



## NY Residential Existing Homes Program Contact List Assisted Home Performance with ENERGY STAR® and EmPower New York

### Primary Contacts

#### Contractor Support

1-800-284-9069

<http://hpwescontractorsupport.com/>

General Inquiries: [support.residential@nyserda.ny.gov](mailto:support.residential@nyserda.ny.gov)

Application Inquiries: [applications.residential@nyserda.ny.gov](mailto:applications.residential@nyserda.ny.gov)

#### Customer Support

1-877-NYSMART

<https://www.nyserda.ny.gov/All-Programs/Programs/Home-Energy-Efficiency-Upgrades>

[support.residential@nyserda.ny.gov](mailto:support.residential@nyserda.ny.gov)

### Program Administrator

#### New York State Energy Research and Development Authority (NYSERDA) 518-862-1090

##### General Inquiries

Email: [hpwes@nyserda.ny.gov](mailto:hpwes@nyserda.ny.gov)

##### Scott Oliver – Program Manager

Email: [scott.oliver1@nyserda.ny.gov](mailto:scott.oliver1@nyserda.ny.gov)

### Program Operations Staff

#### David Friello – Senior Project Manager

Email: [David.Friello@nyserda.ny.gov](mailto:David.Friello@nyserda.ny.gov)

#### Sherri Calabrese – Senior Project Manager

Email: Erik Gilbert – Project Manager

Email: [Erik.Gilbert@nyserda.ny.gov](mailto:Erik.Gilbert@nyserda.ny.gov)

#### Elizabeth Lazarou – Project Coordinator

Email: [Elizabeth.Lazarou@nyserda.ny.gov](mailto:Elizabeth.Lazarou@nyserda.ny.gov)



**Technical Services Staff**

**Matthew Houle – Project Manager**

Email: [Matthew.Houle@nyserda.ny.gov](mailto:Matthew.Houle@nyserda.ny.gov)

**Keith Place- Contractor, Single Family Residential**

Email: [keith.place@nyserda.ny.gov](mailto:keith.place@nyserda.ny.gov)

**Quality Assurance Staff**

**David Houle – QA Project Manager**

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**Residential Financing Staff**

**Heather Clark – Senior Project Manager, Residential Financing**

Email: [Heather.Clark@nyserda.ny.gov](mailto:Heather.Clark@nyserda.ny.gov)

**Kevin Hunt – Project Manager, Residential Financing**

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**Lucia Cappiello – Contractor, Finance Solutions**

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**Community Energy Resources (Formerly called CBO) Staff**

**Jessica Ortiz – Senior Project Manager, Energy and Climate Equity**

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**Lori Clark – Project Manager, Energy and Climate Equity**

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**Administrative Services Contractor**

**CLEAResult**

Questions related to audit applications, EmPower applications, EmPower project assignments, and A AHPwES and EmPower payments.

**General Inquiries**

Toll Free: 1-800-284-9069

Email: [support.residential@nyserda.ny.gov](mailto:support.residential@nyserda.ny.gov)



**Lindsay Huba –Program Manager**

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**Katherine Sanderson – Associate Program Manager**

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## **Technical Services Contractor**

### **CLEAResult**

Questions related to workscope and completion approvals, technical assistance, program policies and guidelines, and Account Manager support.

### **Contractor Support**

Toll Free: 1-800-284-9069

Email: [support.residential@nyserda.ny.gov](mailto:support.residential@nyserda.ny.gov)

### **Lea Campbell – Sr. Program Manager**

Phone: (518) 207-4510

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### **Peter Hoke – Program Manager**

Phone: (518) 207-4534

Email: [Peter.Hoke@clearesult.com](mailto:Peter.Hoke@clearesult.com)

### **Account Management Staff**

#### **Brendon Fox – Field Manager**

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#### **Zachary Kerlin – Building Science Analyst**

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#### **John Calarco – Account Manager**

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#### **John Carrigan – Account Manager**

Phone: (518) 309-0568

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**Colin Cartwright – Account Manager**

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**Adam Harris – Account Manager**

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**Technical Support Resource Staff**

**Earl Hicks – Senior Residential Field Specialist**

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**Steve Smith – Program Consultant**

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**Technical Review Staff**

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**Michael Downing – Operations Supervisor**

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**Program Support Staff**

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**Joe Farrell – Program Analyst**

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**QA/QC Support Staff**

**Jen Calderon – Field Supervisor**

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**Brian DiPiazza – Program Specialist**

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**Alyssa Munar – Field Representative**



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### **Certifications and BPI GoldStar Contractor Program**

Questions related to certification, accreditation requirements, technical support and standards.

#### **Building Performance Institute (BPI)**

63 Putnam Street, Suite 202  
Saratoga Springs, New York 12866

Toll Free: 877-274-1274

Fax: 866-777-1274

[www.bpi.org](http://www.bpi.org)

<http://www.bpi.org/about-us/contact-us>

### **Consumer Financing**

Process loan applications and provide contractors with the status of the loan.

#### **Slipstream, formerly Energy Finance Solutions (EFS)**

431 Charmany Drive

Madison, WI 53719

PHONE: 1-800-361-5663

FAX: 608-249-5788

Website: <http://www.energyfinancesolutions.com>

All inquiries to: [efs@energyfinancesolutions.com](mailto:efs@energyfinancesolutions.com)

### **Consumer Loan Servicing**

Service NYSERDA's Residential Energy Efficiency loans and provide borrowers with pertinent loan information.

#### **Concord Servicing Corporation**

4150 North Drinkwater Boulevard, Suite 200  
Scottsdale, AZ 85251

Toll Free: 866-493-6393

FAX: 480-951-8879

Website: <http://www.powerofconcord.com>

All inquiries to: [cs@concordservicing.com](mailto:cs@concordservicing.com)