

No Heat Guidelines

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®.

The Assisted Home Performance with ENERGY STAR and EmPower New York programs are not emergency-services programs. The programs do, however, attempt to respond to emergency situations within the constraints of program guidelines and the existing infrastructure for the provision of services. As such, NYSERDA has established the following guidelines for the submittal of “No-Heat” projects that address heating systems that have failed, during the designated heating season.

Heating Season

For the purposes of this guidance, the heating season is defined as the time period beginning October 1 and continuing through to May 31 of the following year.

No-Heat Project Eligibility

A no-heat project is when the primary heating system fails or is determined unsafe to operate and is non-repairable, resulting in the need of a replacement primary heating source. This failure occurs during the current heating season, at a primary residence, and the replacement/repair would not be considered through HERR or other assistance program.

The following are not considered as eligible no-heat projects under this guidance and should follow the standard project submission and review process.

- The primary heating system has been disabled for 12 months or more and there is an alternative heating source in place.
- There is no immediate need for heat (i.e. replacement request occurs outside of the heating season)
- There are no immediate health and safety concerns
- Dwelling does not have an existing heating system
- The home was purchased/rented without an operational heating system
- Home is rental unit and landlord is not income eligible.
- The customer is a customer of National Fuel Gas (NFG)
 - a. NFG customers should reach out first to NFG in the event of a “No-Heat” situation at 716-686-6123 M-F 7am-6pm or call the emergency line at Emergency line at 1-800-444-3130 which is available 24/7

These guidelines should be implemented only in situations where the EmPower or Assisted Home Performance project meets the following criteria.

Tier 1 Households:

- The household has applied to the Heating Equipment Repair and Replacement (HERR) and has provided a denial letter *or*
- The household is Tier 1 income eligible and meets one or more of the following criteria (the below are conditions that *would* trigger a HERR denial letter):
 1. Applicant has lived in the home less than 12 months preceding the month of application
 2. Applicant has owned the home less than 12 months preceding the month of application
 3. Dwelling is a 3- or 4-unit home
 4. Heating equipment is inoperable due to flood, fire, or other natural disasters

Tier 3 Households:

- The household meets the No-Heat Project Eligibility

Additional Project Requirements

In addition to the criteria listed above, the project must also meet the following:

- Residence must be served by an eligible utility and pay into the Systems Benefits Charge (SBC)
- The project involves the installation of heating equipment identified on the current eligible measures list.
- All No-Heat projects must be submitted to the program and approved prior to work taking place in accordance with the project submission process outlined below. This is to ensure the project meets the qualifying criteria and the household meets the three-year prior services criteria.

Other Project Considerations

- When submitting No-Heat projects, the cost of replacing the existing fossil fuel equipment should be balanced against upgrading the heating system with heat pump technology. In the event heat pump technology is cost prohibitive or otherwise infeasible, the existing fossil fuel heating equipment can be replaced with fossil fuel heating equipment meeting the requirements on the eligible measures list.

- No-heat projects are subject to the program heating incentive caps for Tier 1 and Tier 3 projects referenced below.
 1. Tier 1 - \$4,000 per heating system
 2. Tier 3- \$2,000 per heating system
- In the event program incentives do not cover the cost of the heating system replacement, the household may be eligible for NYSERDA financing to cover the additional cost.

Project Submission Process

Tier 1 Households

- Evaluate whether the situation meets the Program's definition of an emergency.
 1. Review [CRM Section 5.4 Handling Emergency Situations](#)
 2. Call your Account Manager
- Contractors must refer customers to the HEAP HERR program first and must follow all the HEAP HERR requirements (<https://otda.ny.gov/programs/heap/#emergency-benefit>)
 1. If HEAP HERR denies services, then the denial letter must be submitted to Program staff prior to the Program approving the project.
 2. Weatherization Assistance Program may be explored if customers are also eligible for WAP services.
- Complete the online [Combined Residential Application](#). Note the application #.
- Submit a Case to notify Program of No Heat Emergency.
 1. Email support.residential@nyserda.ny.gov, use subject: **No Heat – Application #**
 2. The Program will prioritize reviewing the project.

Tier 3 Households

- Evaluate whether the situation meets the Program's definition of an emergency.
 1. Review [CRM Section 5.4 Handling Emergency Situations](#)
 2. Call your Account Manager
- Customer should be informed of the HEAP HERR program first and should apply for benefits, if they qualify (<https://otda.ny.gov/programs/heap/#emergency-benefit>)
- Complete the online [Combined Residential Application](#). Note the application #.
- Submit a Case to notify Program of No Heat Emergency.
 1. Email support.residential@nyserda.ny.gov, use subject: **No Heat – Application #**
 2. The Program will prioritize reviewing the project.