

Assisted Home Performance/ EmPower NY Monthly Program Update

Scott Oliver, Program Manager, Energy Affordability and Equity

David Friello, Senior Project Manager, Energy Affordability and Equity

***EmPower New York & Assisted Home
Performance with ENERGY STAR®***

April 1, 2022

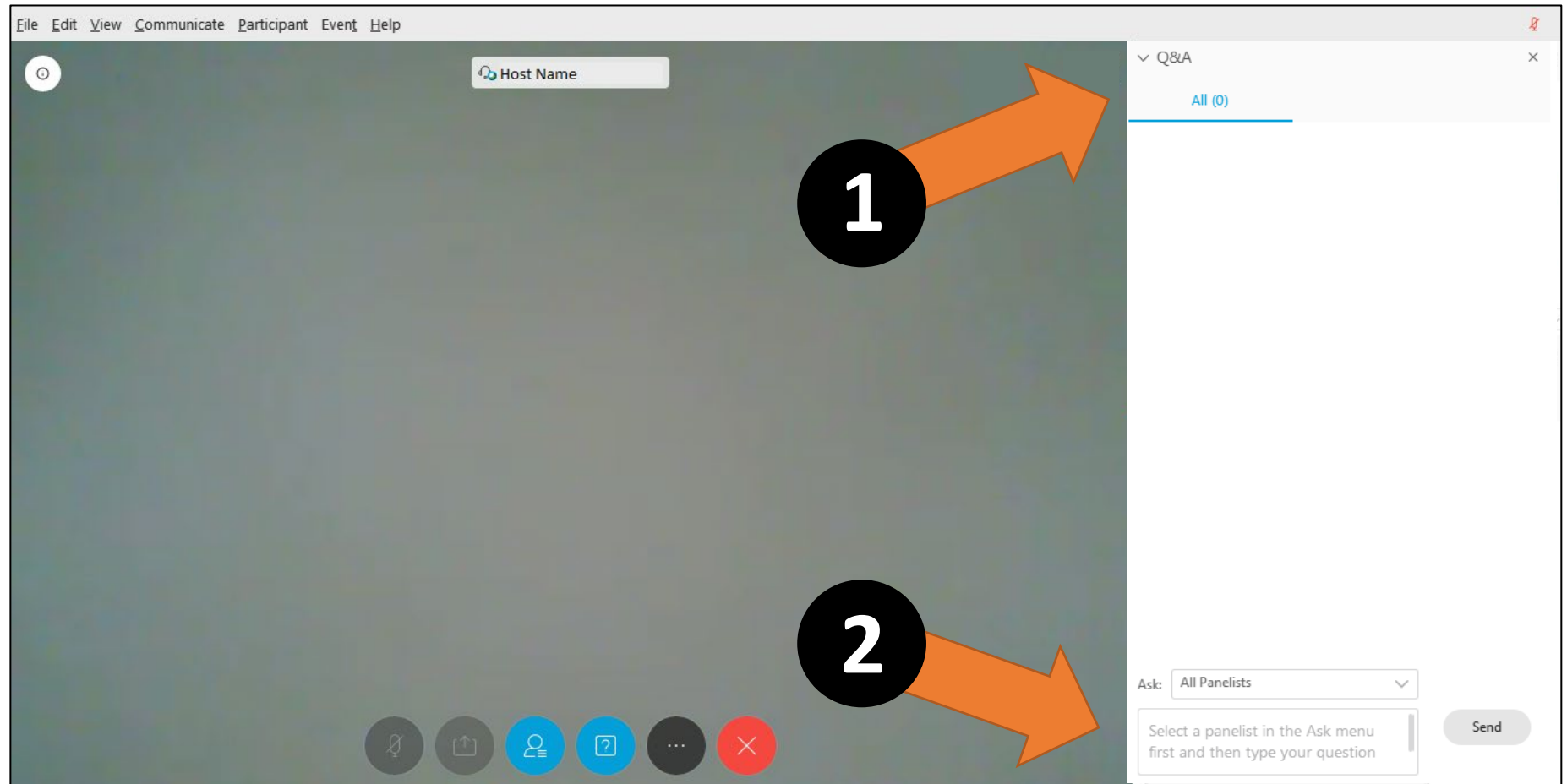


NYSERDA

Options for Q&A During Today's Webinar - Text

OPTION 1 - TEXT

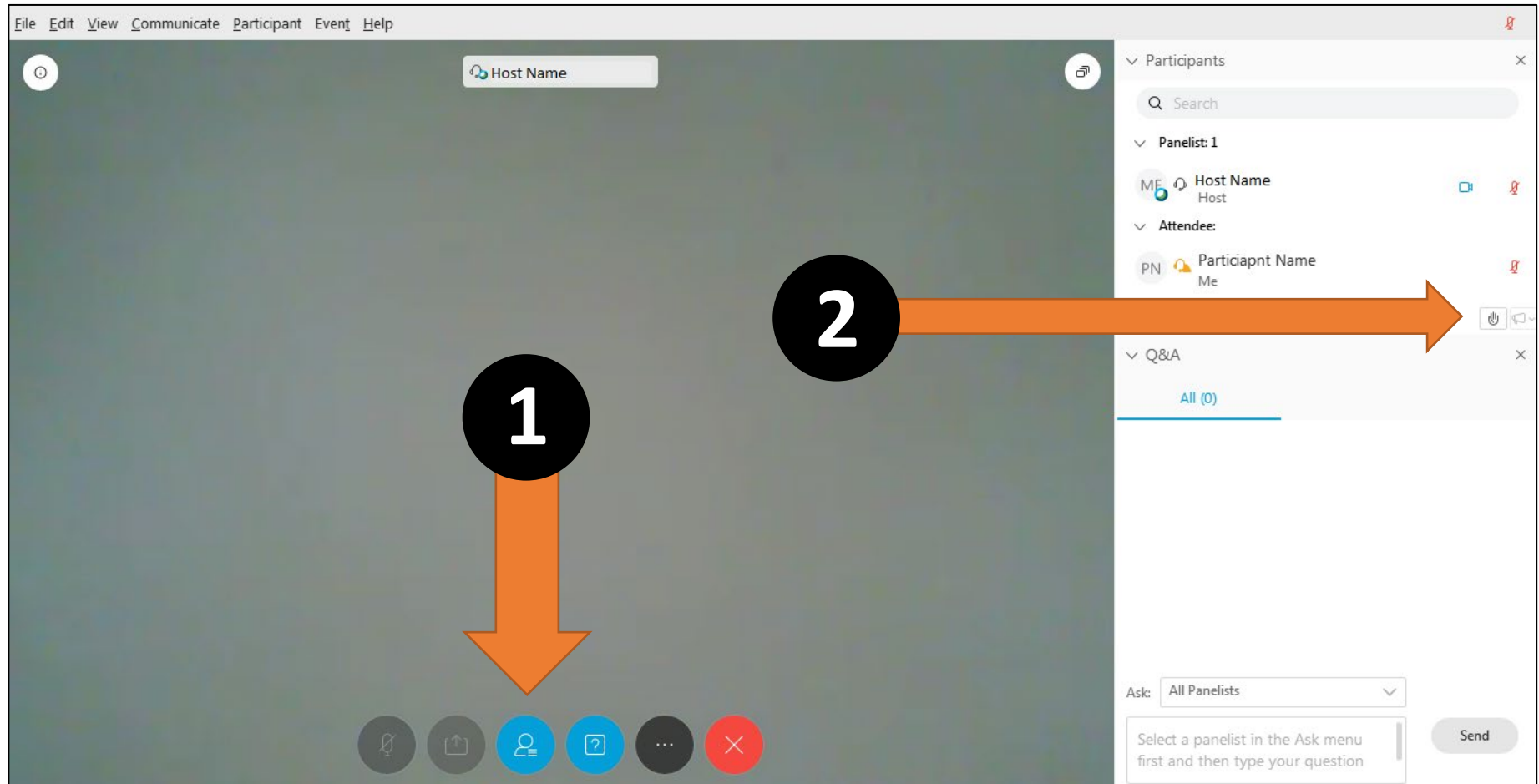
- > Locate the Q&A function in the upper right portion of your webinar panel.
- > Click on the small arrow to the left of "Q&A" to expand the text field.
- > Type your question into the text field and click "send."



Options for Q&A During Today's Webinar - Mic/Phone

OPTION 2 - MIC/PHONE

- > Open your participant panel using the circular icon near the bottom of your screen.
- > Locate the "raise hand" icon just below and to the right of your name in the participant panel.
- > Click on the raise hand icon to let us know you have a question.
- > When the Tech Assistant indicates you are unmuted, you can ask your question verbally through your computer mic or phone.
- > When you are finished talking, please click on the hand icon again to indicate you are no longer raising your hand.



Agenda

1. Program point of contact and case escalation
2. Program Savings and realization rates
3. Direct Install
4. EmPCalc Updates
5. Program change Q and A



NYSERDA

Program Point of Contact

The point of contact was put in place to assist with following:

- Provide consistence communication with contractors.
- Providing contractors with one contact person for all questions.
- Reduce numerous phone calls to multiple program staff regarding the same question.
- Another step to approve contractor - NYSERDA communication.

Process to escalate a Case

Señor Residentia... ▾

Application Projects Project Invoices Manage Users Manage Eligible Vehicles **Cases** Project Inspections Knowledge Dashboards Case Tasks Generate Campaign

Case Number 00073094 Created Date 3/17/2022 7:08 AM

Customer in unique circumstances
Customer is in unique circumstances and I need to get an exception to proceed because of X, Y, and Z.

Status Active

Priority High

Case Owner Residential - Triage Queue

Feed Details

Case Detail

Escalate

Case Number	00073094	Case Record Type	Residential - Project Specific Question [Change]
Case Owner	Residential - Triage Queue [Change]	Request Type	Project Process
Contact Name	Señor Residential Test	Contractor Account Name	
Account Name	Residential Test Account	Customer Name	
Contact Phone			

▼ Residential Escalation Detail

Have you checked recent Program

Have you searched our Knowledgebase

Select Language ▾

Powered by Google Translate

Residential Escalation

Before escalating a Case to NYSERDA, please make sure you've checked the various resources available to you :

- NYSERDA Knowledgebase: contains helpful step by step instructions and video walk-throughs of certain program elements (i.e., how to submit a Combined Residential Application).
- Contractor Support website: the "go to" resource for contractors to access program related information. Including: Contractor Resource Manual, sign up for Program Announcements, Contractor Webinar and training recordings.
- Recent Program Announcements: announcements are sent out weekly intending to keep the contractor network up-to-date with updates in the program. If you missed the email, that's okay, they all get posted to the Contractor Support website.
- Contractor Support call line: speak to someone on the contractor support team that will help triage the question to the correct team members and expedite getting an answer
- Account Manager: when you need assistance with specific situations in the home, your account manager can help guide you through addressing the needs within program guidelines.

After those steps have been taken, if you still need to escalate the question or concern to NYSERDA please fill out the form below and provide details about why escalation is needed.

Have you searched the [EmPower/AHP Knowledgebase](#)? *

☐ Yes ☐ No

Have you searched [Contractor Support website](#)? *

☐ Yes ☐ No

Have you checked [Recent Program Announcements](#)? *

☐ Yes ☐ No

Have you spoken with **Contractor Support line (1-800-284-9069)**? *

☐ Yes ☐ No

Have you spoken with your [Account Manager](#)? *

☐ Yes ☐ No

Comments * ?

CANCEL

SUBMIT

Select Language ▼

Powered by Google Translate

Residential Escalation

Before escalating a Case to NYSEDA, please make sure you've checked the various resources available to you :

- NYSEDA Knowledgebase: contains helpful step by step instructions and video walk-throughs of certain program elements (i.e., how to submit a Combined Residential Application).
- Contractor Support website: the "go to" resource for contractors to access program related information. Including: Contractor Resource Manual, sign up for Program Announcements, Contractor Webinar and training recordings.
- Recent Program Announcements: announcements are sent out weekly intending to keep the contractor network up-to-date with updates in the program. If you missed the email, that's okay, they all get posted to the Contractor Support website.
- Contractor Support call line: speak to someone on the contractor support team that will help triage the question to the correct team members and expedite getting an answer
- Account Manager: when you need assistance with specific situations in the home, your account manager can help guide you through addressing the needs within program guidelines.

After those steps have been taken, if you still need to escalate the question or concern to NYSEDA please fill out the form below and provide details about why escalation is needed.

Have you searched the [EmPower/AHP Knowledgebase](#)? *

☒ Yes ☐ No

Have you searched [Contractor Support website](#)? *

☒ Yes ☐ No

Have you checked [Recent Program Announcements](#)? *

☒ Yes ☐ No

Have you spoken with [Contractor Support line \(1-800-284-9069\)](#)? *

☒ Yes ☐ No

Have you spoken with your [Account Manager](#)? *

☒ Yes ☐ No

Comments * ?

I reached out to Bob and he hasn't answered me. Please help.

CANCEL

SUBMIT



Case Number 00073094

Created Date 3/17/2022 7:08 AM

Status Active

Priority High

Case Owner Residential - Escalation

Customer in unique circumstances

Customer is in unique circumstances and I need to get an exception t proceed because of X, Y, and Z.

Feed

Details

Case Detail

Escalate



Case Number 00073094

Case Record Type Residential - Project Specific Question [\[Change\]](#)Case Owner Residential - Escalation [\[Change\]](#)

Request Type Project Process

Contact Name Señor Residential Test

Contractor Account Name

Account Name [Residential Test Account](#)

Customer Name

Contact Phone

▼ Residential Escalation Detail

Have you checked recent
Program Announce ☒Have you searched our
Knowledgebase ☒Have you searched Contractor
Support ☒Have you spoken with
contractor support ☒Have you spoken with you
Account Manager ☒Comments I reached out to Bob and he hasn't answered me.
Please help.

▼ Additional Information

Status Active

Program

Priority High

Program Savings & Realization Rates

To ensure that Program savings estimates are more in line with realization rates, utility bills need to be collected and submitted to the Program whenever possible. This allows the Program to accurately evaluate the savings projections. This is a requirement if the projected savings are high (greater than 30%) or when exception to program rules are requested (*i.e.*, exceeding program incentive caps, Tier 1-\$10,000).

Tips for collecting utility bills:

- All utilities provide online access to their customers or will mail historical usage to their customers.
- Most fuel delivery businesses provide historical data upon request from a customer.
- Plan ahead and request the usage to be ready at the time of audit.
- Provide customers with steps on how to access their information.
- Some utilities provide the last 12 months of usage on each bill, so only the latest bill would need to be collected.

Intent of Energy Usage Waiver Form:

- New homeowners (less than 12 months) that do not have access to previous usage records. Estimate annual usage.
- No records were retained, and homeowner attempted but was unable to obtain them. (*i.e.*, ad hoc fuel deliveries)
- Landlord was unable to obtain usage data from tenants.

Direct Install - Clarifications

What does mandatory Direct Install (DI) on all audits mean?

It does mean...

- that DI measures should be offered on each audit and an effort made to install these measures for a customers benefit.
- the DI measure needs to be installed and not left for the customer to install.
- another income generating opportunity on the audit.

It doesn't mean...

- that every Direct Install measure be installed in the home. Contractors should use their discretion as to what is appropriate and obtain customer permission prior to measure installation.
- that all measures need to be installed during the audit; if follow on work is being done the measures can be installed at that time.

Direct Install - Clarifications

Why is it mandatory?

Energy audits do not save energy. Program would like contractors to take the opportunity provided by being in the home for an audit to capture “easy” energy savings.

How can I inform Program that there was no opportunity to install measures, or that the customer declined measures?

- Check boxes were added to each DI measure in EmPCalc v8+ to share the information.
 - Quality Assurance inspectors will be able to see this information when reviewing documentation.
- If further information is needed, notes can be added in EmPCalc on the *Summary* tab or directly in the NY HP Portal.

Standard LED		<input type="checkbox"/> Targeted Measure
Standard LED Quantity	<input type="text" value=""/>	
\$ Savings		<input checked="" type="checkbox"/> No Opportunity / Measure Declined
\$ Direct Install Cost	<input type="text" value="\$ -"/>	

EmPCalc Updates

EmPCalc v8.0 was released on Monday, March 28th. There were some bugs discovered that impacted its functionality. Those have been addressed and an update, v8.1 was posted on Thursday, March 31.

There were also two pricing corrections needed in EmPCalc v6.8 that have been addressed in the v6.9 release:

- Mileage rate corrected to \$0.585. It had reverted to the previous \$0.58.
- Air sealing costs now reflect the updated EmPower pricing. The cost had not been previously updated.

Reminder:

Applications submitted on or before March 27 will participate in EmPower and AHP under existing rules including using EmPCalc v6.9 or another approved modeling tool. Project submissions for customers who apply on or after March 28th must be submitted using EmPCalc v8.1.

- [EmPCalc v6.9](#) → *rev. 03.31.2022* - Projects that had applications submitted on or before March 27, 2022.
- [EmPCalc v8.1](#) → *rev. 03.31.2022* - Projects that had applications submitted on or after March 28, 2022.

Q & A



Questions?