



NYSERDA

Audit & Direct Install

EmPower NY &
Assisted Home Performance with ENERGY STAR®

March 1, 2022

Participating Contractors



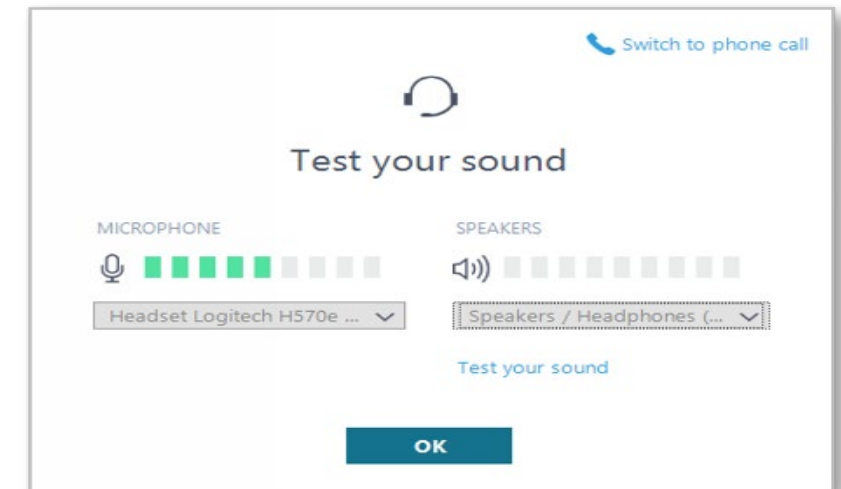
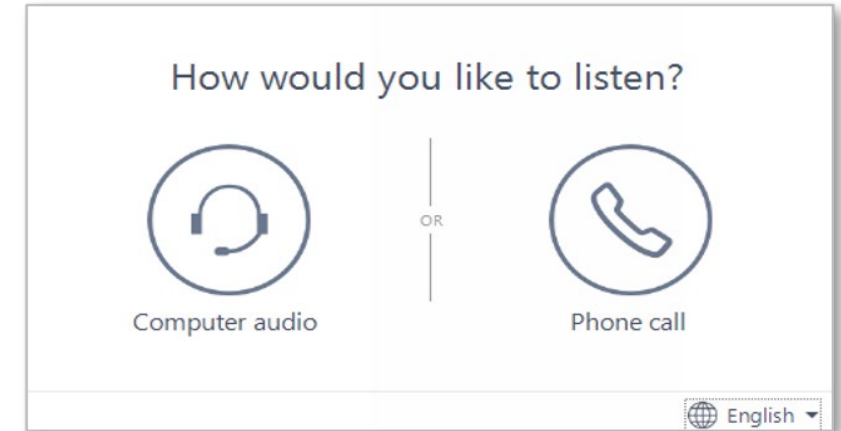
Audio Connection

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.

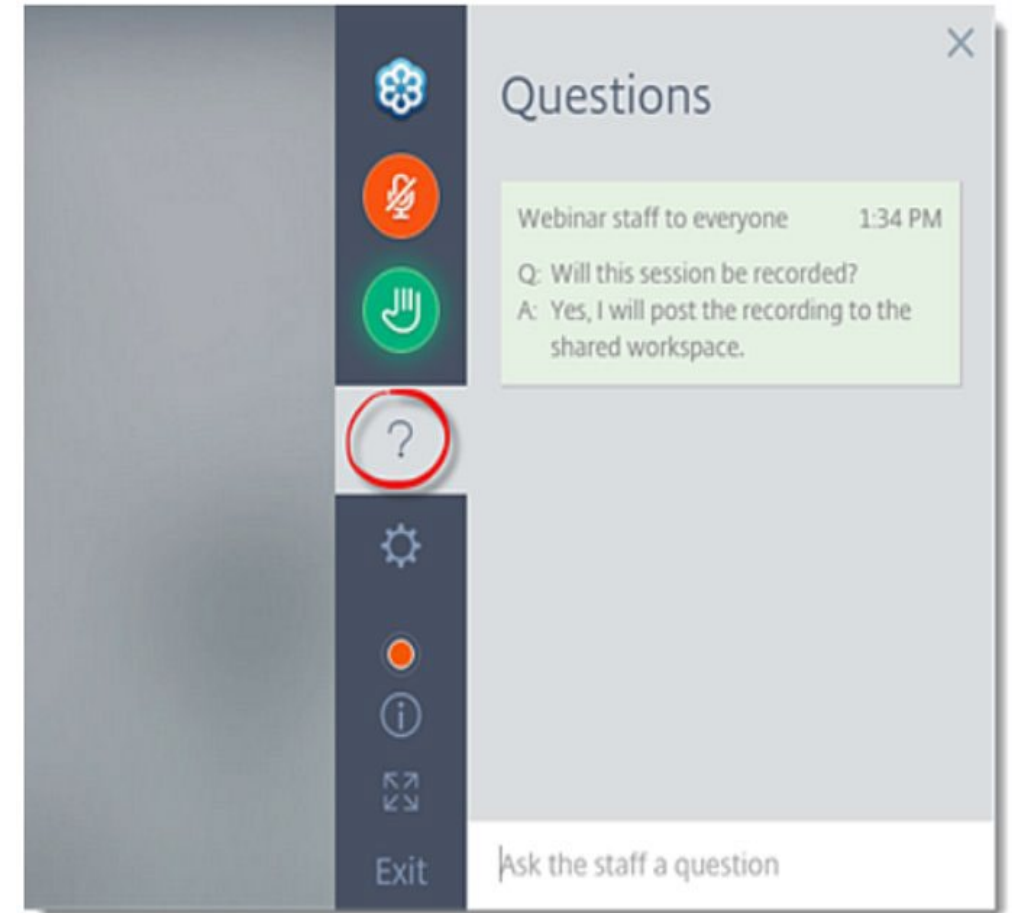


Questions

To ask a question:

1. Click the ? Icon in the toolbar.
2. Enter your question in the text field at the bottom, then press Enter on your keyboard.

When your question is answered, it will appear in the Questions pane. You will also see the Question icon display an indicator that there is an unread message waiting for you.



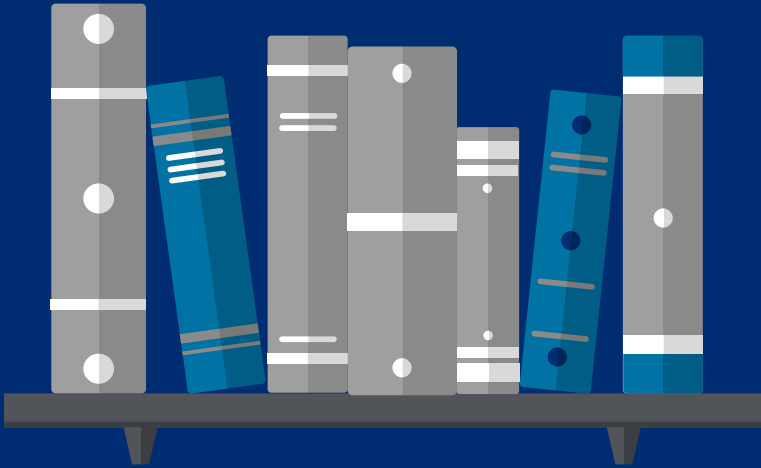
Objective

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 FEB-22 3:00 PM – 4:30 PM	<input checked="" type="checkbox"/>
2	Combined Residential Application Process FEB-24 3:00 PM – 4:00 PM	<input checked="" type="checkbox"/>
3	Audit & Direct Install MAR-01 3:00 PM – 4:30 PM	
4	Eligible Measures List & EmPCalc MAR-08 3:00 PM – 4:30 PM	
5	Workscope Submission MAR-10 3:00 PM – 4:30 PM	
6	Final Project Submission & Payout 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

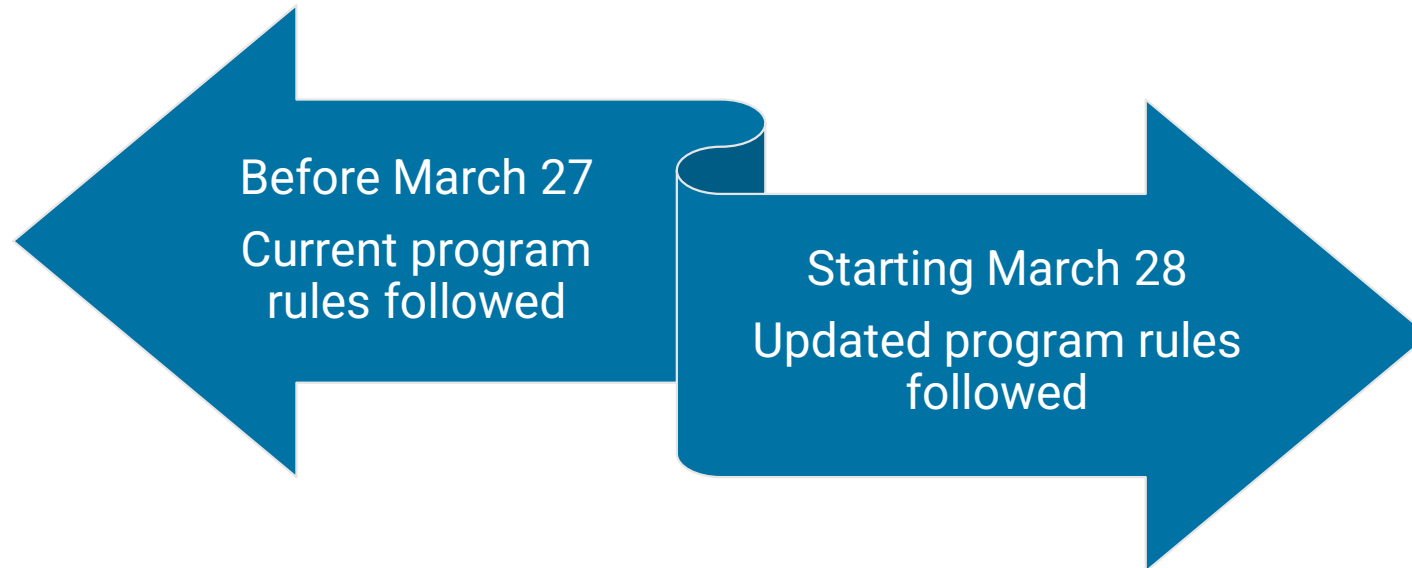
Office Hours Sessions

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], [redacted], [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@nyserdera.ny.gov. This email is for the submission of questions only, do not submit documents to this email.

Thank you.

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], [redacted], [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://nyserdera.energysavvy.com/password-reset-confirm/\[redacted\]/\[redacted\]](https://nyserdera.energysavvy.com/password-reset-confirm/[redacted]/[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:
<https://nyserdera.energysavvy.com/your-project/536735/>

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

The screenshot displays the NY HP Portal (Uplight) Dashboard. The top navigation bar includes the NY SERDA logo and links to Dashboard, Projects, Program Info, and Settings. The Dashboard section features a large central card for 'ACTIVE PROJECTS' with a count of 152. To the right, three smaller cards show assignment statistics: 18 HAVE NEW ASSIGNMENTS, 130 ARE PAST-DUE, and 4 ARE ON-TRACK. A green box highlights the 'Dashboard' link and the '18 HAVE NEW ASSIGNMENTS' card, with a green arrow pointing from the link to the card. On the left, a sidebar shows 'All Programs' with a hammer icon and contact information for NY SERDA Participating Contractor. On the right, a 'Stage' filter dropdown is open, showing a list of stages with their respective counts. The 'EmPower' stage is selected, and its sub-items are listed: Project Acceptance (1), Workscope Submission (69), and Final Project Submission (87). The 'HPwES Express Contract' stage is also listed with sub-items: Modeling HPXML (3), Utility and Incentive Information (1), Workscope HPXML (1), and Final Project HPXML (15). The 'HPwES Express Audit' stage is listed with the sub-item Audit Claim (6). The 'Assignment Status' filter is also visible, showing New (1) and On Track (6).

Stage	Count
EmPower	
<input checked="" type="checkbox"/> Project Acceptance	1
<input type="checkbox"/> Workscope Submission	69
<input type="checkbox"/> Final Project Submission	87
HPwES Express Contract	
<input type="checkbox"/> Modeling HPXML	3
<input type="checkbox"/> Utility and Incentive Information	1
<input type="checkbox"/> Workscope HPXML	1
<input type="checkbox"/> Final Project HPXML	15
HPwES Express Audit	
<input checked="" type="checkbox"/> Audit Claim	6
Assignment Status	
<input type="checkbox"/> New	1
<input type="checkbox"/> On Track	6

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

The screenshot shows the 'Complete Project Acceptance' form in the NYSEDA system. The form is titled 'Complete Project Acceptance' and has a 'Due in 11 days' status. The left sidebar contains sections for 'EmPower', 'Project ID', 'Next Action', 'Full Details', 'Premise', 'Participant', and 'Program Info'. The main content area includes a 'Review result' dropdown menu with options: 'Accept', 'Denied - No crews available at this time', 'Denied - Cannot complete within program deadlines', 'Denied - Do not wish to serve this customer or location', and 'Denied - Other'. Below the dropdown is a text area for 'Add a Note (optional)'. At the bottom are 'Send Now' and 'Save & Send Later' buttons. The right sidebar shows 'Application approval notes' with a yellow box containing text about CDC guidelines.

NEW YORK STATE OF OPPORTUNITY | NYSEDA

Dashboard Projects Program Info Settings

CLEARResult Tec... Log out

Search...

EmPower

Project ID: [redacted]

Next Action

Full Details

Premise View Details »

Participant View Details »

Program Info

Stage Project Acceptance

Updated 14 hours ago

Complete Project Acceptance

Due in 11 days

Assigned Feb. 3, 2022

Due date: Feb. 14, 2022

Extend Due Date

* Required fields

Review result *

Accept

Denied - No crews available at this time

Denied - Cannot complete within program deadlines

Denied - Do not wish to serve this customer or location

Denied - Other

Add Note

Put On Hold

View Project Page

Application approval notes

In accordance with New York State guidance, Participating Contractors should continue to follow the updated CDC guidelines regarding mask-wearing and social distancing. Information regarding the CDC guidance in New York can

Add a Note (optional)

Send Now

Save & Send Later

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.

The screenshot displays the 'Complete Audit Claim' form within the NYSEDA HPwES Express Audit system. The interface includes a top navigation bar with the NYSEDA logo, a search bar, and user information (CLEAResult Tec...). The main content area is divided into a left sidebar and a central form panel. The sidebar contains sections for 'HPwES Express Audit', 'Project ID', 'Next Action', 'Full Details', 'Premise', 'Participant', and 'Program Info'. The central form panel is titled 'Complete Audit Claim' and features a 'Due in 5 days' warning. It includes fields for 'Assigned Nov. 16, 2021', 'Due date: Feb. 8, 2022', and buttons for 'Extend Due Date' and 'This task cannot be completed'. The form also contains sections for 'Required fields', 'HPwES Comprehensive Home Audit Report *', 'Does this project have direct install measures? *', 'Direct Install Workscope Package *', and 'Customer has received copy of audit *'. A 'Please read the following carefully' disclaimer is at the bottom.

Complete Audit Claim Due in 5 days

Assigned Nov. 16, 2021 [Jump to Timeline](#)

Due date: Feb. 8, 2022

[Extend Due Date](#) [This task cannot be completed](#)

* Required fields

HPwES Comprehensive Home Audit Report *

[Choose File](#) No file chosen

Please upload a copy of the HPwES Comprehensive Home Audit Report that was presented to the customer. This is not the HPXML file from the audit.

Does this project have direct install measures? *

☒ Yes ☐ No

Direct Install Workscope Package *

[Choose File](#) No file chosen

Customer has received copy of audit *

☐ Yes ☐ No

Please read the following carefully: Payment for an audit cannot be claimed until the customer has received a copy of the audit. I affirm that our company has provided this customer with a copy of the audit report.

Program Info

Stage	Audit Claim
Updated	79 days ago

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.

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.

Audit & Direct Install

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

Direct Install	Measure Name	Program Requirements
	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 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 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.

Complete Workscope Submission

Assigned Jan. 18, 2022

Due date: March 3, 2022

[Extend Due Date](#) [This task cannot be completed](#)

* 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 WAP, utility rebates, or other grant funding)? ***

☐ Yes

☒ No

» **Are you recommending a workscope package? ***

☐ Yes

☒ No

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

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.

Homeowners's agreement *
Choose File No file chosen
The agreement has not been received. Please upload with workscope submission.

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

Additional documents
Choose File No file chosen

Add a Note (optional) (+)

Send Now **Save & Send Later**

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.

Complete Final Project Submission

Assigned Dec. 30, 2021

Due date: March 3, 2022

[Extend Due Date](#) [This task cannot be completed](#)

* Required fields

»»» **EmPCalc Completion Document ***

[Choose File](#) No file chosen

»»» **Certificate of completion ***

[Choose File](#) No file chosen

Invoice

[Choose File](#) No file chosen

Required if not using EmPCalc

EmPower clean & tune checklist and certification form

[Choose File](#) No file chosen

Pictures

[Select files...](#)

Additional documents

[Choose File](#) No file chosen

»»» [Add a Note \(optional\)](#) [+](#)

[Send Now](#) [Save & Send Later](#)

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.

The screenshot shows the 'Complete Audit Claim' form in the NY HP Portal. The form is titled 'Complete Audit Claim' and has a yellow banner indicating 'Due in 5 days'. The form is divided into several sections:

- Header:** Includes the NY State of Opportunity logo, NYSERDA, and navigation links for Dashboard, Projects, Program Info, and Settings. A user profile 'CLEAResult Tec...' and a 'Log out' link are also present.
- Left Sidebar:** Contains a 'HPwES Express Audit' section with a 'Project ID' field, a 'Next Action' section, and a 'Full Details' link. Below this are links for 'Premise View Details', 'Participant View Details', and 'Program Info'.
- Main Content Area:**
 - Assigned:** Nov. 16, 2021
 - Due date:** Feb. 8, 2022
 - Buttons:** 'Extend Due Date' and 'This task cannot be completed'.
 - * Required fields:**
 - HPwES Comprehensive Home Audit Report ***: A 'Choose File' button with 'No file chosen' text. Below it, a note states: 'Please upload a copy of the HPwES Comprehensive Home Audit Report that was presented to the customer. This is not the HPXML file from the audit.'
 - Does this project have direct install measures? ***: Radio buttons for 'Yes' (selected) and 'No'.
 - Direct Install Workscope Package ***: A 'Choose File' button with 'No file chosen' text.
 - Customer has received copy of audit ***: Radio buttons for 'Yes' and 'No'.
 - Bottom Note:** 'Please read the following carefully: Payment for an audit cannot be claimed until the customer has received a copy of the audit. I affirm that our company has provided this customer with a copy of the audit report.'
- Right Sidebar:** Contains a 'Jump to Timeline' link, buttons for 'Add Note', 'Put On Hold', and 'View Project Page', and fields for 'Incentive amount' (\$250.00) and 'Reservation Number'.

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

The screenshot shows the 'HPwES Express Audit' submission form. On the left is a sidebar with navigation links: 'Project ID', 'Next Action', 'Full Details', 'Premise View Details', 'Participant View Details', and 'Program Info'. The 'Program Info' section shows 'Stage: Audit Claim' and 'Updated: 79 days ago'. The main form area contains several required fields, each indicated by a green arrow from the sidebar:

- Electric Utility Company ***: A dropdown menu with 'National Grid - Upstate' selected.
- Electric Utility Account Number ***: A text input field with a note: 'Please ensure the account number is entered correctly.'
- Electricity Usage Summary ***: A 'Choose File' button with the text 'No file chosen' and a note: 'For the last 12 or more months (as a PDF or an image). File size is limited to 10 MB.'
- Fuel type ***: A radio button group with options: Electricity, Gas (selected), Oil, Propane, Kerosene, Wood, Coal, Pellets, and Other.
- Primary gas vendor ***: A dropdown menu.
- Fuel account number ***: A text input field with a note: 'Please ensure the account number is entered correctly.'
- Is Primary Heating Fuel Usage available? ***: A radio button group with options: Yes and No (selected).
- This building has a secondary heating fuel**: A radio button group with options: Yes and No (selected).

Post Audit: Tier 3-Assisted Home Performance

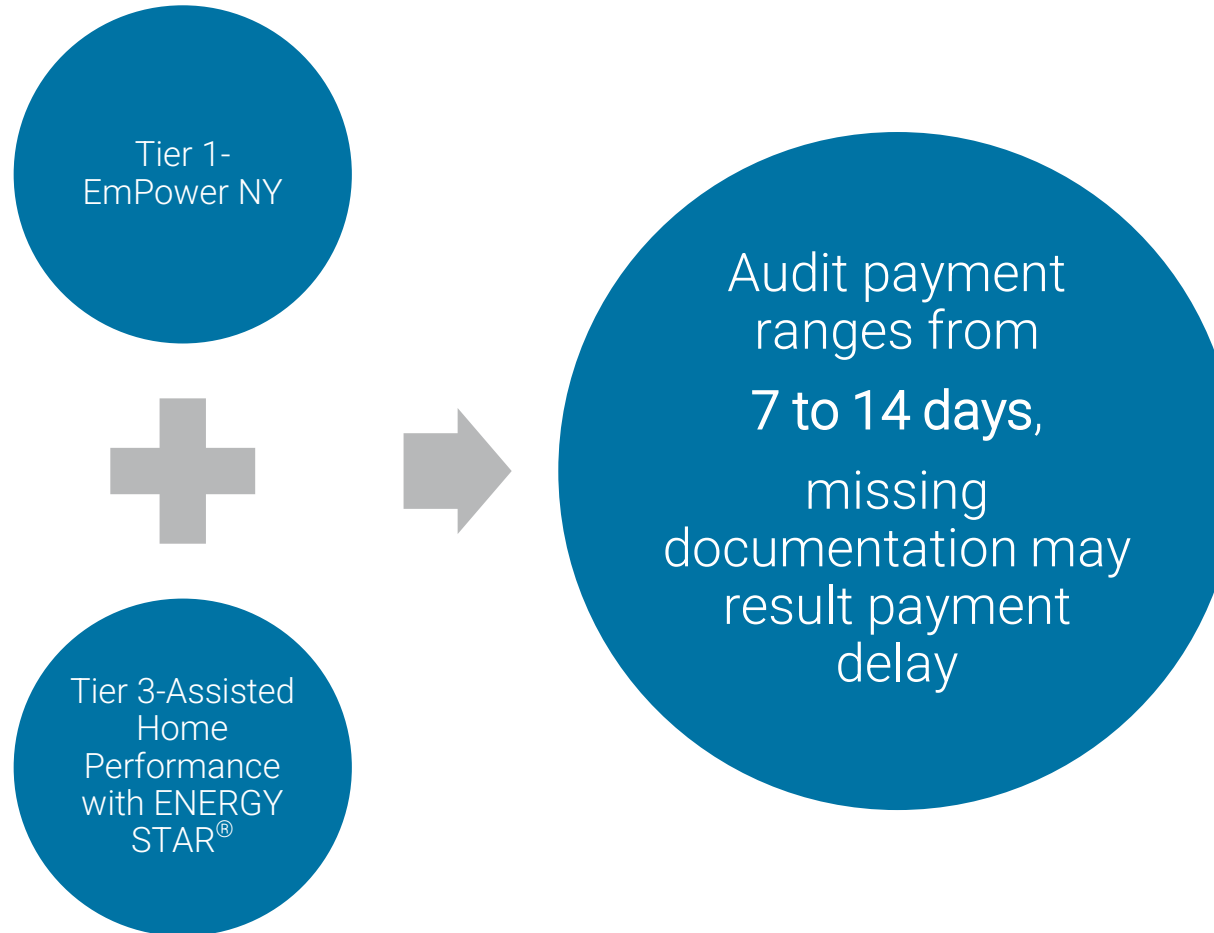
NY HP Portal: HPwES Express Audit Submission for Payment: Audit & Direct Install only No Workscope (3 of 3)

- *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.

The screenshot shows the 'HPwES Express Audit' submission form. The left sidebar contains navigation links: 'Project ID', 'Next Action', 'Full Details', 'Premise', 'Participant', and 'Program Info'. The main content area has several sections: 'Is this project part of a Pilot Program?' with radio buttons for 'Yes' and 'No' (selected); 'Upload additional documents, if applicable.' with a 'Choose File' button and 'No file chosen' text; 'Would you like to create the contract project now?' with radio buttons for 'Yes, in the HPwES Express Contract workflow' (selected) and 'No, please do not create a contract project at this time'; and an 'Add a Note (optional)' text area. Below these is a 'Send Now' button (highlighted with a green box) and a 'Save & Send Later' button. The bottom section is 'Project Timeline' with a 'Show archived tasks' checkbox and an 'Expand All' button. It shows a task 'Jan 20 Reservation Claim - Completed in less than a day' with a green checkmark. Below this is a 'Completion Data' table with columns for date, status, and user. The 'Reservation Claim Task History' table shows two entries: '01/20/2022 11:20 a.m. Completed by [user]' and '01/20/2022 11:18 a.m. Opened by [user]'. On the right, there is a 'CLEAResult Shared Services' section with 'Last modified: 38 days ago by [user]', 'Assigned on: Jan. 20, 2022', and 'Closed on: Jan. 20, 2022'.

Audit/Direct Install Payment Timelines

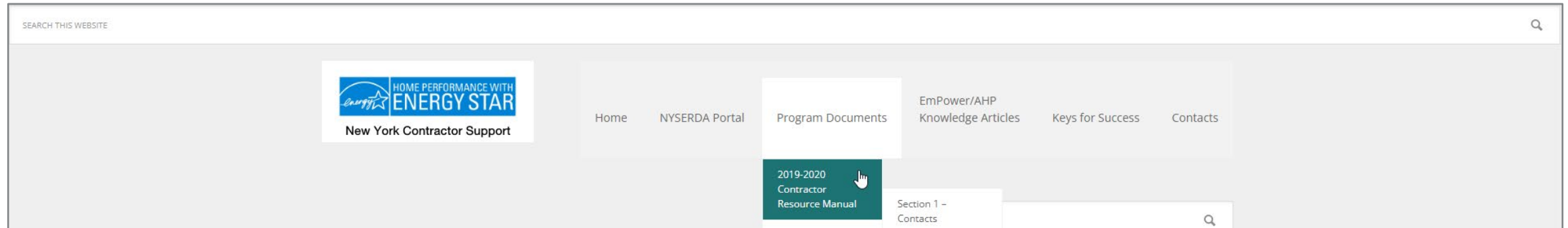


Contractor Support Website

[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

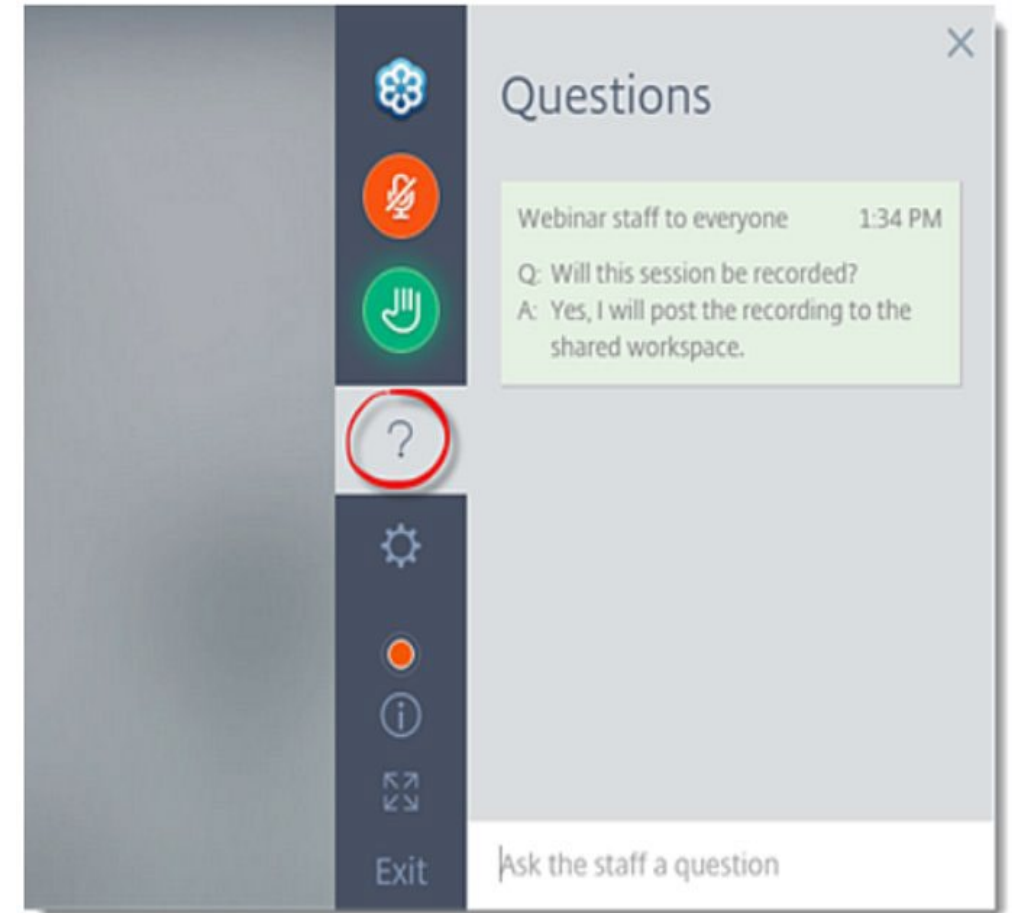


Questions

To ask a question:

1. Click the ? Icon in the toolbar.
2. Enter your question in the text field at the bottom, then press Enter on your keyboard.

When your question is answered, it will appear in the Questions pane. You will also see the Question icon display an indicator that there is an unread message waiting for you.



Training Schedule

1	Introduction & Overview FEB-22 3:00 PM – 4:30 PM	<input checked="" type="checkbox"/>
2	Combined Residential Application Process FEB-24 3:00 PM – 4:00 PM	<input checked="" type="checkbox"/>
3	Audit & Direct Install MAR-01 3:00 PM – 4:30 PM	<input checked="" type="checkbox"/>
4	Eligible Measures List & EmPCalc MAR-08 3:00 PM – 4:30 PM	
5	Workscope Submission MAR-10 3:00 PM – 4:30 PM	
6	Final Project Submission & Payout 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