion Document field) and any additional supporting documentation needed.



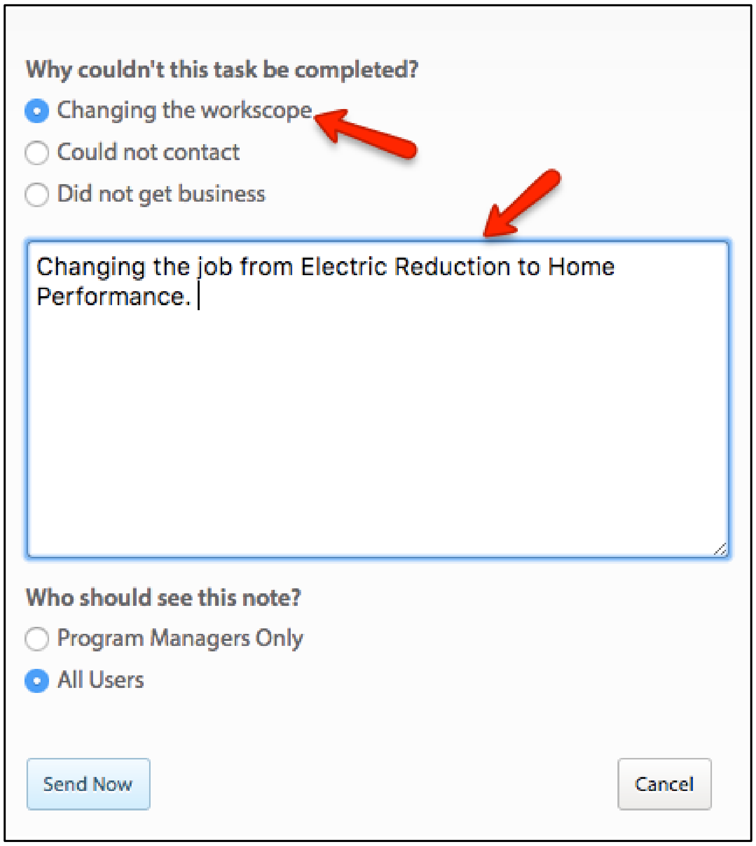
Change Orders and Changing Project Type

If the final project submission has changed by more than $200 from the workscope that was approved, OR if the project was originally designated as an Electric Reduction project but needs to be changed to a Home Performance job, use the “this task cannot be completed” button.

This button is available to you in all stages and provides reasons for you to select if you cannot complete the task. Choosing an option other than "Changing the workscope" will alert the program staff that you were unable to complete the task and they will take appropriate next steps. If you need to close the project, please see the Pipeline Cleanup section.



Then choose, "Changing the workscope," and leave a note as to what is being changed.



Final Project Approval

The Final Project Approval is completed by Program Staff who will review the final project submission documents and will:

- approve to move the project to Incentive Payout task
- approve to move the project to Secondary Approval task, if technical review is needed
- deny project completion moving it back to Final Project Submission task

If the project does not pass, the project will be sent back to the contractor with review notes.

- The contractor will receive an email notifying them that the project has been returned to the Final Project Submission task and needs revision. The email will also include the reviewer's notes.

Secondary Approval

The project is sent to Secondary Approval if technical review of the project is needed. The Secondary Approval task is completed by Program Staff who will review the measure and incentive information to determine whether the project passes approval.

If the project does not pass it will be sent back to the contractor with review notes.

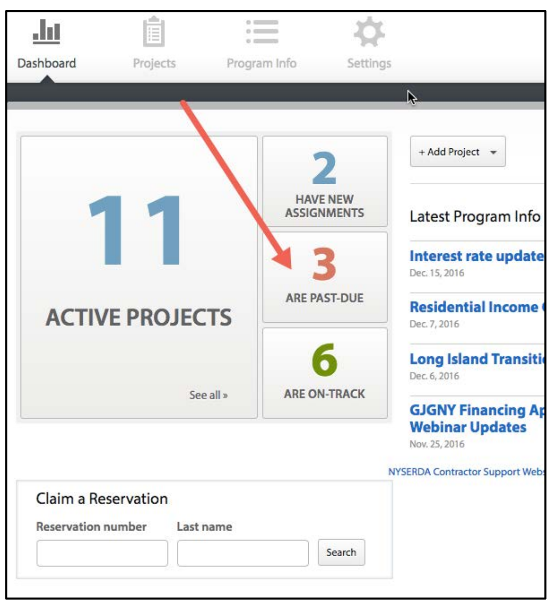
- The contractor will receive an email notifying them that the project has been returned to the Final Project Submission task and needs revision. The email will also include the reviewer's notes.

Appendix

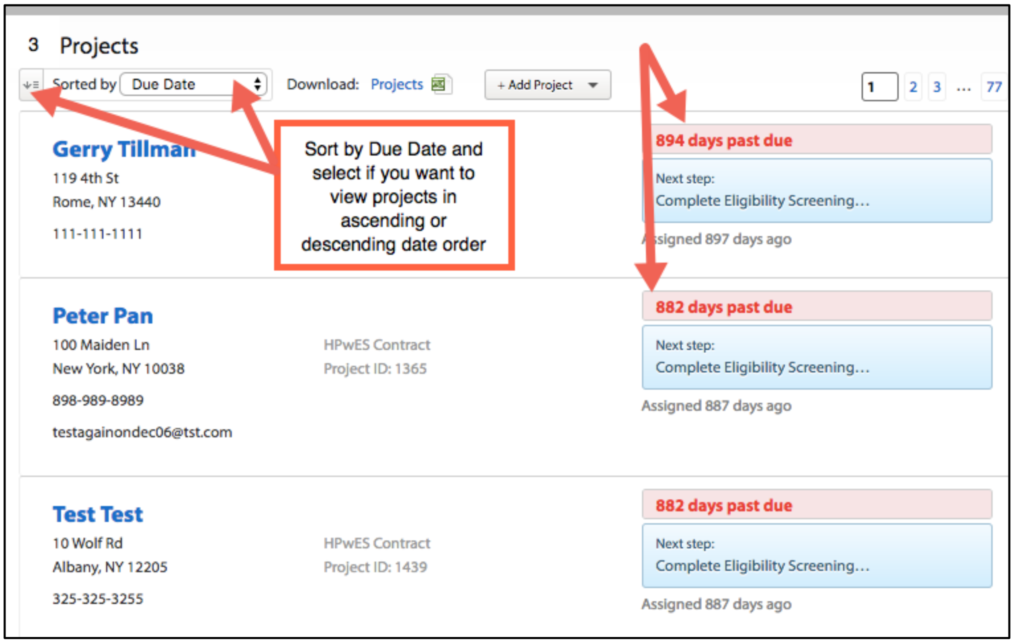
Pipeline Cleanup

Participants may cancel projects and projects may stop progressing forward in the workflow for a variety of reasons. It is important that these projects be appropriately handled so that the program pipeline is accurate and funding can be better planned. Please follow the steps below to close out past due projects that are known to have been abandoned.

1. From your dashboard click to view all past due projects.



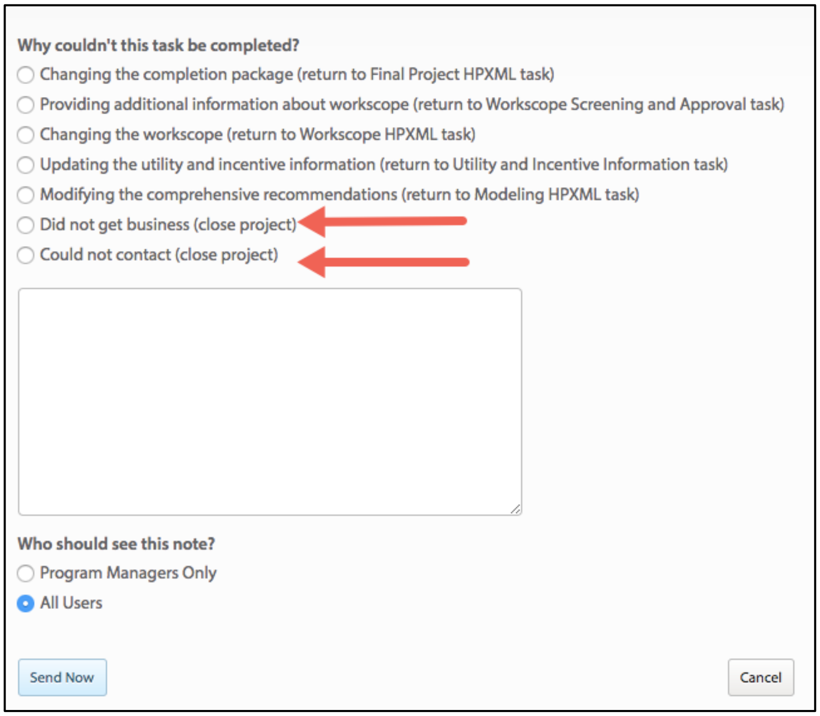
2. Sort by due date and view how many days past due each project is.



3. Click into each project and determine if it has been abandoned. Check comments in the timeline to refresh your memory.

4. If you determine that a project should be removed, select "This task cannot be completed" and select the appropriate reason. Ensure that you are closing only projects that were abandoned. Note: you can also send projects back to prior stages by selecting the appropriate reason.

5. Each contractor is responsible for keeping their project pipeline up to date and deactivating their dead leads on a regular basis. Please do not simply extend the due date repeatedly. Projects can be reopened if the customer changes their mind by contacting support.residential@nyserda.ny.gov.



Additional Resources

Please contact support.residential@nyserda.ny.gov with questions.