

## Electronic Signature Policy

NYSERDA recognizes the value of electronic signatures in improving the efficiency of services and is carefully in implementing these new procedures, and limit liability risks to contractors and the programs. Some use of electronic signatures has been approved and NYSERDA has developed electronic PDF versions of these forms for use in the field. While new procedures are in development it is critical that contractors ensure the integrity of the signature process, as follows:

1. Signatures are a declaration that a customer or contractor understands and accepts the statements above the signature. In some cases, they serve as an attestation that a contractor has taken responsibility for the statements in the document. As such:
  - a. It is inappropriate to transfer one signature to another document.
  - b. Altering documents by changing dates of signature or pricing is not allowable. It is unlawful to alter a document after a customer has signed it.
  - c. Changing pricing or signature dates after the signature was obtained will be cause for disciplinary actions from NYSERDA.
2. Authentic signatures are critical. Currently the only acceptable processes for obtaining signatures are as follows:
  - a. The customer's physical signature on a paper document (a "wet signature").
  - b. An electronic signature created by the customer directly on the specific document, after the document has been completed. Staff must ensure that no data points above the signature are modified after the signature has been executed.
  - c. If a customer is incapable of providing a signature according to the above, please document the reason on the form.
  - d. For the Combined Residential Application, please see the acceptable signature process below.
3. Cutting and pasting a signature from another document or forging a signature can result in disciplinary action from NYSERDA.

If you have questions about what is acceptable, please contact your Account Manager/Field Representative.

### Combined Residential Application

The following outlines the acceptable methods for securing customer authorization on the Combined Residential Application. When uploading to the Salesforce Application Portal, the entire application should be uploaded, not just the signature pages.

**For applications initiated by the homeowner/renter, the signature options are as follows:**

1. Customer utilizes Docusign to electronically sign their application within the Salesforce Application Portal itself. Docusign is a native functionality within Salesforce and an approved method of collecting electronic signatures.
2. Customer prints a copy of the application, applies a wet signature to the application, and uploads an electronic copy of the signed application to the Salesforce Application Portal.
3. Customer prints a copy of the application, applies a wet signature to the application, and mails the physical copy of the signed application to NYSERDA for manual processing.

**For applications initiated by a participating contractors or CEAs, the signature options are as follows:**

Note: The application should be initiated from the contractor or CEA's Salesforce Portal Account and **not** from the Combined Residential Application landing page.

1. A contractor or CEA prints a copy of the application, presents the application to the customer for a wet signature, and uploads an electronic copy of the signed application to the Salesforce Application Portal.
2. A contractor or CEA prints a copy of the Application, presents the application to the customer for a wet signature, and mails the physical copy of the signed application to CLEAResult for manual processing.
3. A contractor or CEA downloads a PDF version of the application, using their mobile device, obtains an electronic signature from the customer using either Adobe electronic signature or equivalent product, and uploads an electronic copy of the signed application to the Salesforce Application Portal.
4. A contractor or CEA downloads a PDF version of the application, creates an electronic signature block using their Docusign, Adobe, or equivalent product, and emails the PDF to the customer. The customer would then open the PDF on their own device, electronically sign, and email the electronically signed application to the contractor. The contractor would complete the application by uploading the electronically signed PDF to the Salesforce Application Portal and submitting the application.

Electronic signatures streamline the application process by allowing for a much quicker turnaround in reviewing and approving the final incentive for the applicant. The Combined Residential Application can be found on NYSERDA's website at <https://www.nyserda.ny.gov/ny/ahp-empower>. For an overview of the application process, please visit <https://knowledge.nyserda.ny.gov/pages/viewpage.action?pageId=81855392>.

For any questions, please reach out to your account manager or [support.residential@nyserda.ny.gov](mailto:support.residential@nyserda.ny.gov)