NEW YORK STATE OF OPPORTUNITY | NYSERDA

# Audit & Direct Install

## EmPower NY & Assisted Home Performance with ENERGY STAR®

March 1, 2022

Participating Contractors

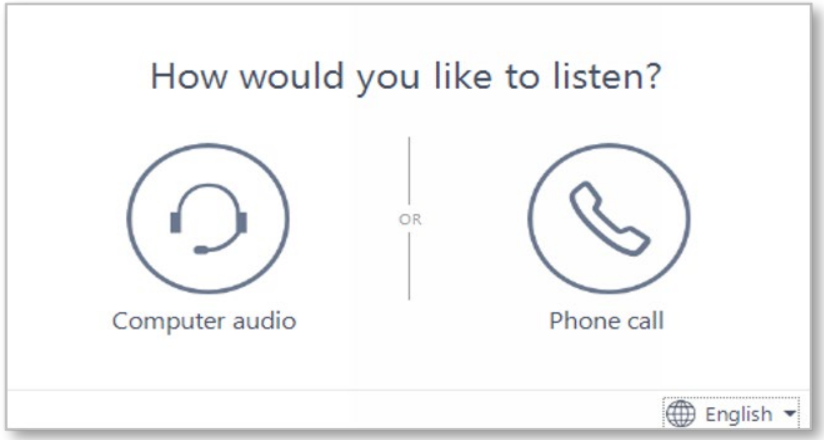
# Audio Connection

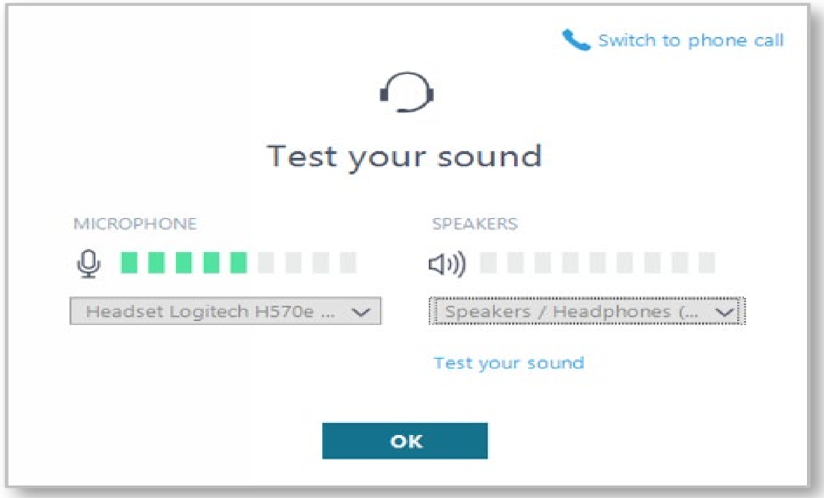
To connect to audio:

1. Click the Computer audio icon to use this setting.

   To test your microphone, select the desired device from the drop down and look for the green bars. To test your sound, select the desired speaker, click “Test your sound”. Click Ok.

2. If you prefer to use a telephone, click the Phone call icon and dial in via the telephone number provided.



# Questions

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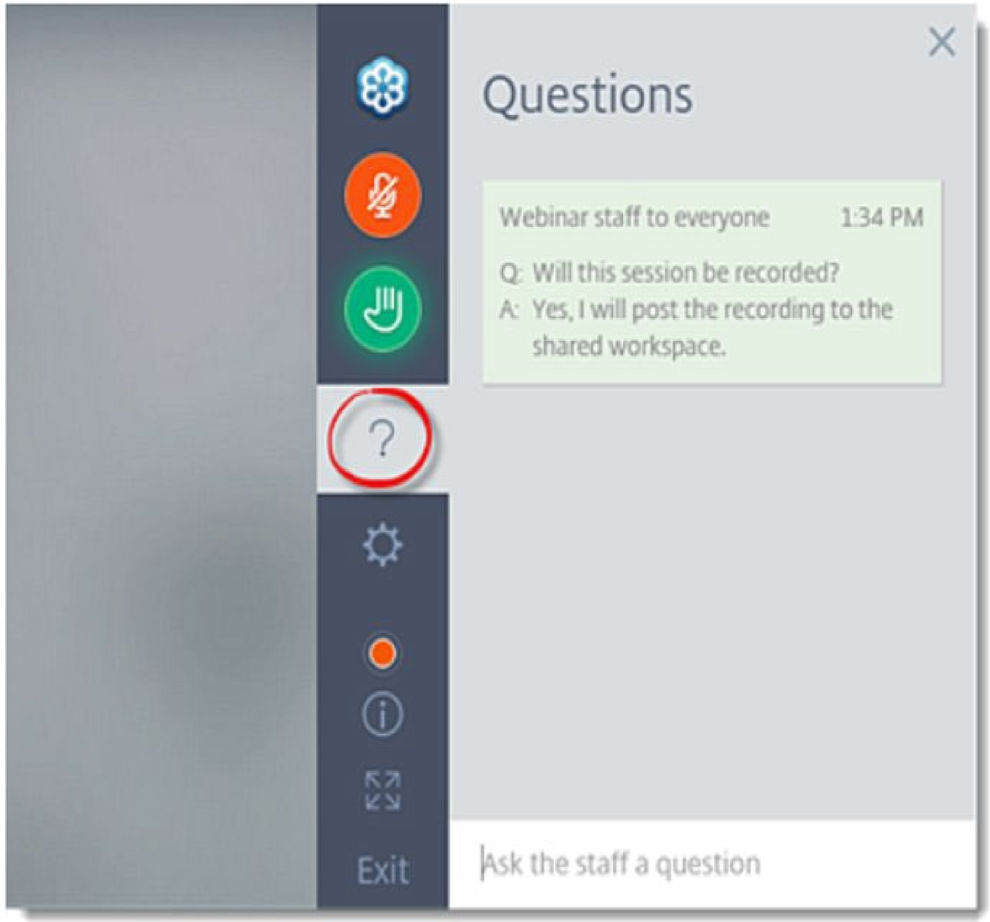


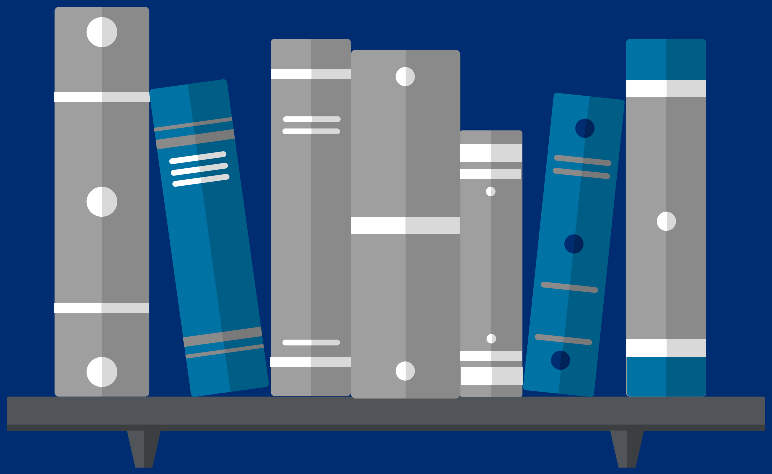
# Objective

The Audit & Direct Install Training Session will provide an overview of the Program requirements for Home Energy Assessments and review Direct Install of approved measures.

This session will include the NY HP Portal steps for both the EmPower and Assisted Home Performance workflows.

# Audit & Direct Install

## Tier 1-EmPower NY & Tier 3-Assisted Home Performance with ENERGY STAR®



### AGENDA

Impactful Program Updates

Training Schedule & Start Date

Pre-Audit

Audit & Direct Install

Post-Audit

Resources

Next Steps/Action Items for Contractors

Q & A

# Impactful Program Updates

## Audit & Direct Install

Important information regarding changes to Express Audits and Direct Install:

- **End of combined projects**
  When Program changes go into effect Program participants will no longer be moved from EmPower NY to Assisted Home Performance with ENERGY STAR®. If a customer qualifies for Tier 1-EmPower NY, they must be served through the EmPower program only. Waivers (Opt-out forms) will no longer be accepted, and customers will not be allowed to participate in both levels of incentives.

- **End of Express Audits**
  When Program changes go into effect, the program will no longer accept audit only applications initiated in the NY HP Portal (Uplight). An applicant must use the Combined Residential Application to qualify for both incentives and an audit. The Residential Audit will still be available for market rate applicants.

# Training Schedule & Start Date

# Training Schedule & Start Date

| | | |
|---|---|---|
| 1 | **Introduction & Overview**<br>FEB-22 \| 3:00 PM – 4:30 PM | ☑ |
| 2 | **Combined Residential Application Process**<br>FEB-24 \| 3:00 PM – 4:00 PM | ☑ |
| 3 | **Audit & Direct Install**<br>MAR-01 \| 3:00 PM – 4:30 PM | |
| 4 | **Eligible Measures List & EmPCalc**<br>MAR-08 \| 3:00 PM – 4:30 PM | |
| 5 | **Workscope Submission**<br>MAR-10 \| 3:00 PM – 4:30 PM | |
| 6 | **Final Project Submission & Payout**<br>MAR-15 \| 3:00 PM – 4:30 PM | |

Q&A Sessions and Office Hours will be held to support the associated trainings:

## Q & A Sessions

MAR-04 8:30 AM – 9:30AM | Follow up to Trainings 1-3
MAR-17 3:00 PM – 4:00PM | Follow up to Trainings 4-6
MAR-24 3:00 PM – 4:00PM | Follow up to Trainings 1-6

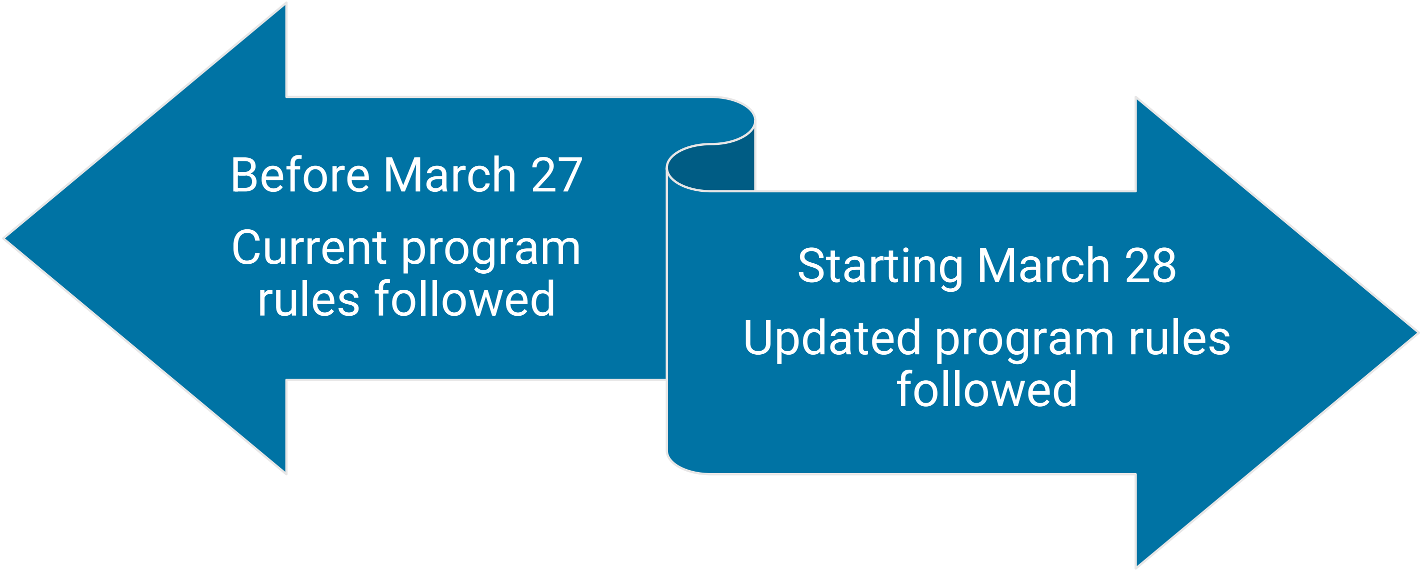
## Office Hours Sessions

Session 1: APR-01 8:30 AM – 9:30AM
Session 2: APR-15 3:00 PM – 4:00PM
Session 3: APR-22 9:00 AM – 10:00AM

# Training Schedule & Start Date

Combined Residential Application submission date determines how program rules are applied.

- Online (Submit button successfully clicked)
- Paper (Postmark on envelope)



# Pre-Audit

## Customer Notification

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.

### Tier 1-EmPower

Sent Participant welcome email — NYSERDA

Application completed — API Salesforce

**Participant welcome email**

**Note:** This is a representation of the email content only.

Subject: **NYSERDA Combined Application Approval**

Sent: Feb. 4, 2022, 3:21 p.m.

To: [redacted]

Congratulations! We are pleased to let you know that your Combined Residential Application has been approved and you are eligible to receive incentives toward energy efficiency measures.

If you selected a contractor when you applied, we will reach out to that contractor to see if they are available. In the event the contractor you selected is not available, we will select the next available contractor to get your project started. Once a contractor has accepted your project, you will receive a follow up email identifying your project contractor and their contact information.

If you have any questions, do not reply to this email. Call us at 1-877-NYSMART or email us at info.residential@nyserda.ny.gov. This email is for the submission of questions only, do not submit documents to this email.

Close

### Tier 3-Assisted Home Performance

Sent Participant welcome email — System

Application completed — Participant

**Participant welcome email**

**Note:** This is a representation of the email content only.

Subject: **Welcome to the NY Home Performance with ENERGY STAR (HPwES) Program!**

Sent: Feb. 2, 2022, 4:34 p.m.

To: [redacted]

Welcome to the NY Home Performance with ENERGY STAR (HPwES) Program!

Thank you for submitting your application. You're on your way to lower energy bills and a healthier, more comfortable home.

An account has been created for you with your email address (rfugal@gmail.com) to track your progress through NYSERDA's Online Portal. To get started, activate your account by setting a password.

setting a password: https://nyserda.energysavvy.com/password-reset-confirm/[redacted]/

Once you have set your password, you can use the link to your project page to access the Online Portal in the future.

the link to your project page:

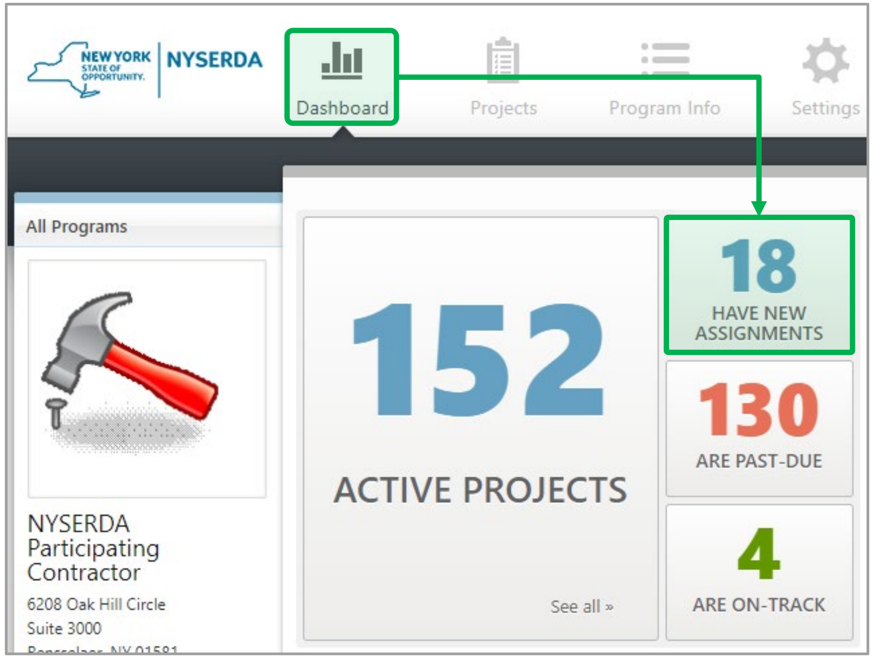
Close

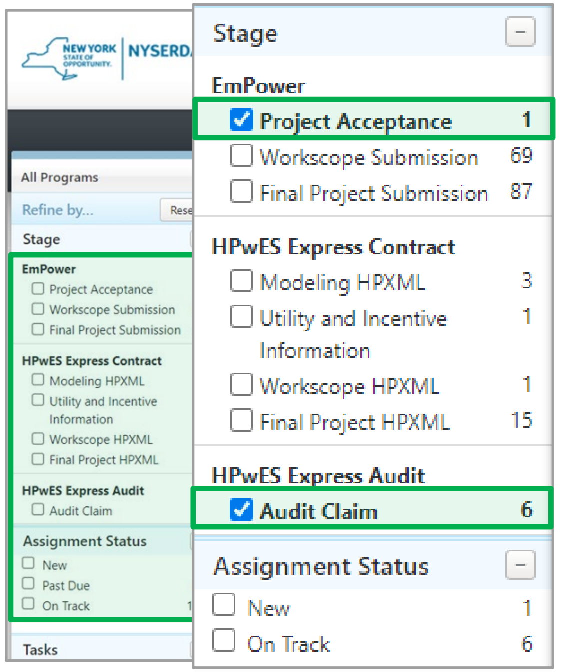
## Project Assignment

Participating Contractors are responsible for checking program assignments through NYSERDA's Project Management Workflow system (currently the NY HP Portal (Uplight)) on a routine basis. Tier 1-EmPower NY assigned projects must be accepted within 10 days or program implementer staff may refer the household to a different Participating Contractor.

## How to View Project Assignments:

NY HP Portal (Uplight) → Dashboard → New Assignments → Use Filter to Refine Project List



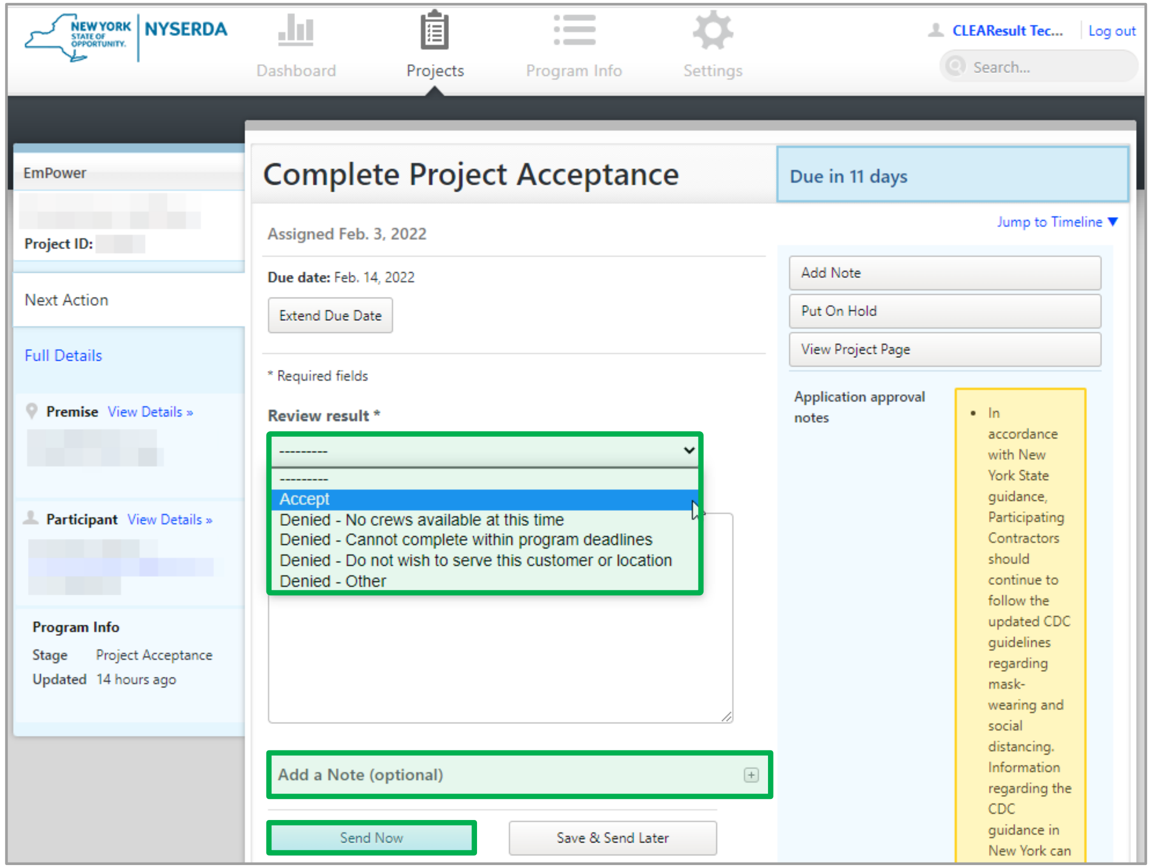



# Pre-Audit

## Accepting Assignments:

## Tier 1-EmPower NY

- Complete Project Acceptance task by selecting **Accept** or deny the project for one of the listed reasons.
    - If the project is accepted, it will either move to the Workscope Submission stage (if a workscope could potentially be submitted) or to the Final Project Submission stage (if only an Audit and Direct Install can be completed) based on the application information.
    - If rejected, the project moves back to Application Approval so that Program Staff can reassign it to a different contractor.
- Use the “Notes” field to provide any relevant information about the decision to accept or deny the project.
- Click **Send Now** button



# Pre-Audit

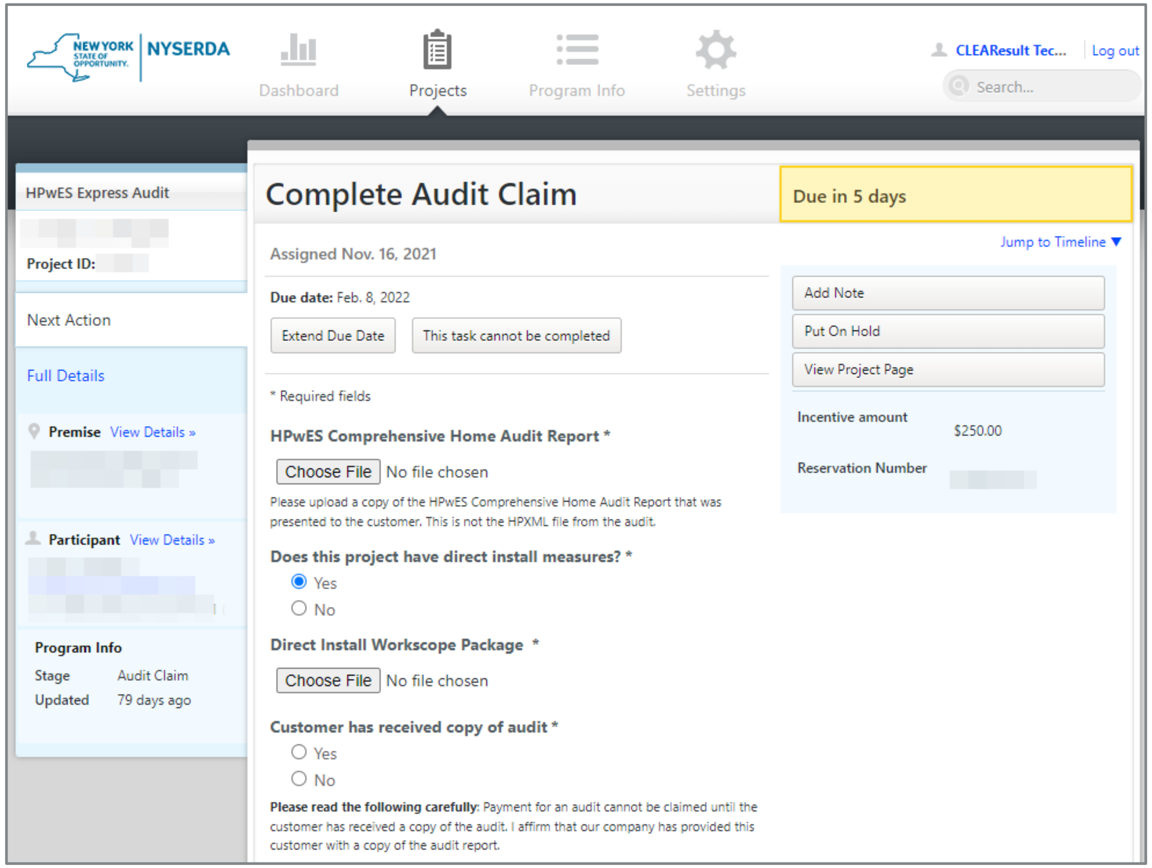
## Accepting Assignments:

### Tier 3-Assisted Home (HPwES Express Audit)

There is no project acceptance task required for Tier 3-Assisted Home Performance audits. The only remaining step for assigned projects is to complete the Audit Claim task.

Incentives for Audit Fees and Direct Install measures must be completed in this workflow and can not be claimed in HPwES Express Contract.

Step-by-step instructions for claiming the incentives will be shared later in this presentation.



# Pre-Audit

## Preparing and Scheduling Audit

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

The household then must be contacted to schedule a visit. During this contact, contractors may:

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

# Pre-Audit

## Program Expectations for Scheduling

When scheduling appointments for audits the Program has the following expectations:

- Make at least three attempts to contact the household at various times of the day and evening using provided contact information.
- Try multiple types of contacts (*i.e.*, if email and phone number is provided, send an email and call the household).
- 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.

## Handling No Responses

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. If the household does not respond by the deadline, the Participating Contractor should document their outreach efforts in the NY HP Portal (Uplight).

# Audit & Direct Install

# Audit & Direct Install

## New Audit Structure

- $250 is the base fee statewide for both Tier 1-EmPower and Tier 3-Assisted Home Performance with ENERGY STAR® participants.
- All other audit types (*i.e.*, Electric Reduction) have been discontinued.
- Multi-family (2-4 units) homes will be eligible for an incentive for each unit.
- There will no longer be an increased audit incentive for homes larger than 3500 square feet. All single-family homes will receive the same incentive.
- Direct Install is required on all audits.

**$250** Base Audit Fee

- Tier 1-EmPower & Tier 3-Assisted Home Performance with ENERGY STAR®.
- Statewide.

**+ $50** Blower Door Completed

- Expected to be completed unless Health & Safety reason noted.

**+ $55** Energy Education

- When task completed.

**+ $ varies** Direct Install

- Required on all audits.
- No cost to customer, measure incentives set by Program.

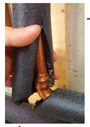
**+ $65** No Show Fee

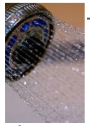
- Requires Program approval prior to submission.
- Approval indicated with a project note in the NY HP Portal.
- Mileage for visit can be included.

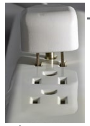
## Direct Install Requirements

- Required on all audits. Measures, specifically electric reduction measures, should be installed during the Audit.
- No cost to customers.
- Reimbursed costs are set by Program.
- Direct Install measure costs will not count against project cap.
- Direct Install measure savings will be used to determine Project Level Savings (when applicable).
- Projects that miss opportunities to directly install electric reduction measures during the audit or subsequent install work will be cited for having missed opportunities and QA scores will be demoted accordingly.


LEDs


DHW Pipe Wrap


Showerheads (handheld and regular)


Advanced Power Strips


DHW Pressure Relief Valve Discharge Pipe


Door Sweeps


Door Weatherstrips


CO Detectors


Smoke Detectors


Combination CO/Smoke Detectors


Furnace Filter


Furnace Filter Slot Cover


Programmable Thermostats

## Direct Install Measure List

| | Measure Name | Program Requirements |
|---|---|---|
| Direct Install | LEDs | ENERGY STAR Qualified. 16 standard/unlimited candelabra (can include 1 nightlight) |
| | DHW Pipe Insulation | R-3. 9' maximum length (3' Cold and 6' Hot) |
| | Low Flow Showerhead | EPA WaterSense: 2.0 gallons per minute. Aerating type showerheads not eligible. Limit one per household member. |
| | Advanced Power Strip | Up to two Tier 1 or Tier 2 APS replacements that need to provide 1 master and 3 controlled outlets with at least 800 joules of surge protection. |
| | DHW Pressure Relief Valve Discharge Pipe | Limit one per dwelling. |
| | Door Sweep | Exterior doors (including to unconditioned spaces (i.e., basement). |
| | Weatherstrip | Exterior doors (including to unconditioned spaces (i.e., basement). |
| | Detectors - CO & Smoke | UL Listed. When one isn't already present. Limit one per dwelling. |
| | Furnace Filter | Limit one per dwelling. |
| | Furnace Filter Slot Cover | When not present or malfunctioning. Limit one per dwelling. |
| | Thermostat<br>Wi-Fi, Programmable | 5+2 day programmable thermostat including smart thermostat. Limited to one thermostat installed per zone. |

*Specific requirements for ENERGY STAR Qualified products can be found by visiting: https://www.energystar.gov/products.*
*Tier 1 APS must be replacement for AV and/or IT equipment plugged in a standard power strip. Tier 2 APS must be replacement for AV equipment only plugged in a standard power strip or Tier 1 APS.*

# Audit & Direct Install

## Audit Expectations

Audits must conform to BPI standards and consist of the following for both Tier 1-EmPower and Tier 3-Assisted Home Performance with ENERGY STAR®:

- Completion of appropriate signoffs and permissions.
  - Homeowner's Agreement
  - Appliance Exchange Agreement
  - Certificate of Completion – Page 1
- Energy education, with a goal of identifying energy-saving actions which the household will commit to completing.
- Installation of Direct Install measures.
- Test of the ambient air for CO if a combustion appliance is present or if the building has an attached garage.
- Evaluation of refrigerators or freezers for replacement.
- Other household-specific opportunities for elimination of high-energy consumption, such as removal of electric space heaters.
- Blower door, unless there is a health and safety concern noted.
- Testing of combustion appliances as required by BPI standards.
- An audit report is required to be given to all Tier 3-Assisted Home Performance with ENERGY STAR® customers.
  - This can be generated in EmPCalc.

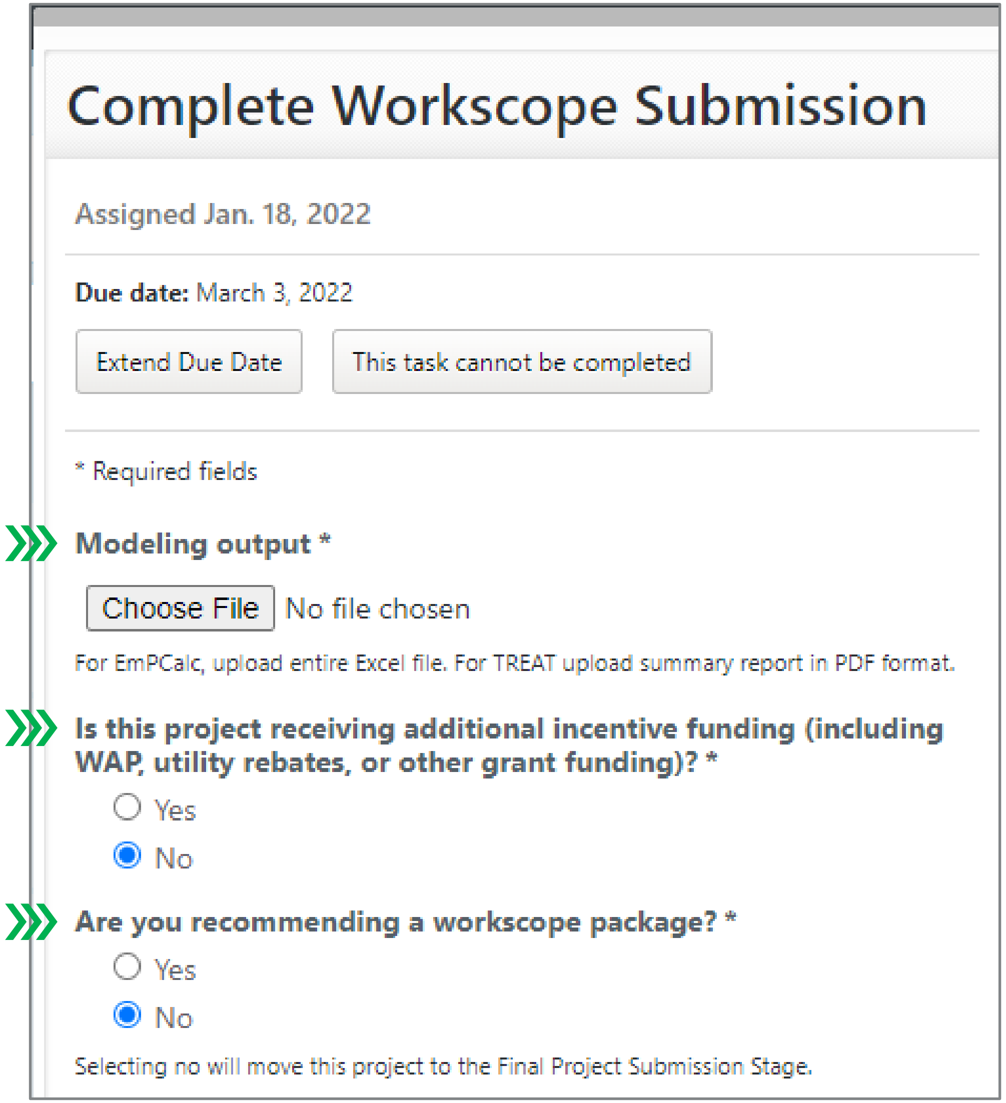
# Post-Audit

# Post Audit: Tier 1-EmPower

## NY HP Portal: EmPower
## Submission for Payment: Audit & Direct Install only
## No Workscope

Upload EmPCalc and answer the Workscope Submission task questions:

- In *Modeling output* upload the EmPCalc (.XLSM file)
- Indicate if the project is receiving additional incentive funding.
- Only the audit and direct install measures are being submitted, therefore, select No to the question.



# Post Audit: Tier 1-EmPower

## NY HP Portal: EmPower
## Submission for Payment: Audit & Direct Install only
## No Workscope

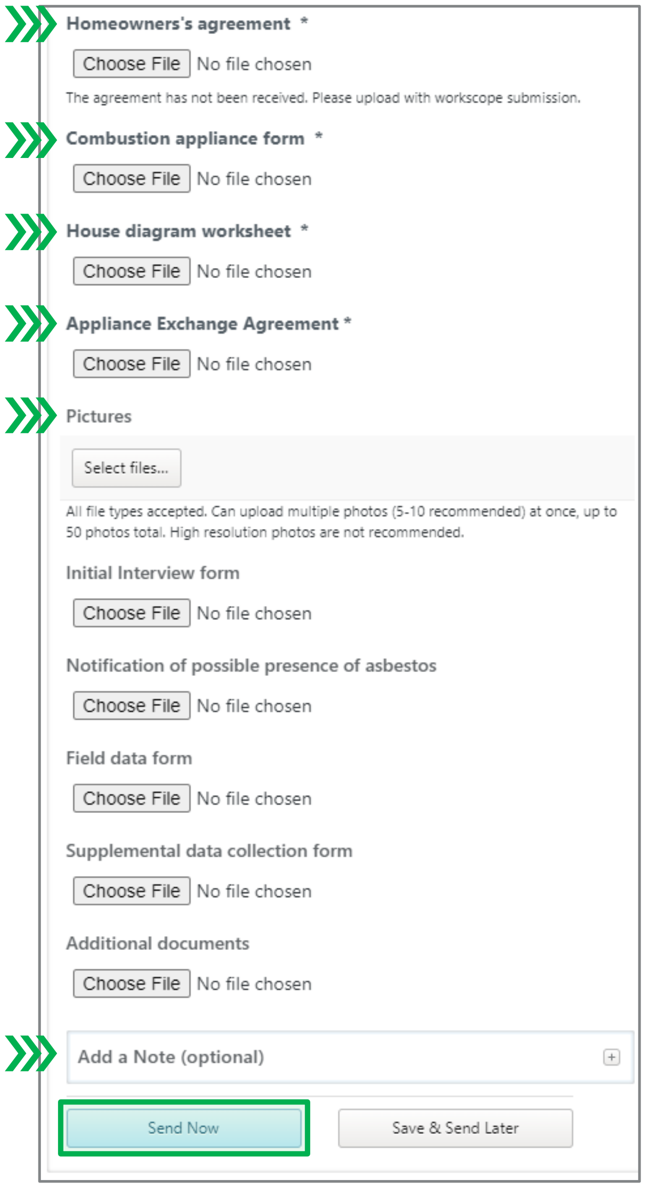
The documents below are required to be uploaded.

- *Homeowner's agreement*
- *Combustion appliance form (optional)*
- *House diagram worksheet*
- *Appliance Exchange Agreement*
- *Pictures*

The remaining forms are optional.

- Use the Notes field to provide any relevant information about the project.
- Click **Send Now** button.

The project will be moved to the Final Project Submission stage skipping the Workscope Approval stages.



# Post Audit: Tier 1-EmPower

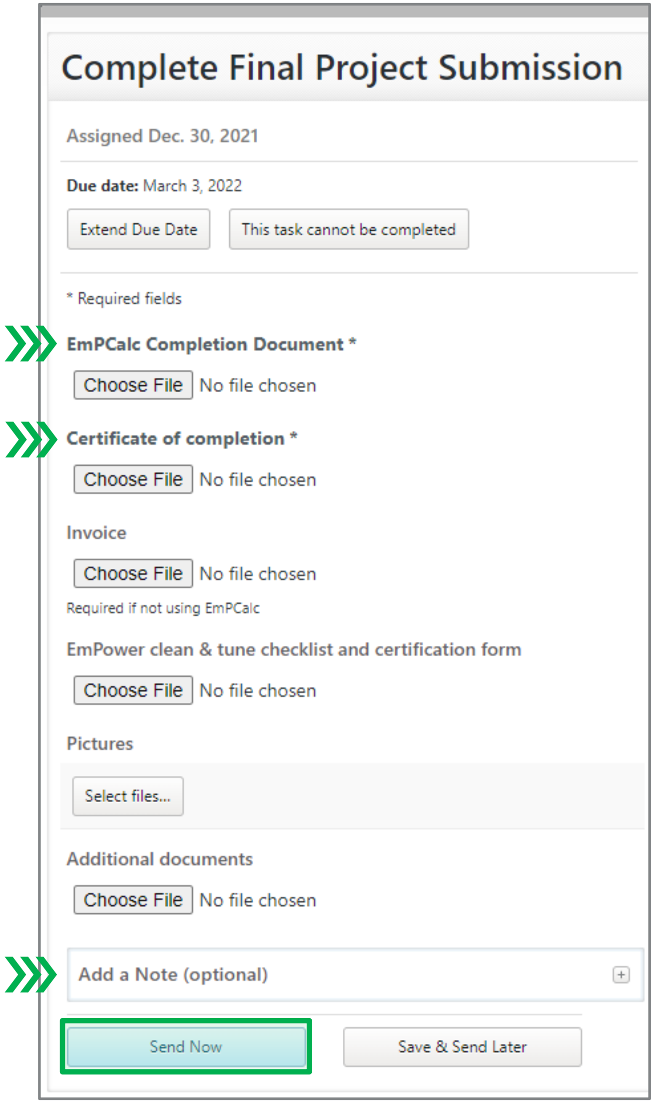
## NY HP Portal: EmPower
## Submission for Payment: Audit & Direct Install only
## No Workscope

The Final Project Submission stage requires similar documentation to the Workscope Submission stage.

- Upload EmPCalc (.XLSM)
- Upload the completed Certificate of Completion

The remaining forms are optional.

- Use the Notes field to provide any relevant information about the project.
- Click **Send Now** button.



# Post Audit: Tier 1-EmPower

## NY HP Portal: EmPower
## Submission for Payment: Audit & Direct Install with Workscope

Tier 1-EmPower projects with measures in addition to the Direct Install list below will require workscope approval. The steps and requirements for submission will be covered in the Workscope Submission training.

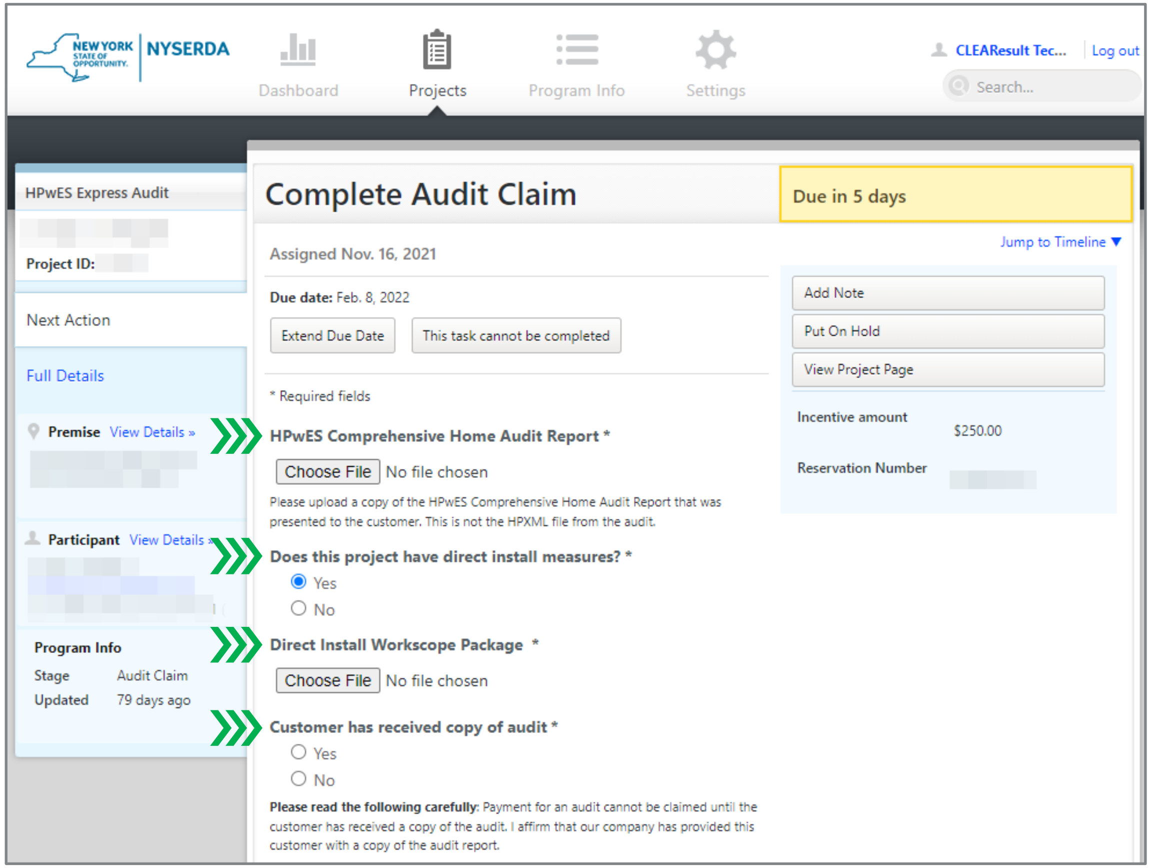
- Audit Fee
- Refrigerator
- Freezer
- LEDs
- DHW Pipe Insulation
- Low Flow Showerhead
- Advanced Power Strip
- DHW Pressure Relief Valve Discharge Pipe
- Door Sweep
- Weatherstrip
- Detectors - CO & Smoke
- Furnace Filter
- Furnace Filter Slot Cover
- Thermostat: Wi-Fi, Programmable

# Post Audit: Tier 3-Assisted Home Performance

## NY HP Portal: HPwES Express Audit Submission for Payment: Audit & Direct Install only
## No Workscope (1 of 3)

Complete Audit Claim task by submitting the following information:

- *HPwES Comprehensive Home Audit Report* upload the Audit Report PDF
- *Does this project have direct install measures?*
  - Yes, upload Direct Install .CSV file from EmPCalc
  - No, no upload
- *Customer has received copy of audit*
  - Yes
  - Payment for an audit cannot be claimed until the customer has received a copy of the audit.

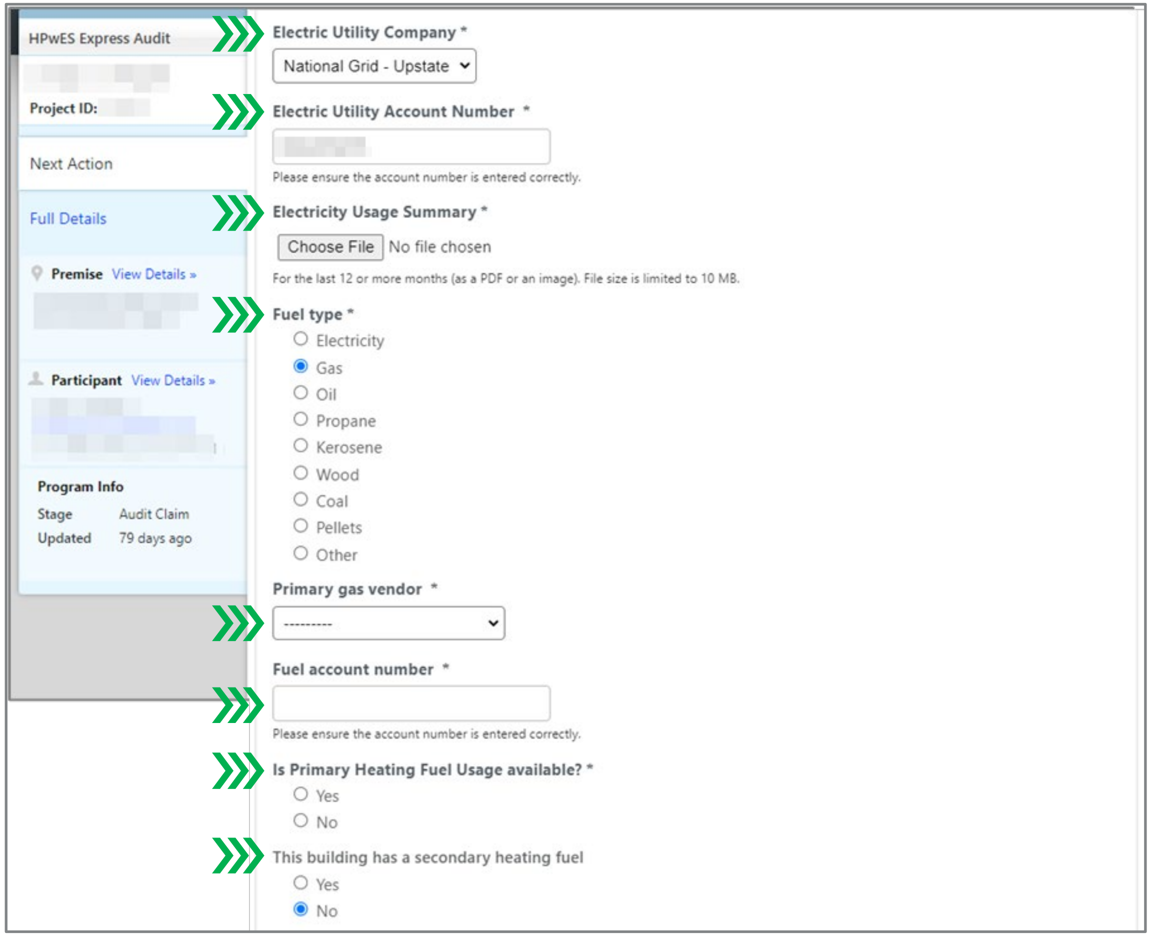


# Post Audit: Tier 3-Assisted Home Performance

## NY HP Portal: HPwES Express Audit Submission for Payment: Audit & Direct Install only No Workscope (2 of 3)

Complete electric & heating information

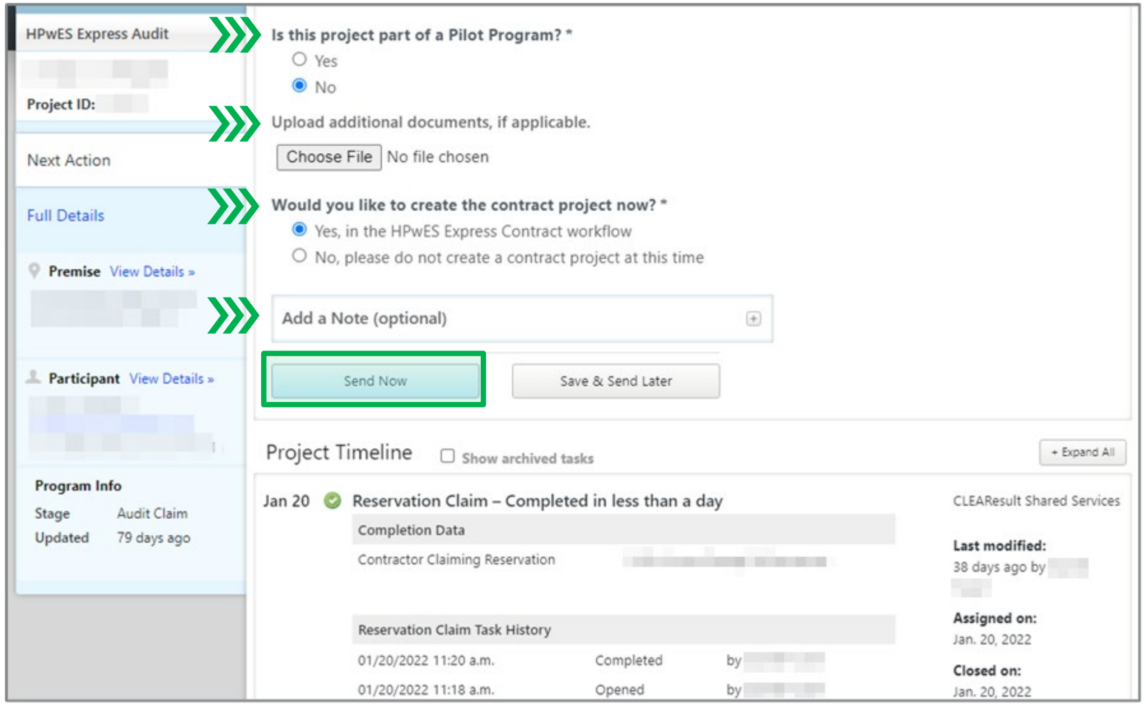
- Select *Electric Utility Company*
- Input *Electric Utility Account Number*
- Upload *Electric Usage Summary*
- Select *Fuel type*
- Select *Primary gas vendor/heating fuel vendor*
- Input *Fuel account number*
- Is Primary Heating Fuel Usage available?
  - Yes, upload *Primary Heating Fuel Usage Summary*
  - No, upload *Primary Heating Fuel Usage Waiver*
- This building has a secondary heating fuel
  - If yes, complete the requested information



## NY HP Portal: HPwES Express Audit Submission for Payment: Audit & Direct Install only No Workscope (3 of 3)

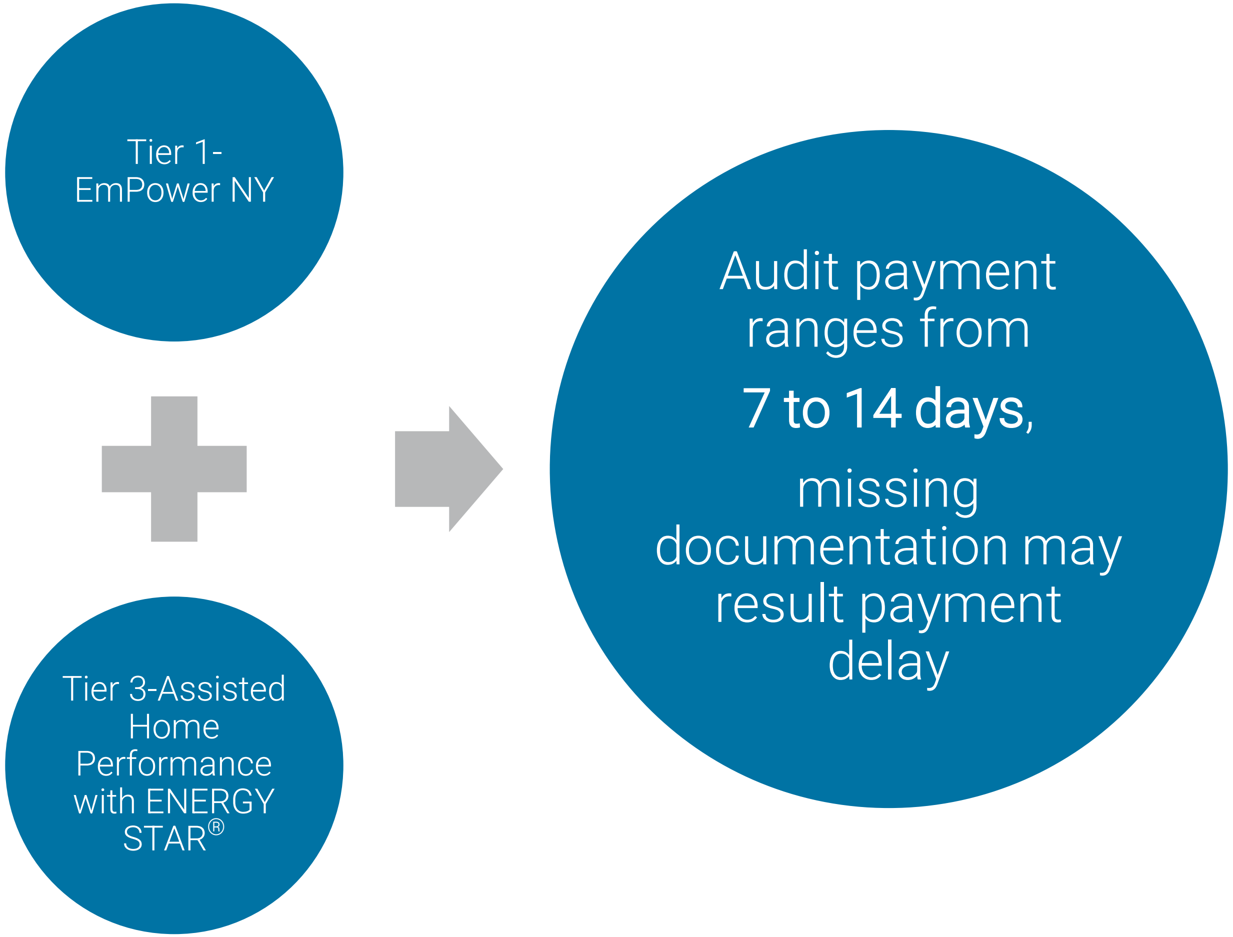
- *Is this project part of a Pilot Program?*
  - Yes – select the program name
  - No – no further action
- *Upload additional documents, if applicable.*
  - Upload page 1 of the signed Certificate of Completion
  - House diagram
  - Any relevant pictures
- *Would you like to create the contract project now?*
  - Yes – If you think additional work may be contracted
  - No – If certain that no additional work will be contracted
- Use the Notes field to provide any relevant information about the project.
- Click Send Now button.

Upon successfully completing this stage, the audit incentive is automatically claimed, the HPwES Audit project is closed, and depending on the answer a HPwES Express Contract project is created.



# Post Audit

## Audit/Direct Install Payment Timelines



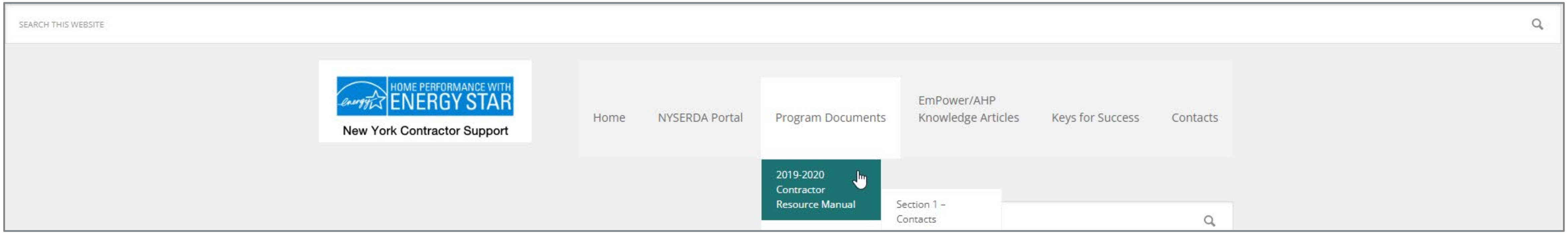
# Resources

## Contractor Support Website

Combined Residential Application Project Assignment Process – CRM Section 5.12

EmPower NY & Assisted Home Performance with ENERGY STAR® Eligible Measures List – CRM Section 5.15

EmPower NY Pricing – CRM Section 7.7



# Resources

## Who Can I Call?!

Contractor Support
1-800-284-9069
support.residential@nyserda.ny.gov

### Contractor Support

- General program questions
- Payment inquiries
- Emergency approvals
- Portal/Database questions
- Paperwork inquiries
- EmPCalc support
- Advanced modeling questions

### Account Manager

- Technical support
- Workscope development
- QA/QC questions
- Remediation assistance
- Training needs
- Emergency approvals

### 24/7 Resources

- Contractor Support website
- Contractor Resource Manual
- Program Announcements
- EmPower/AHP Knowledge Base
- NYSERDA website
- NYSERDA Residential Financing

# Next Steps/Action Items for Contractors

## Prepare for Program Updates to Launch

- Review the latest Residential Program Announcement newsletter
- Review the Training Session Overview & timeline of events
- Have relevant staff register for the upcoming training webinars
- Visit the NYSERDA Knowledge Base and review the Combined Application Process
- Review new Audit and Direct Install requirements with Auditing staff to incorporate updates into your processes
- Contact your Account Manager with any questions or submit them to support.residential@nyserda.ny.gov.

## Stay up-to-date with Program

- Subscribe to receive Program Announcements and Updates
- Visit the Contractor Support Website to review the latest versions of the Contractor Resource Manual, download forms and EmPCalc
- Review your NY HP Portal Users, add or remove as needed
- Review your NYSERDA Portal (Salesforce) Users, add or remove as needed
- Review and update your company, insurance and payment information as needed

# Q & A

# Questions

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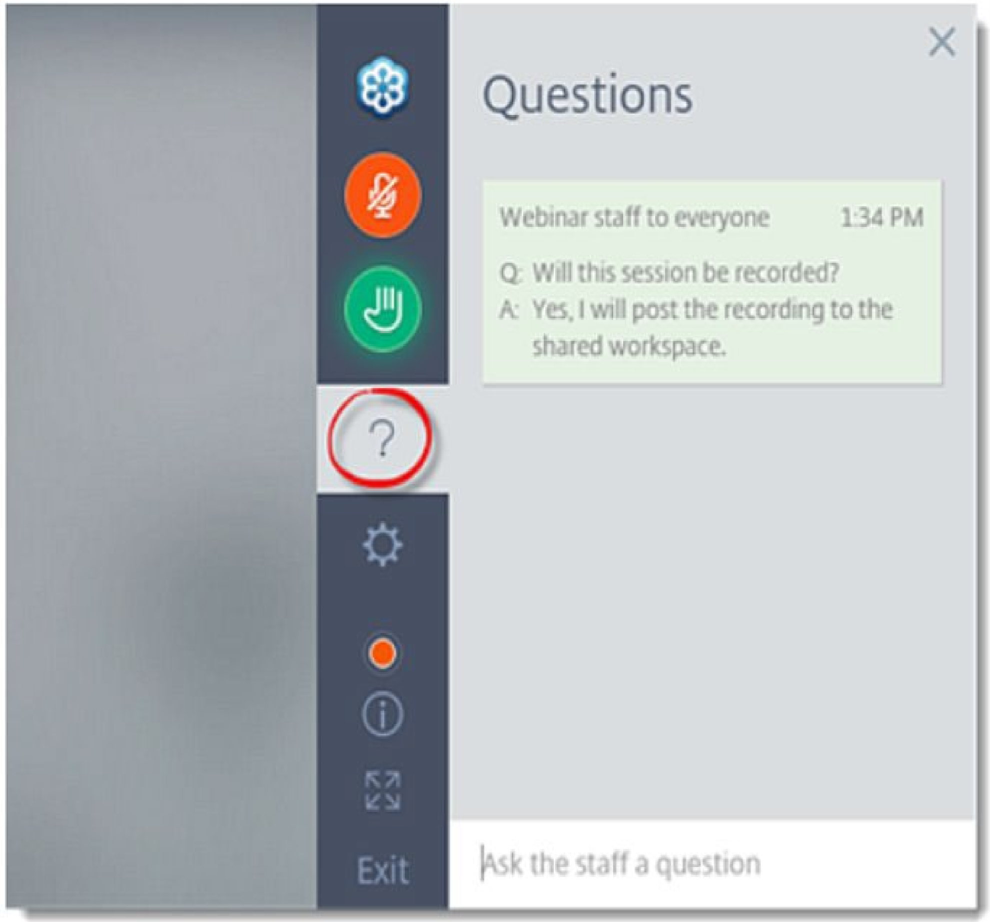

# Training Schedule

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