



Combined Residential Application Project Assignment Process

The Combined Residential Application determines program eligibility for incentives based on household income. Households identified as Tier 1, are considered low-income households and are eligible to receive incentives through EmPower New York. Tier 3 households are considered moderate income households and are eligible to receive incentives through Assisted Home Performance with ENERGY STAR®.

Upon receipt of a completed Combined Residential Application, implementation staff will review the application and based upon the provided income documentation, assign the project as either Tier 1 or Tier 3. Once a program tier has been assigned, the household is only eligible for services and incentives provided to that Tier.

Applicants submitting a Combined Residential Application are able to select a Participating Contractor during the application process. If the household has selected a Participating Contractor, implementation staff will prioritize the project assignment to that contractor. If a contractor was not selected during the application process, implementation staff will select the next available Participating Contractor serving that geographic region. Once a household has been approved for services, the program implementation staff sends a correspondence to the household, informing them of program approval and providing the name and contact information of the Participating Contractor and NYSERDA's program implementor.

Participating Contractors are responsible for checking program assignments through NYSERDA's Project Management Workflow system (currently Uplight / NY HP Portal) on a routine basis. Projects assigned to the Participating Contractor must be accepted within 10 days or program implementer staff may refer the household to a different Participating Contractor.

Upon accepting a household, the Participating Contractor must review provided customer documentation and, when available, energy usage information, directly from the NY HP Portal. Prior to the visit, the Contractor should review this data to identify energy usage patterns and potential measures.

The Participating Contractor must then contact the household to schedule a visit. During this contact, the Participating Contractor may:

- A. Verify interest
- B. Schedule an audit
- C. Clarify directions
- D. Use this opportunity to identify the make and model of appliances under consideration for replacement (for Tier 1 eligible households)
- E. Discuss the need to gain full access to the dwelling
- F. Request copies of utility bills (if not provided at the time of application submission)
- G. Provide a brief overview of the audit process and the anticipated timeframe for completion.



The Participating Contractor must make at least three attempts to contact the household at various times of the day and evening using provided contact information. Participating Contractor should try multiple types of contacts (i.e. if email and phone number is provided, send an email and call the household). If no response is received, the Participating Contractor must send a letter to the household requesting contact from the household by a given deadline and providing appropriate phone numbers including program implementation's number, 877-697-6278. In the event that the household does not respond by the deadline, the Participating Contractor should document their outreach efforts in the NY HP Portal.

If an appointment is scheduled more than a week in advance, Participating Contractor must contact the household a day or so before to remind them of the appointment, thus reducing the likelihood of a no-show appointment.

Project Assignment

For Participating Contractors, the number of referrals/project assignments will fluctuate month-to-month based on the volume of referrals and applications received and the contractor capacity of the Participating Contractor's service territory. NYSERDA and its program implementor cannot guarantee assignments to Participating Contractors.

- 1. Contractor Capacity:** It is the responsibility of the Participating Contractor to manage their work assignments accordingly. Additionally, Participating Contractors with a maintained backlog of production may have referrals reassigned to a Participating Contractor in need of additional work.
- 2. Program Compliance:** Participating Contractors that follow program guidelines will be eligible to receive referrals. Participating Contractors demonstrating a lack of knowledge about program guidelines, have a high rejection rate of project workscopes or invoices, or are non-responsive to NYSERDA or the Program Implementer's requests will be considered out of compliance with the Program. The Participating Contractor will be notified in writing and required to correct the problem as prescribed. During this time Program referrals may be limited until the issue is satisfactorily rectified.
- 3. Contractor Assignment:** The ability of a Participating Contractor to receive referrals/project assignments may be impacted if that contractor is under disciplinary action as established through terms of Probation or has been Suspended or Terminated from the program.

Tier 1 Referrals

NYSERDA receives referrals from multiple organizations including, but not limited to, utilities, The Office of Temporary and Disability Assistance (OTDA) Offices for the Aging (OFA), other Participating Contractors, and other local community groups. NYSERDA's program implementer staff will distribute these referrals based upon geographic location of the referred household to the next available Participating Contractor.