



NYSERDA

Final Project Submission & Payout

March 15, 2022

Participating Contractors



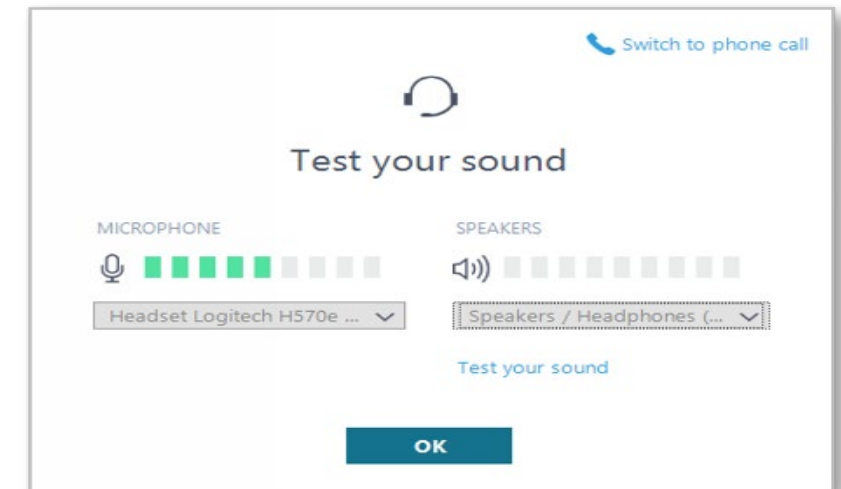
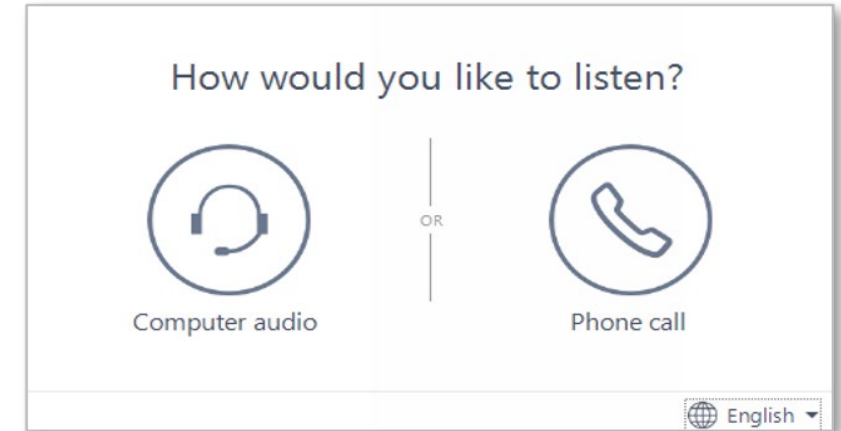
Audio Connection

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.

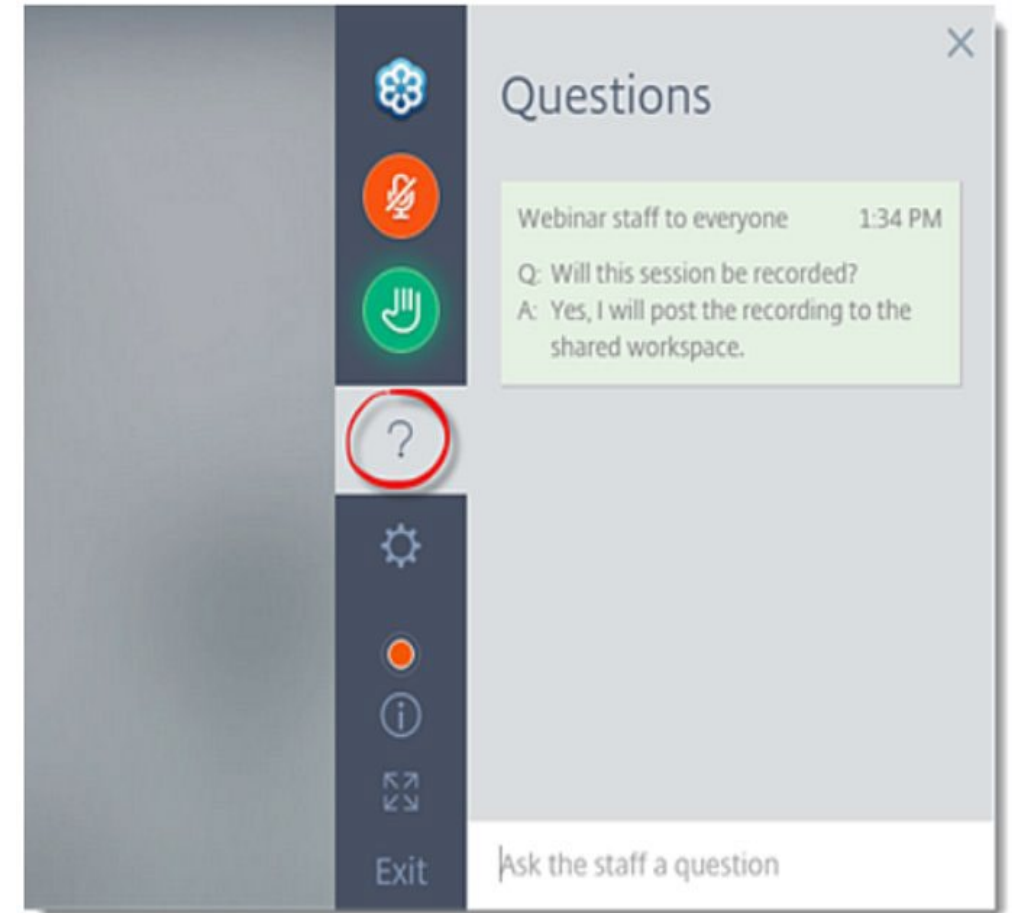


Questions

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.



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	<input checked="" type="checkbox"/>
5	Workscope Submission MAR-10 3:00 PM – 4:30 PM	<input checked="" type="checkbox"/>
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

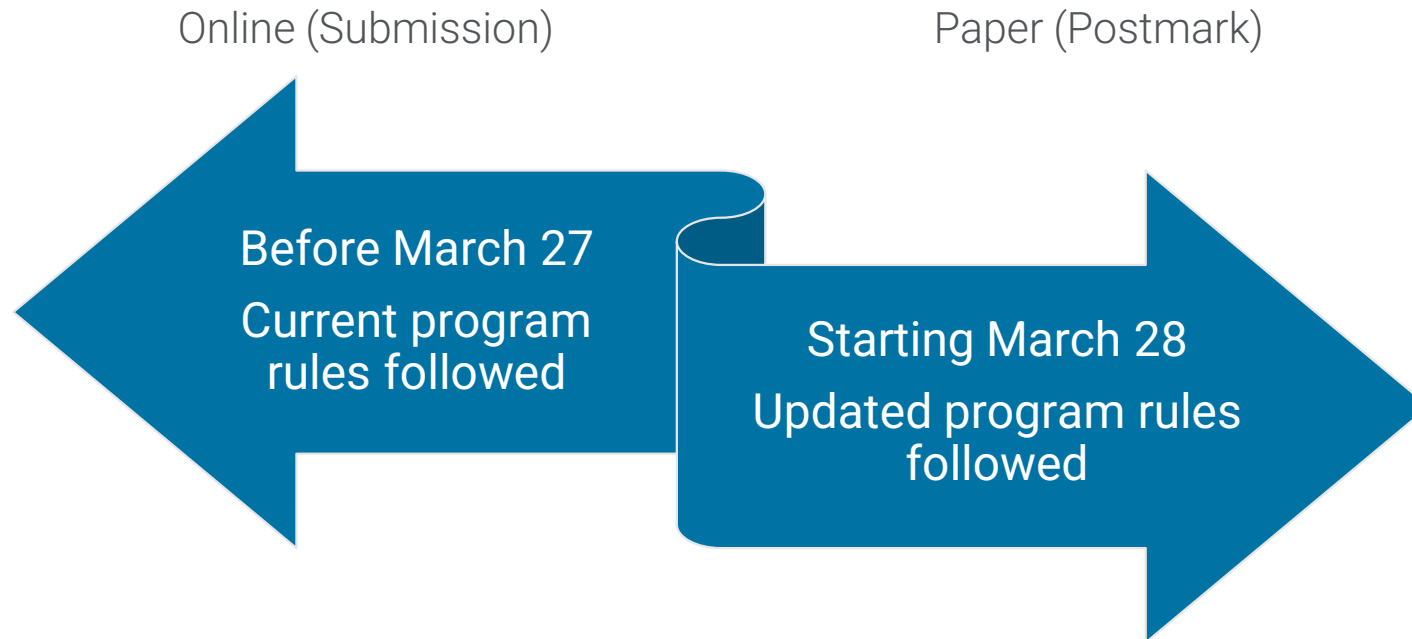
~~MAR-04 8:30 AM – 9:30AM | Follow up to Trainings 1-3~~
~~MAR-17 3:00 PM – 4:00PM | Follow up to Trainings 4-6~~
~~MAR-24 3:00 PM – 4:00PM | Follow up to Trainings 1-6~~

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

Start Date: Updated Program Changes

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



Objective

Review of documents and forms required for use in the Program.

Review the final submission of projects in the NY HP Portal for payout in both the EmPower and HPwES Express Contract workflows.

Final Project Submission & Payout



AGENDA

Impactful Program Updates

Training Schedule & Start Date

Program Documents & Forms

Tier 1–EmPower: Project Management & Completion

Tier 3–Assisted Home Performance: Project Management & Completion

Payment

Quality Assurance

Contractor Next Steps/Action Items

Q & A

Final Project Submission

Important information regarding changes to Final Project Submissions:

- **Caps on fossil fuel equipment incentives**
Incentive caps: Tier 1-EmPower - \$4,000 | Tier 3-Assisted Home Performance - \$2,000. Including No Heat situations.
- **Project level cost effectiveness**
Tier 1- EmPower and Tier 3-Assisted Home Performance will begin using project level cost effectiveness (total program incentives evaluated against the total savings of all measures).
- **Updated program forms/documents**
Contractors will need to use updated forms after program updates are launched.

Program Documents & Forms



Program Documents & Forms

Required and As Needed Forms

Form	EmPower	AHP	Audit	Workscope Submission	Project Completion	Notes
Utility Bills or Usage Waiver, if bills are not available	■	■	x	x		Utility bills may be required if project shows extremely high savings or exceeds project limits.
Homeowner or Rental Property Agreement	■	■	x	x		
EmPCalc	■	■	x	x	x	
House Diagram	■	■	x	x		Diagram does not need to be on Program document.
Appliance Exchange Agreement	■	n/a	x	x		
Photos	■	■	x	x	as needed	
Certificate of Completion	■	■	x	x	x	
Contract	□	■		x	x	Required when a customer contribution is required.
Subcontract	□	□		x	x	
HEAP Award Letters or Denials	□	n/a		x		
OTDA Benefit Card	□	n/a		x		Only when a CIN is needed on an OTDA ARPA funded project.
Heat Pump Informational Form	□	□		x	x	Waiver required for all heat pump projects.
AHRI Certificate/NEEP Cold Climate Spec Sheet	□	□		x		
NEC Calculation Worksheet	□	□		x	x	Required when proposing an upgrade to a panel box
Field Change Order Form	□	□		x	x	Required for all workscope changes after approval.
ProForma	□	n/a		x		Case-by-case when Tier 1 customer is financing a heat pump.
State Historic Preservation Office Form	□	□		x		

■ Required

□ As Needed

n/a Not applicable


Program Documents & Forms

Utility Bills or Energy Usage Waiver, if bills not available [CRM Section 3.5](#)

Utility bills should be collected and submitted to Program whenever possible. They will be required if projected savings are high or when exceptions to program rules are requested (i.e., exceeding program incentive caps).

- 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.
- 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.

ENERGY USAGE HISTORY WAIVER

 **NYSDERDA**

Home Performance
with ENERGY STAR®

APPLICANT/HOMEOWNER INFORMATION

First Name

Middle Initial

Last Name

I am currently unable to provide the energy usage information required by NYSDERDA. Please select **one** of the following options:
☐ I am a new homeowner (less than 12 months) and do not have access to previous usage records.
I have lived in my home for months.
☐ I do not retain the records of my heating fuel usage, and am unable to obtain these records from my provider(s).
☐ I have rental unit(s) in my building and the tenant(s) is/are unable to provide usage data.

PROPERTY INFORMATION

Building Address

Unit #

City

County

Zip Code

ENERGY USAGE HISTORY

Please complete for **all** fuel types that require the Energy Usage History Waiver. I estimate that my **yearly** usage is:
(Check the appropriate unit of measurement where indicated)
Heating Oil: Gallons Propane: Pounds / ☐ Gallons Natural Gas: CCF
Electricity: kWh Pellets: Pounds / ☐ Tons Wood: Cords
Coal: Pounds / ☐ Tons Other:


Primary Heating Fuel

FUEL TYPE	MONTH/ YEAR	DELIVERY AMMOUNT	PROVIDER	FUEL TYPE	MONTH/ YEAR	DELIVERY AMMOUNT	PROVIDER

I certify that the energy usage information provided above is accurate to the best of my knowledge. I understand that NYSDERDA requires **12 to 24 months** of energy usage data in order to provide the most accurate savings and payback information for all proposed work to my home. All materials that include savings, calculations, payback schedules, or that are derived from my current energy usage will not necessarily reflect actual savings. I consent that NYSDERDA and its designees have the authority to estimate my energy usage information.

X _____
Signature

Date



RES-HP-usage waiver form 5-01 3/15

Program Documents & Forms

Homeowner or Rental Property Agreement [CRM Section 3.10](#) | [Section 3.7](#)

These agreements declare ownership of the property and allow participating contractors in EmPower and Assisted Home Performance to work on the property.

- Signed agreements are required before any measures, other than basic Direct Install ones, can be approved by the Program.

The image shows two overlapping forms. The top form is the 'Homeowner Agreement' from NYSEDA and EmPower New York. It includes a header with the New York State of Opportunity logo and NYSEDA contact information. The title is 'Homeowner Agreement' with a sub-header 'PROOF OF OWNERSHIP IS REQUIRED TO COMPLETE THIS APPLICATION'. It contains fields for the property owner's name and address, a section for property ownership verification (Deed, Property Tax Bill, Mortgage Statement, Bill of Sale, Homeowners Insurance), and a note that utility bills are not acceptable as documentation of ownership. It also has a section for the certifying contractor's name and date. The bottom form is the 'NY Residential Existing Homes Program Rental Property Energy Efficiency Services Agreement'. It features the 'HOME PERFORMANCE WITH ENERGY STAR' logo and NYSEDA contact information. It includes a section for the program implementer's contact information, a section for the property address, and a list of seven terms and conditions. The bottom of the form indicates it is 'Page 1 of 4' and was revised in November 2010.

Homeowner Agreement
PROOF OF OWNERSHIP IS REQUIRED TO COMPLETE THIS APPLICATION

I, _____ (Print Property Owner(s) Name Here) certify that I am the owner of the property located at: _____ (Print Property Address Here)

and further certify that I have given permission for New York Energy Research Development and/or its independent contractors to work on the property listed above. I understand that I am required for this service.

I understand that the EmPower New York participating contractors are independent contractors and provide information on all existing manufacturer warranties for any equipment installed.

Customer Name: _____ Date: _____

Property Ownership Verified by Examination of: _____ Deed
_____ Property Tax Bill
_____ Mortgage Statement
_____ Bill of Sale
_____ Homeowners Insurance

Note: Utility bills are not acceptable as documentation of ownership

Certifying Contractor: _____ Date: _____

WHITE COPY - EMPower NEW YORK YELLOW COPY - CONTRACTOR

NY Residential Existing Homes Program
Rental Property Energy Efficiency Services Agreement

For any questions regarding the use of this document, please contact the program implementer at 1-877-NYSMART.

For EmPower New York and Assisted Home Performance with ENERGY STAR Program (Program) Projects:

It is agreed by and between NYSEDA and the Owner/Authorized Agent ("Owner") of the building located at [Property Street Address, Property City, Property Zip Code] as follows:

- The Owner:
 - Declares that they are the legal Owner/Authorized Agent of the property listed above.
 - Declares that the property is not for sale.
- A list of units must be attached to this Agreement as Attachment A, which is made a part hereof.
- The Owner grants to independent participating contractors and/or NYSEDA's implementation contractors permission to enter the premises to assess the potential for the installation of energy-saving measures, test and evaluate the heating system(s), and to assess the current condition of insulation. The Owner understands the assessment may include testing for insulation by drilling small probe holes in closets on outside walls. In these instances, the contractor will be responsible to reseal the test hole. The Owner agrees to allow testing of all combustion appliances in each unit to ensure complete assessment of the building.
- The Owner grants permission to the independent participating contractor to enter the premises to install energy efficient measures. Measures installed through NYSEDA's Programs are contingent upon the Owner and tenant(s) granting clear and unencumbered access to all work areas.
- In exchange for the Program incentives to be paid by NYSEDA to the participating contractor, the Owner agrees to be bound for a period of two years commencing on the date this Agreement is signed to two years after the project is completed ("Agreement Term") by the terms and conditions of this Agreement.
- The Owner agrees to maintain the equipment and materials installed under this Agreement in working order in accordance with all relevant codes.
- The Owner understands participating contractors in the NY Residential Existing Homes Program are independent contractors. If any issues arise regarding the services provided

Building Owner's Agreement Page 1 of 4 Revised November 2010

Program Documents & Forms

EmPCalc [CRM Section 11.2c](#)

Program approved tool used to collect project information, calculate proposed energy efficiency measures and estimate project incentives.

- Always utilize the latest version, a link is available on the [Contractor Support home page](#).
- Only the newly redesigned version can be used for projects using the updated program rules on/after March 28.
- Use for all NY HP Portal workflows (EmPower, HPwES Express Audit, HPwES Express Contract)
- Use the same version of EmPCalc for a project's life cycle unless otherwise directed by Program.
- At a project's final submission ensure that all updates made in EmPCalc align with the approved workscope.

The screenshot displays the EmPCalc web application interface. At the top, the header includes the New York State of Opportunity logo, the NYSEDA logo, the title 'EmPCalc', and user information: '123456 Cassidy Jones' and 'Tier 1: < 60% State Median Income'. Below the header is a navigation bar with tabs: 'Clear Project Information', 'Summary', 'Project Information' (which is highlighted), 'Direct Install Audit Only', 'Energy Efficiency Upgrades', and 'Non-Energy Upgrades'. Under the 'Project Information' tab, there are sub-tabs: 'Pilots', 'Audit Report', 'Pre-Install Measure Report', and 'Post-Install Measure Report'. The main form area is divided into several sections: 'Program Information' (with fields for Project ID: 123456, Tier: Tier 1: < 60% State Median Income, Estimated Completion Date, Pilot, Estimated Completion Year, and Stage in Workflow: Modeling), 'Company Information' (with fields for Company Name, Auditor First Name, Auditor Last Name, Auditor Phone Number, Auditor Email, and Contractor Zip Code), 'Customer Information' (with fields for First Name: Cassidy, Last Name: Jones, Phone Number, Address 1, Address 2, City, State, and Zip Code), 'Project Location' (with a checkbox 'Same as Customer Information' and fields for Address 1, Address 2, City, State, Zip Code, and Region: Finger Lakes), 'Audit Information' (with fields for Audit Type, Energy Education, Mileage, Additional Fee Type, Additional Fee Amount, and Other Additional Fee Note), and 'Fuel Information'.

Program Documents & Forms

House Diagram Worksheet [CRM Section 8.2h](#)

Sketch of a dwelling's relevant exterior features and interior layout to aid in workscope development and review.

- Required for both EmPower and Assisted Home Performance.
- Diagram does not need to be on Program document but must be legible and include dimensions of all insulated surfaces.

NEW YORK STATE OF OPPORTUNITY | NYSEDA | EmPower New York
House Diagram Worksheet

Customer Name: [REDACTED] Contractor Name: [REDACTED]
EmPower ID #: [REDACTED] Date: [REDACTED]

House Diagram - REQUIRED for all Home Performance projects.
Indicate locations of pre-insulated wall areas AND identify attic areas to be insulated.

REQUIRED

OPTIONAL

CAZ Zone Locations - Optional

① Attic Crawl Space

Zonal Pressure Diagnostics - Optional


Zone	H/O	H/O	H/O	H/O	H/O
Pressure Difference (No Hole)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New CFM					
Pressure Difference					
CFM Difference					
Multiplier From Chart					
Maximum Reduction					
Post Pressure Difference					

Program Documents & Forms

Appliance Exchange Agreement [CRM Section 8.2e](#)

Data collection of all existing refrigerator(s) and freezer(s) to determine replacement need.

- Required for EmPower only.
- Accurately measure and record all appliance dimensions and the space they occupy so that return visits are not needed.
- Provide ingress/egress information and notes for delivery.
- Customers must initial all recommendations.
- Both Customer and Contractor signatures required.

		APPLIANCE 1		APPLIANCE 2		APPLIANCE 3			
		Refrigerator	Freezer	Refrigerator	Freezer	Refrigerator	Freezer		
EXISTING APPLIANCE(S)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Make									
Model									
Age of Unit									
Dimensions	W:	H:	D:	W:	H:	D:	W:	H:	D:
Cu. Ft. Capacity									
Calculated Usage									
Location									
Space Available	W:	H:	D:	W:	H:	D:	W:	H:	D:
Ambient Temp									
Landlord Owns Appliance	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>			
INGRESS/EGRESS CONCERNS & NOTES									
Are there stairs to the residence?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	# Flights:						
Is there an elevator?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Dimensions:	W:	H:				
Are there narrow hallways?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Dimensions:	W:	H:				
Are there narrow doorways?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Dimensions:	W:	H:				
Additional Notes:									
AUDITOR RECOMMENDATIONS FOR APPLIANCES OWNED BY THE EMPOWER PARTICIPANT									
Final determination is made by the EmPower NY Program and may differ from Auditor's recommendations below.									
Customer initials are required next to all auditor recommendations below:									
	No replacement recommended.		Reason:						
	Exchange appliance #(s): 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/>		with a brand-new white ENERGY STAR® appliance the same size.						
	Exchange two smaller appliances (appliance #(s):		for one larger ENERGY STAR® appliance. (2 for 1)						
	Recommended Replacement Size:		Hinge Side Desired:		LEFT <input type="checkbox"/>		RIGHT <input type="checkbox"/>		
	Appliance owner agrees to downsize their appliance to a Cu. Ft. Capacity of:								
	Appliance owner declines appliance replacement.								
Customer: I am the owner of appliance #(s): 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> listed above. I hereby request that the New York State Energy Research and Development Authority (NYSERDA) proceed with the recommendation(s) that I initialed above. I understand that a final decision to replace an appliance will be made based on the potential to save energy based on the energy usage of my current appliance(s), availability of funding, and my eligibility for the program. I understand that the replacement size is based on the appliance(s) currently in use and the space available. I understand that no new appliance(s) will be provided unless I relinquish the old one(s). I understand that the manufacturer and vendor will provide appropriate warranties on the new appliances. I understand that the participating vendors in the EmPower New York program are independent contractors and if any issues arise regarding the services provided, I will contact the manufacturer or participating vendor, and not NYSERDA.									
	Customer Signature: _____				Date: _____				
	Contractor Signature: _____				Date: _____				

Last Updated: July 2019

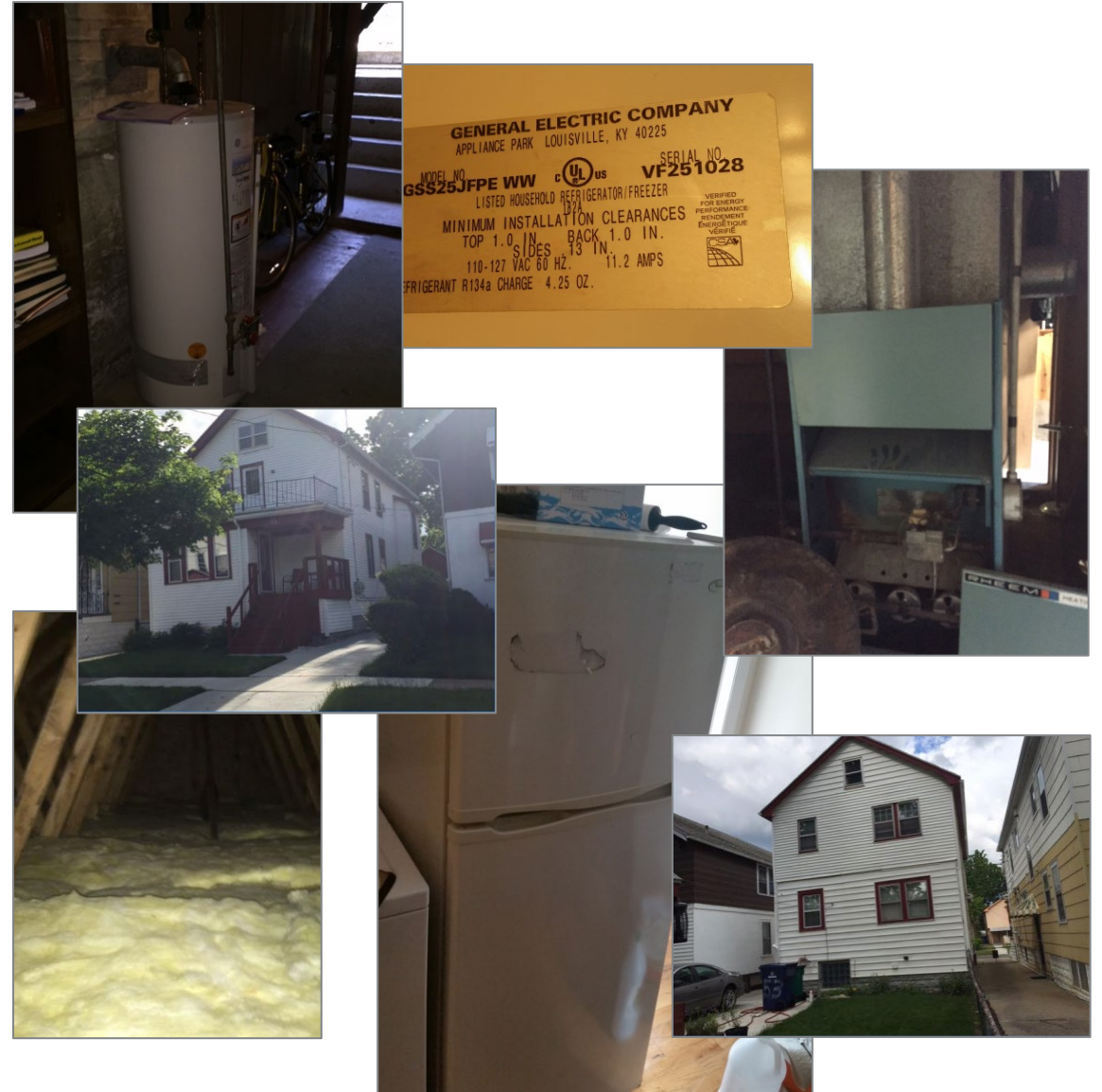
Program Documents & Forms

Photos

Pictures are required for all projects. Requested that pictures are submitted as one file rather than individually. This will speed the review process.

Required photos for EmPower and Assisted Home Performance:

- All exterior sides of dwelling
- Refrigerator(s)
- Freezer(s) (if present)
- HVAC (Heating and Cooling Systems, Water Heater)
- Pre-existing attic insulation levels
- Other targeted measure(s) for replacement
- Exception requests



Program Documents & Forms

Certificate of Completion

[CRM Section 8.1e and 8.2c](#)

Customer sign-off attesting that the dwelling was left in good condition and if Direct Install and/or energy saving measures were installed.

- Two pages with two signature areas for both customer and contractor.
 - Page 1: Can be signed and dated at time of audit or at time of test-out.
 - Page 2: Must be signed and dated at time of test-out.
- All combustion testing information must be completed by technician.

NEW YORK STATE OF NEW YORK **NYSDERDA** **Certificate of Completion**
Post-Installation Health and Safety Test Results

☐ Empower New York ☐ Assisted Home Performance with ENERGY STAR® (AHP) ☐ Coordinated AHP/Empower New York

Customer Name: _____ Participating Contractor Name: _____
Empower ID #: _____ Office Location (if applicable): _____
AHP ID #: _____
Technician Name: _____ BPI ID #: _____

WAP Coordination: ☐ WAP work complete ☐ WAP work in-progress ☐ WAP will be completed within 12 months

A. Customer Education: Energy Savings Action Plan:
To reduce my monthly energy costs, I will take the following actions:
Action 1: _____
Action 2: _____
Action 3: _____
Action 4: _____
If household opts out of Energy Education, have household initial here _____

B. CUSTOMER STATEMENT AND SIGNATURE
I, _____, attest that my home was left in good condition. I will make my best effort to complete the energy saving actions that I have listed above.
☐ The contractor installed energy savings and/or direct install measures as part of the comprehensive home assessment.
Customer Signature: _____ Date: _____

C. CAZ TESTING Test Out Date: _____
MVFG: _____ CFM50 Building Leakage: _____ CFM50 Fan Ring: ☐ Open ☐ A ☐ B ☐ C
WCD: _____ Pa
Inside Temp: _____ F Outside Temp: _____ F House Pressure: _____ Pa Fan Pressure: _____ Pa
CO Ambient (max.) in CAZ (during test): _____ PPM CO Ambient (max.) in living space: _____ PPM

Appliance Type	Drift (Pa)	Spillage (Word Case)	Spillage (Normal)	CO (Word Case)	CO (Normal)
Heating System 1	Pa	Pass/Fail	Pass/Fail	PPM	PPM
Heating System 2	Pa	Pass/Fail	Pass/Fail	PPM	PPM
Water Heater 1	Pa	Pass/Fail	Pass/Fail	PPM	PPM
Water Heater 2	Pa	Pass/Fail	Pass/Fail	PPM	PPM
Oven	<input type="checkbox"/> Electric <input type="checkbox"/> Gas w/ no vent <input type="checkbox"/> Gas w/ vent			PPM	PPM

For Audit/Direct Install only projects, please sign below and return this page to the program. For comprehensive projects, complete and submit entire form.

Contractor: I, _____, attest that all measures installed through AHP and/or Empower adhere to current AHP/Empower program guidelines. I further attest that, for all AHP/Empower projects, I have conducted the appropriate Combustion Appliance Zone (CAZ) testing and left the home in a safe condition as per program requirements.

Technician Signature: _____ Date: _____

owner/AHP and/or Loan Projects. Please read the following statements before work has been completed pursuant to AHP/Empower process.
to below. If you have any questions or concerns about any aspect of the work FOR signing the form.

NE:

If notify CLEAR result upon their completion. The project is not considered complete ificate of Completion with no outstanding work.

ment furnished through this project comply with the requirements as outlined a event that any defect in workmanship or equipment is discovered within medly, repair, correct, or cause to be remedied, repaired, corrected, or replaced sent or workmanship. The foregoing warranty survives any inspection NYSDERDA

ner incentives: Participating Contractor hereby waives and releases any and all cs liens with respect to and on the property referenced above.
Power incentives: Said waiver does not apply to any work and equipment i or AHP/Empower incentives. Any costs incurred by customer exceeding the nanced by any means other than a loan through a GUSNY loan or through AHP/ nder applicable laws relating to mechanics liens with respect to the project

tract (work order, job order, bid summary, proposal, invoice, etc.) have been along with incentives, loan, and/or subsidy stated on pages 1 and 2 herein have r, are satisfactory, and are accepted by the customer. In addition, the customer yment, rebate, cash bonus, sales commission, or anything from the sent with the Participating Contractor or to proceed with work. If there is a erment and authorize payment to the Participating Contractor.

ed evaluation activities. The purposes of these activities are to provide the eligible measures are installed consistent with program standards, to assess i quality assurance and evaluation activities may include on-site visits, and Empower program participants are offered the option of having a e interested in receiving this valuable, FREE service, please call 1-866-NYSDERDA of requests received.

Customer's Name (Print)	Signature	Date
Contractor's Business Name (Print)	Signature	Date

Program Documents & Forms

Contract & Subcontracts

[CRM Section 13.2](#)

Contract

- Must follow NY contract law.
- Must be on company letterhead.
- Must be signed by both customer and contractor.
- Itemize workscope with information pertaining to installed measures, how the items were installed, and the total cost for each item.

Subcontracts

- Must be uploaded if a subcontractor is used.
- Subcontracts must be between contractor and subcontractor, not between customer and subcontractor.

Sample Contract/Work scope
HOME IMPROVEMENT COMPANY
ADDRESS
CONTRACT

Homeowner's
Name _____ Date _____
Address _____
Job Location _____
City, State, Zip Code _____
Home Phone # _____ Cell Phone # _____
Home Performance Contractor's Representative Name _____

Approximate Project Start Date _____
Approximate Project Completion Date _____
Does the project need to be completed by a certain date? Yes ___ No ___

DESCRIPTION OF LABOR/MATERIALS & PRICES (subtotals preferred)

Insulation (specify surface type, approximate sq ft, material, depth, and scope of work)
Insulate 800 sq ft of attic floor
\$COST
Blow cellulose, 12" loose fill on top of existing 3" fiberglass (R-50)
Baffle as needed to keep insulation out of soffit vents and deter windwash
Includes building foam board retaining wall around attic hatch
Includes weather stripping and attaching 2" foam board to attic hatch
Installation of 3 roof vents

Insulate 200 sq ft of floor behind the knee wall
\$COST
Drill holes into attic floor to access uninsulated floor cavities
Blow 6" dense packed cellulose (R-19) into all accessible cavities of the attic floor
Use wooden plugs to patch drilled holes

Insulate 1000 sq ft of exterior sidewalls
\$COST

Sec. 13.2 Page 2 of 6 September 2016

Program Documents & Forms

HEAP Benefit Award Letters, including the CIN (OTDA Benefit Card)

Increased funding may be available to serve HEAP recipients with envelope and heat pump measures. Award letters must be dated October 1, 2021, or later and include the CIN (Customer Information Number) or Case Number. The CIN is usually located in the Case Information area.

XL0218 (09/07)

NOTICE NUMBER : U50BS09524

CON SU TRABAJADOR(A).

DATE: May 26, 2021

CASE NUMBER: HP14710

NOTICE OF DECISION ON YOUR HEAP BENEFITS.

SI USTED DESEA RECIBIR NOTIFICACION EN ESPAÑOL, POR FAVOR PONGASE EN CONTACTO CON SU TRABAJADOR(A).

UNIT OR WORKER NAME

TELEPHONE NO.

NOTICE NUMBER: U50BS09524

DATE: May 26, 2021

CASE NUMBER: HP14710

OFFICE	UNIT	WORKER	UNIT OR WORKER NAME	TELEPHONE NO.
OFA	WALLE	MORLE	HEATING/ENERGY ASSISTANCE	607-274-5264

AGENCY TELEPHONE NUMBERS

GENERAL TELEPHONE NO. FOR QUESTIONS OR HELP: 607-274-5482

OR Agency Conference: 607-274-5482

Fair Hearing information and assistance: 800-342-3334

Record Access: 607-274-5482

Child/Teen Health Plan: 607-274-5359

CASE NAME / AND ADDRESS

OFA/WALLE/MORLE

(HEAP) benefit(s) for the 2020-2021 program year.

\$675.00 has been authorized for a HEAP emergency benefit for non-utility fuel. This benefit will be sent to E & V ENERGY.

Your account number is [REDACTED].

Your Case information Online

If you would like to view HEAP case details, you may go to www.mybenefits.ny.gov/ to login and create a secure online account. To create your account, you will need your ID number, which is **EN47053E**; your case number, which is at the top of this notice; your county of residence, and your date of birth.

HEAP BENEFITS

Your household has been APPROVED for the following (HEAP) benefit(s) for the 2020-2021 program year.

\$675.00 has been authorized for a HEAP emergency benefit. This benefit will be sent to E & V ENERGY.

Your account number is [REDACTED].

Your Case information Online

If you would like to view HEAP case details, you may go to www.mybenefits.ny.gov/ to login and create a secure online account. To create your account, you will need your ID number, which is **EN47053E**; your case number, which is at the top of this notice; your county of residence, and your date of birth.

You may also be eligible for food assistance. Check your eligibility and apply.

If the award letter does not have a CIN number submit a copy of the customer's benefit card with the award letter. The benefit card has the CIN number labeled ID number.

DATE PRINTED: 08/21/2016 02:30:03 PM

NEW YORK STATE

ID NUMBER: XX00000X

CARD NUMBER: 000000 0000 0000 000 00

DOB: 05/03/2007

LAST NAME: LSTN

FIRST NAME / M.I.: FRST

ACCESS NUMBER: 000000 0000 0000 000 00

Program Documents & Forms



Heat Pump Informational Form*

[CRM Section 5.6](#)

Customer sign-off acknowledging potential drawbacks of a heat pump installation.

- Submission required with workscope for all heat pump installations.
- Needed for both Tier 1 and Tier 3 customers.
- Signatures required from Customer and Contractor.

** Updated version to be released soon with additional attestations about potential energy increases depending on the measures proposed.*

		Heat Pump Informational Form
<p>I, _____, residing at _____ acknowledge the following in regard to the installation of a heat pump system in my home:</p>		
<ol style="list-style-type: none">1. Installing a heat pump in a home that does not have air conditioning can result in higher electric bills when used for air conditioning.2. If I receive bill payment assistance through my utility or the Home Energy Assistance Program (HEAP), the shift in primary heating fuel source from a fossil fuel to electric may impact the level of bill payment assistance received. I will notify my utility and county Department of Social Services that I have installed a heat pump and have changed my primary fuel to electricity.3. Overall energy cost reductions are not guaranteed, and my bills may increase. Energy costs depend on a variety of factors, including usage and how well my home is insulated and air sealed.4. Heat pumps operate differently from traditional boilers and forced air furnaces. In order to maintain comfort in my home I may have to learn how to operate my thermostat differently. I understand that my HVAC contractor will instruct me in the proper use of the heat pump and its thermostat.		
_____ Homeowner (Printed)	_____ Date	
_____ Homeowner (Signature)	_____ Date	
_____ Contractor (Signature)	_____ Date	
V2-2.23.2021		

Program Documents & Forms

AHRI Certificate / NEEP Cold Climate Spec Sheet

<https://www.ahridirectory.org/> / <https://ashp.neep.org/#/>

AHRI Certificate

Online directory of HVACR equipment and certified performance ratings.

- Submission required for specific Brand/Model being installed on project:
 - Ground Source Heat Pumps, Furnaces, Boilers, Water Heaters

NEEP Cold Climate Spec Sheet

List of ASHP systems that meet the latest version of the ccASHP Specification. The voluntary specification includes requirements for both performance levels and a series of reported performance standards.

- Submission required with workscope for all ASHP installations.
- EmPCalc inputs can be found on spec sheet.

AHRI CERTIFIED
www.ahridirectory.org

Eligible for Federal Tax Credit

Certificate of Product Ratings

AHRI Certified Reference Number : 204117015 Date : 03-09-2022 Model Status: Active

Old AHRI Reference Number :
Product : Water-to-Air and Brine-to-Air
Model Number : 101102J064**1(1.4)
Brand Name : GEOSTAR

Rated as follows in accordance with the latest edition of ANSI/AHRUASHRAE/ISO 13256-1 Water-source heat pumps — Testing and rating for performance — Part 1: Water-to-air and brine-to-air heat pumps and subject to rating accuracy by AHRI-sponsored, independent, third party testing:

	Full Load	Part Load1	Part Load2	Part Load3
Air Flow Rate - Cooling	1800	1500	1500	1500
Air Flow Rate - Heating				
WHP (Water-Loop Heat Pumps)				
Cooling Capacity (Btu/h)	62300/62300	45800/45800		
Cooling EER Rating (Btu/h/watt)	16.40/16.40	16.10/16.10		
Cooling Fluid Flow Rate (gpm)	15.00	14.00		
Heating Capacity (Btu/h)	73900/73900	53200/53200		
Heating COP (water/watt)	5.20/5.20	5.90/5.90		
Heating Fluid Flow Rate (gpm)	15.00	14.00		
GWHP (Ground Water-Heat Pumps)				
Cooling Capacity (Btu/h)	60000/60000	53000/53000		
Cooling EER Rating (Btu/h/watt)	23.90/23.90	20.70/20.70		
Cooling Fluid Flow Rate (gpm)	15.00	14.00		
Heating Capacity (Btu/h)	60400/60400	43500/43500		
Heating COP (water/watt)	4.50/4.50	4.30/4.30		
Heating Fluid Flow Rate (gpm)	15.00	14.00		
GLHP (Ground-Loop Heat Pumps)				
Cooling Capacity (Btu/h)	65000/65000	50500/50500		
Cooling EER Rating (Btu/h/watt)	18.00/18.00 WAS	19.30/19.30 WAS		
Cooling Fluid Flow Rate (gpm)	10.00	14.00		
Heating Capacity (Btu/h)	47300/47300	36200/37800		
Heating COP (water/watt)	3.90/3.90	4.30/4.30		
Heating Fluid Flow Rate (gpm)	10.00	14.00		

Indoor Blower Motor Fan Type : ECM
Sold In? : USA

Where rating shows values at the first value is at minimum voltage, the second value is at 230v for a dual volt system.
*Faster Model Status are those that an AHRI Certification Program Participant is currently producing AND selling or offering for sale. Off new models that are being marketed but are not yet being produced. "Production Stopped" Model Status are those that an AHRI Certification Program Participant is no longer producing BUT is getting or offering for sale.
Ratings that are accompanied by WAS indicate an inoperative re-rate. The new published rating is shown along with the previous (i.e. WAS) rating.

DISCLAIMER
AHRI does not endorse the product(s) listed on this Certificate and makes no representations, warranties or guarantees as to, and assumes no responsibility for, the product(s) listed on this Certificate. AHRI expressly disclaims all liability for damages of any kind arising out of the use or performance of the product(s), or the unauthorized alteration of data listed on this Certificate. Certified ratings are valid only for models and configurations listed in the directory at www.ahridirectory.org.

TERMS AND CONDITIONS
This Certificate and its contents are proprietary products of AHRI. This Certificate shall only be used for individual, personal and confidential reference purposes. The contents of this Certificate may not, in whole or in part, be reproduced, copied, disseminated, entered into a computer database, or otherwise utilized, in any form or manner or by any means, except for the user's individual, personal and confidential reference.

CERTIFICATE VERIFICATION
The information for the model listed on this certificate can be verified at www.ahridirectory.org, click on "Verify Certificate" link and enter the AHRI Certified Reference Number and the date on which the certificate was issued, which is listed above, and the Certificate No., which is listed at bottom right.

© 2022 Air-conditioning, Heating, and Refrigeration Institute

CERTIFICATE NO.: 1329120971643634

[Back to List](#) [Save PDF](#)

FUJITSU
Singlezone Non-ducted Wall Placement
AHRI Cert #: 206913027
Outdoor Unit #: AOUH18LMA51
Indoor Unit #: ASUH18LMA5

Maximum Heating Capacity (Btu/hr) @5°F: 21,600
Rated Heating Capacity (Btu/hr) @47°F: 21,600
Maximum Cooling Capacity (Btu/hr) @95°F: 18,000

Information Tables

Brand	FUJITSU
Series	
Ducting Configuration	Singlezone Non-ducted Wall Placement
AHRI Certificate No.	206913027
Outdoor Unit #	AOUH18LMA51
EER	13
Variable Capacity	✓
Indoor Unit Type	Non-Ducted Indoor Units
Indoor Unit #	ASUH18LMA5
Furnace Unit #	
SEER	21.1
HSPF Region IV	12.5
Energy Star	✓
Turndown Ratio (Max 5°F/Min 47°F)	2.7
Capacity Maintenance (Max 5°F/Max 47°F)	74%
Capacity Maintenance (Rated 17°F/Max 47°F)	62%
Capacity Maintenance (Max 5°F/Max 47°F)	100%
Integration	
Connectivity	
Operational Diagnostics	
Refrigerant	R410A
Sold In	USA, Canada

Performance Specs

Heating / Cooling	Outdoor Dry Bulb	Indoor Dry Bulb	Unit	Min	Rated	Max
Cooling	95°F	80°F	Btu/h	7,000	18,000	20,000
			kW	0.45	1.38	1.86
			COP	4.56	3.82	3.15
Heating	82°F	80°F	Btu/h	9,100	-	22,000
			kW	0.37	-	1.57
			COP	7.21	-	4.11
Heating	47°F	70°F	Btu/h	8,000	21,600	29,000
			kW	0.55	1.58	2.82
			COP	4.26	4.01	3.01
Heating	17°F	70°F	Btu/h	5,200	13,600	23,700
			kW	0.41	1.28	3.06
			COP	3.72	3.11	2.27
Heating	5°F	70°F	Btu/h	5,000	-	21,600
			kW	0.41	-	3.15
			COP	3.57	-	2.01

Heating/Cooling Capacity Graph

Pan Heater

Type _____

Input Power _____

Model # _____

Operation _____

Program Documents & Forms

NEC (National Electrical Code) Calculation Worksheet [CRM Section 5.6](#)

Worksheet to calculate the electrical load for single family dwellings.

- Submission required with workscope for all electric panel upgrades.

NEC Standard Electrical Load Calculation for Single Family Dwellings (Only for Service Ratings of 120/240V, 225 Amps Max)			
Owner: _____		Location: _____	
Total Floor Area of Dwelling (NEC 220.12) _____		SQFT.	
Factor	Quantity	Volt Amperes (VA)	
"General Lighting"			
1. General Lighting (SQFT X 3 VA/SQ FT (Table 220.12))	3 X _____ sqft		
2. Small Appliance Circuits (1500 VA per circuit) (NEC 220.52(A)) (minimum 2)	1500 X _____		
3. Laundry Circuit (1500 VA per circuit) (NEC 220.52(B))	1500 X _____		
4. Total General Lighting Load (Add lines 1, 2 & 3):			
5. First 3000 VA @ 100%:		3000	
6. Total General Lighting Load - 3000 = _____ @ 35% = _____			
7. Net General Lighting Load (Per NEC 220.42) (Add lines 5 & 6):			
*Fixed Appliances (if insufficient space, use back):		YES	NO
• Garbage Disposal			
• Bathroom Fan			
• Microwave			
• Dishwasher			
• Other:			
• Other:			
		Total	
8. 3 or less Appliances, Total Appliance VA; 4 or more Appliances, 75% of Total Appliance VA (NEC 220.53):			
*Other Loads (including motors, EV charger(s), etc.)		YES	NO
9. Electric Range (8000VA or Nameplate)**			
10. HVAC			
11. Electric Oven			
12. Electric Dryer (5000 VA minimum)**			
13. Electric Vehicle Charger	✓		
14. Other:			
15. Other:			
16. 25% of largest motor (NEC 430.24)			
Total Service Load Volt-Amperes (VA) (Add lines 7, 8 & 9 thru 16) = _____			
Total Service Load Volt-Amperes / 240-volts = _____ Amperes			
***Service Rating (Amperes)= _____			
* For every "YES" answer, indicate VA rating of equipment			
** Nameplate rating must be used if larger			
*** Service Rating shall be greater than or equal to the Service load			

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request will provide reasonable accommodation to ensure equal access to its programs, services and activities.


NEC Standard Electrical Load Calculation (Rev. 03-23-2016) www.lacids.org

Field Change Order (FCO)


CRM Section 8.1d

Agreement between customer and contractor of changes to the previously agreed upon workscope. Required on projects with any changes to the approval provided by the Program implementer in the NY HP Portal.

- Must be signed by both the customer and contractor.
- Workscope changes \$500 or under do not require pre-approval. These changes can be submitted at the time of final submission.
- The measure that was not present in the original approval should listed or if installed equipment was changed, that should be delineated.



HOME PERFORMANCE WITH
ENERGY STAR



NEW YORK
STATE OF
OPPORTUNITY

NYSERDA

Field Change Order (FCO)

Home Performance with ENERGY STAR® FCO# _____

To Be Completed For Home Performance with ENERGY STAR Contract Changes

This agreement is made between _____ (hereinafter called Home Performance Contractor) and _____ (hereinafter called Homeowner), to allow for additions or subtractions to the services specified in the Home Performance Contractor's original estimate, also attached.

The agreed upon changes to scope of work and/or Home Performance Contractor charges are as follows:

Please specify efficiency level (e.g., AFUE, SEER, R-Value).

_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

Difference from Original Estimate: \$ _____

All other terms of the attached estimate are also incorporated into this Field Change Order. In order to be eligible for program incentives, the additional work authorized by this Field Change Order requires Home Performance with ENERGY STAR Program approval prior to work being performed. Failure to notify program of change prior to work being performed will result in forfeiture of incentives covering the work authorized herein.

If the work is to be financed through NY Home Performance with ENERGY STAR Financing, the Customer must also complete and sign a revised Loan Agreement for NY Home Performance with ENERGY STAR Financing. The revised Loan Agreement will combine the original contract amount, as well as all Change Orders. Until and unless the revised Loan Agreement is executed, Contractor will only receive payment for work that received prior approval. Payment of any additional amount is the responsibility of the Customer.

IN WITNESS WHEREOF, the parties have executed this contract as of the date written below.

Homeowner _____	Home Performance Contractor _____
Address _____	Company Name _____
Date _____	Date _____

Please submit this form through NY HP Portal

HPwES Sec 8-5

Page 1 of 1

Revised September 2015

Program Documents & Forms

ProForma

NYSERDA website > Resources for Participating Contractors:

<https://www.nyserra.ny.gov/All-Programs/Become-a-Contractor/Become-a-Loan-offering-Contractor/Resources-for-Participating-Contractors>

In July 2021, financing was decoupled from the NY HP Portal workflow. Projects requiring financing need to utilize the ProForma worksheet that applies to their project type.

- Contractors should follow the instructions provided on the site and send ProFormas directly to Slipstream (formerly EFS) for Finance Only approval: Workscope@EnergyFinanceSolutions.com
- A Certificate of Completion and signed contract need to be sent to Slipstream to close-out the Loan.
- Since the NY HP Portal does not communicate with Slipstream, contractors must send a revised ProForma to Slipstream if there are any changes to a project's cost.

KEY

Yellow Cells are Required Input

Project Information

\$150 Processing Fee Financed?

Project Cost

\$0.00

Customer Contribution

PSEG Long Island HPwES rebate

PSEG Long Island Home Comfort rebate

NYS Clean Heat ASHP/GSHP Incentive - Consumer

NYS Clean Heat ASHP/GSHP Incentive - Contractor

NYSDA Pellet Stove Incentive

\$0.00

Contractor Incentive used to Lower Cost

Other Incentive

Utility Rebate or 3rd Party Grant

GJGNY Total Loan Amount

\$0.00

*This is the lesser of the available GJGNY Loan funds or the net project costs

GJGNY Bridge Loan

GJGNY Term Loan Amount

\$0.00

Value of Federal/State Tax Credits

\$0.00

Avoided Replacement Costs*

Net Consumer Cost/Investment

\$0.00

Health/Safety And Other Ancillary Measures

\$0.00

Costs Associated with Non-Prequalified Measures

\$0.00

Interest Rate

FY Energy Cost Savings

\$0.00

Average Measure Life (years)

Customer Information

Name:

Address:

City, State:

Contractor:

Export to PDF

Additional Loan Products

Bridge Loan

*Bridge Loan Amount must be equal to or less than value of tax credits

Customer Using Bridge Loan?

Amount being Financed:

Bridge Loan Term Length

2 Yrs

Companion Loan

*Companion Loan only available if GJGNY Loan amount is \$25,000

NY Green Bank Companion Loan added?

GJGNY Loans Currently Being Used by Customer*

*If Customer already has GJGNY loans, please total outstanding principal balances here:

Total GJGNY Loan Funds Available

\$25,000.00

NY Green Bank Companion Loan Amount

*For projects replacing equipment/systems at failure or at the end of useful life or early-replacement of such equipment/systems, the current cost of replacing the system with a like-system following industry standard practices is permitted to be included in the Payback/SIR calculation as a reduction of the consumer's investment. This adjustment is not applicable for projects/measures that are not replacing current equipment/systems or avoiding replacement of such equipment/systems in the future.

Loan Eligibility Criteria

	On-Bill Recovery Loan			Smart Energy Loan - Autopay			Smart Energy Loan - Pay by Check		
	5 Year	10 Year	15 Year	5 Year	10 Year	15 Year	5 Year	10 Year	15 Year
Passes All Criteria?	Fail	Fail	Fail	FAIL	FAIL	FAIL	FAIL	FAIL	FAIL
Loan Principal > \$1000 and < \$25,000	False	False	False	False	False	False	False	False	False
Total Loan < \$15,000	True	True	True	True	True	True	True	True	True
Measure Life > Loan Term	True	True	True	True	True	True	True	True	True
Simple Payback Period < 15 Years									
Payback Period									
Health & Safety < 50% of Loan	False	False	False	False	False	False	False	False	False
12th rule: Minib Savings - Minib Loan Pymen	False	False	False						
12th rule: Monthly Savings - Monthly Loan Pymen	\$0.00	\$0.00	\$0.00						
Required Customer Contribution									
Ratio of Measures Lifetime to Loan Lifetime < 100% of 1 Year				False	False	False	False	False	False
SIR > 0.8				True	True	True	True	True	True
SIR: Lifetime Savings / Net Customer Cost									

Note: These figures are estimates and are not guaranteed. Energy savings are an annual average and will vary based on actual usage.

Loan Calculator

Loan Program

GJGNY Loan

Payment Method

OBR Loan SEL - Autopay L - Pay by Check

Loan Information

Loan Amount (Above)

Term in Years

Interest

6.49% 6.99%

Companion Loan

Autopay

Pay by Check

Bridge Loan

Autopay

Pay by Check

Program Documents & Forms

State Historic Preservation Office Form (SHPO)

[CRM Section 8.1d](#)

Only required to be submitted if the answer is YES to all three questions below:

- Is the home more than 50 years old?
- Will original windows, replacement windows installed more than 45 years ago, or doors be replaced as part of workscope?
- Is the work to be performed visible from a public right of way?

Historically, this has only occurred in rare instances.

New York State Office of Parks, Recreation and Historic Preservation
Division for Historic Preservation
PO Box 189, Waterford, NY 12188-0189
(518) 237-8643
recoveryact@oprhp.state.ny.us

**AMERICAN RECOVERY AND REINVESTMENT ACT OF 2009 PROJECT
NYSERDA ENERGY EFFICIENCY PROJECTS
REVIEW COVER FORM**

Please complete this form and attach it to the top of any and all information submitted to this office for review. Accurate and complete forms will assist this office in the timely processing and response to your request.

☐ PROJECT NUMBER PR (only if a project was previously submitted)
☒ This is a new project (If checked, complete ALL the following)

1. Project Address (See Note 1):
Include street number, street name and/or County, State or Interstate route number if applicable

3. City/Town/Village:
List the correct municipality in which the project is being undertaken. If in a NON-INCORPORATED Hamlet/Village, provide the name of the town.

4. County:

5. Federal/State Agency Involvement
☒ This is a NYSERDA sponsored Energy Efficiency Project that is being funded in whole or in part through the American Recovery and Reinvestment Act of 2009.

6. Home Performance Contractor Contact Information

Name:	Title:	
Address:	Town/City	NY Zip:
Phone:	E-Mail address:	

Response letters for this project will be returned to the project contact via e-mail in PDF format when possible.

7. Project Type

This Home Performance project consists of weatherization activities impacting the exterior of a building which is greater than 50 years old. Portions of this project are visible from public-right of way¹ and/or the planned activities are not exempted from those listed in [Appendix A and B](#) from the Programmatic Agreement between the United States Department of Energy and NYSERDA.

Economic Recovery and Reinvestment Act
Project Cover Form

Page 1

Program Documents & Forms

Optional Forms

- Initial Interview Form
- Combustion Appliance Form
- Notification of Possible Presence of Asbestos
- Clean & Tune Checklist
- Optional Field Data
- Supplemental Data Collection Form

Discontinued Forms

- So What's Next Brochure
- EmPower NY Opt Out

Tier 1 – EmPower

Project Management



Tier 1-EmPower: Project Management

Submitting A Final Project: Tier 1-EmPower Customers

Participating Contractors are responsible for submitting projects for Tier 1 eligible customers through the EmPower workflow in NY HP Portal (Uplight).

Project Management

NY HP Portal (Uplight) → Dashboard → Active Projects → Use Filter to Refine Project List → Final Project Submission

NEW YORK STATE OF OPPORTUNITY | NYSDERDA

Dashboard Projects Program Info Settings

All Programs

178 ACTIVE PROJECTS

1 HAS A NEW ASSIGNMENT

64 ARE PAST-DUE

113 ARE ON-TRACK

See all »

NYSDERDA Participating Contractor

6208 Oak Hill Circle
Suite 3000
Babylon, NY 11501

Stage

EmPower

- ☐ Project Acceptance 1
- ☐ Workscope Submission 63
- ☒ **Final Project Submission 78**

HPwES Express Contract

- ☐ Modeling HPXML 4
- ☐ Utility and Incentive Information 1
- ☐ Workscope HPXML 1
- ☐ Final Project HPXML 15

HPwES Express Audit

- ☐ Audit Claim 4

Assignment Status

- ☐ New 1
- ☐ Past Due 27
- ☐ On Track 50

Tasks

- ☐ Past assignment 8
- ☒ **Current assignment 78**

Tier 1-EmPower: Project Management

NY HP Portal: EmPower

Final Project Submission: Audit, Direct Install & Workscope

Useful Information

- **Extend Due Date:** Project management tool for task deadlines.
- **This task cannot be completed:** Used to close projects or to return a project to a previous stage.
- **Add Note:** Project level note to share information with other company users or implementation staff.
- **Put On Hold:** Temporarily removes the project from the workflow.
- **View Project Page:** Customer view of project, if they created a login.

The screenshot displays the 'Complete Final Project Submission' interface in the EmPower system. On the left sidebar, the 'EmPower' logo is at the top, followed by a blurred 'Project ID' field, a 'Next Action' section, and a 'Full Details' link. At the bottom of the sidebar is a 'Premise' link with a location icon and a 'View Details' link. The main content area features the title 'Complete Final Project Submission' in large bold text. Below the title, it shows 'Assigned Dec. 23, 2021' and 'Due date: Feb. 24, 2022'. A horizontal bar on the right indicates the project is '15 days past due'. Below the due date, there are two buttons: 'Extend Due Date' and 'This task cannot be completed'. To the right of these buttons is a 'Jump to Timeline' link with a dropdown arrow. Further right is a vertical stack of three buttons: 'Add Note', 'Put On Hold', and 'View Project Page'. At the bottom of the main area, there is a section for '* Required fields' and a link for 'EmPCalc Completion Document *'.

Tier 1 – EmPower

Final Project Submission



Tier 1-EmPower: Final Project Submission

NY HP Portal: EmPower

Final Project Submission: Audit, Direct Install with or without a Workscope

(1 of 2)

Complete Final Project Submission task steps.

- In *EmPCalc Completion Document* upload the **EmPCalc (.XLSM file)** with installed measures
- *Certificate of completion*
 - Fully completed and signed
 - Most up-to-date version should be utilized
- *Invoice*
 - Not required since EmPCalc must be used

EmPower

Project ID: [REDACTED]

Next Action

Full Details

Premise [View Details »](#)

Participant [View Details »](#)

Program Info

Stage: Final Project Submission

Updated: 78 days ago

Complete Final Project Submission

Assigned July 27, 2021

Due date: **Sept. 28, 2021**

[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

Tier 1-EmPower: Final Project Submission

NY HP Portal: EmPower

Final Project Submission: Audit, Direct Install with or without a Workscope

(2 of 2)

- *EmPower clean & tune checklist and certification form (optional)*
- *Pictures*
 - All installed measures
- *Additional documents*
 - Additional information as requested or any required documents not previously submitted.
- Use the Notes field to provide any relevant information about the project.
- Click *Send Now* button.

The project will be sent to the Program implementer for review and payout of incentives.

The screenshot displays the 'EmPower' final project submission interface. On the left is a vertical sidebar with sections: 'EmPower' (with a blurred image), 'Project ID:' (with a blurred ID), 'Next Action', 'Full Details' (with a blue header), 'Premise' (with a location pin icon and 'View Details »' link), 'Participant' (with a person icon and 'View Details »' link), and 'Program Info' (showing 'Stage: Final Project Submission' and 'Updated: 78 days ago'). On the right is the main form area titled 'EmPower clean & tune checklist and certification form'. It contains a 'Choose File' button and 'No file chosen' text. Below is a 'Pictures' section with a 'Select files...' button. This is followed by an 'Additional documents' section with another 'Choose File' button and 'No file chosen' text. Below that is a text area labeled 'Add a Note (optional)' with a plus icon. At the bottom are two buttons: 'Send Now' (highlighted with a green border) and 'Save & Send Later'. Green arrows point from the sidebar sections to their corresponding form elements: from 'EmPower' to the title, from 'Project ID:' to the file upload area, from 'Next Action' to the 'Additional documents' section, from 'Full Details' to the 'Add a Note' section, from 'Premise' to the 'Send Now' button, and from 'Participant' to the 'Send Now' button.

Tier 3– Assisted Home Performance

Project Management



Tier 3–Assisted Home Performance: Final Project HPXML

Submitting A Workscope: Tier 3-Assisted Home Performance Customers

Participating Contractors are responsible for submitting projects for Tier 3 eligible customers through the HPwES Express Contract workflow in NY HP Portal (Uplight).

Project Management

NY HP Portal (Uplight) → Dashboard → Active Projects → Use Filter to Refine Project List → Final Project HPXML

NEW YORK STATE OF OPPORTUNITY | NYSERDA

Dashboard Projects Program Info Settings

All Programs

178 ACTIVE PROJECTS

1 HAS A NEW ASSIGNMENT

64 ARE PAST-DUE

113 ARE ON-TRACK

See all »

NYSERDA Participating Contractor
6208 Oak Hill Circle
Suite 3000
Babylon, NY 11501

All Programs

Refine by... Reset

Stage

EmPower

Project Acceptance 1

Workscope Submission 63

Final Project Submission 78

HPwES Express Contract

Modeling HPXML 4

Utility and Incentive Information 1

Workscope HPXML 1

Final Project HPXML 15

HPwES Express Audit

Audit Claim 4

Assignment Status

Past Due 2

On Track 13

Tasks

Past assignment 0

Current assignment 15

HPwES Express Contract

Modeling HPXML 4

Utility and Incentive Information 1

Workscope HPXML 1

Final Project HPXML 15

HPwES Express Audit

Audit Claim 4

Assignment Status

Past Due 2

On Track 13

Tasks

Past assignment 0

Current assignment 15

Tier 3– Assisted Home Performance

Final Project Submission



Tier 3–Assisted Home Performance: Final Project HPXML

NY HP Portal: HPwES Express Contract Submission for Payment: Workscope only (1 of 4)

Complete Final Project HPXML task steps.

- In *Completion package* upload the **Final Project HPXML** (.XML) file generated in EmPCalc
 - Measures in the *Completion package* **must** match the submitted *Workscope* .XML file.
- Use the Notes field to provide any relevant information about the project.
- Click ***Send Now*** button.

The project now moves to Final Project Documents.

The screenshot shows the 'Complete Final Project HPXML' task page in the NY HP Portal. The page is divided into a left sidebar and a main content area. The sidebar contains links for 'HPwES Express Contract', 'Project ID', 'Next Action', 'Full Details', 'Premise', 'Participant', and 'Program Info'. The main content area has a header 'Complete Final Project HPXML' with a 'Due in 66 days' badge. Below the header, it shows the assignment date 'Assigned March 12, 2022' and the due date 'Due date: Feb. 14, 2022'. There are buttons for 'Extend Due Date' and 'This task cannot be completed'. A section for 'Completion package *' includes a 'Choose File' button and a note about submitting the contract package. Below this is an 'Add a Note (optional)' field. At the bottom, there are 'Send Now' and 'Save & Send Later' buttons. On the right side, there are buttons for 'Add Note', 'Put On Hold', and 'View Project Page', along with approval expiration dates for 'Workscope Approval' (March 10, 2022) and 'Subsidy Approval' (Dec. 9, 2022), and a link to the 'Eligibility Summary Report'.

Tier 3—Assisted Home Performance: Final Project HPXML

NY HP Portal: HPwES Express Contract Submission for Payment: Workscope only (2 of 4)

- If changes need to be made to the workscope, project can be rolled back by selecting **This task cannot be completed** and selecting the appropriate option.
- The Workscope and Subsidy Approval Expiration Dates show on the right.
 - If the workscope approval expires, the system will automatically roll the project back for re-approval.
 - A new Workscope HPXML file will need to be submitted in the Workscope HXML stage and submitted for approval.
 - Once a new approval is issued, then the project can proceed to Final Project HPXML stage.

Projects cannot be moved forward without a new approval.

HPwES Express Contract

Project ID: [redacted]

Next Action

Full Details

Premise View Details »

Participant View Details »

Program Info

Stage Final Project HPXML

Updated A moment ago

Complete Final Project HPXML

Assigned March 12, 2022

Due date: **Feb. 14, 2022**

Extend Due Date

This task cannot be completed

* Required fields

Completion package *

Choose File No file chosen

Please submit the contract package from your modeling software. If you encounter an error when submitting your building model, please correct and resubmit. If you need more assistance, please contact your software vendor or Support.Residential@nysersda.ny.gov.

Add a Note (optional) +

Send Now Save & Send Later

Due in 66 days

Jump to Timeline ▼

Add Note

Put On Hold

View Project Page

Workscope Approval Expiration Date	March 10, 2022
Subsidy Approval Expiration Date	Dec. 9, 2022

Eligibility Summary Report

Tier 3–Assisted Home Performance: Final Project HPXML

NY HP Portal: HPwES Express Contract Submission for Payment: Workscope only (3 of 4)

Complete Final Project Documents task steps.

- *Signed contract*
- *Signed customer information form*
 - Document discontinued and not required; however, an upload is required for this field. Any document can be uploaded here.
- *Signed eligibility summary report*
 - Document discontinued and not required; however, an upload is required for this field. Any document can be uploaded here.
- *Post installation health & safety test results*
 - Upload the *Certificate of Completion*.
- *Signed change order*
 - Must be submitted, if applicable.

The screenshot shows the 'Complete Final Project Documents' task page in the NY HP Portal. The page is divided into two main sections: a left sidebar and a main content area.

Left Sidebar:

- HPwES Express Contract**
- Project ID:** [Redacted]
- Next Action**
- Full Details**
- Premise** [View Details >](#)
- Participant** [View Details >](#)
- Program Info**
 - Stage: Final Project Documents
 - Updated: A moment ago

Main Content Area:

- Complete Final Project Documents** Due in 66 days [Jump to Timeline ▼](#)
- Assigned March 10, 2022
- Due date:** March 17, 2022
- [Extend Due Date](#) [This task cannot be completed](#)
- * Required fields**
- Signed contract ***
 - [Choose File](#) No file chosen
- Signed customer information form ***
 - [Choose File](#) No file chosen
- Signed eligibility summary report ***
 - [Choose File](#) No file chosen
- Post installation health & safety test results ***
 - [Choose File](#) No file chosen
- Signed change order**
 - [Choose File](#) No file chosen
- If there is a signed change order, upload it.

Right Sidebar:

- [Add Note](#)
- [Put On Hold](#)
- [View Project Page](#)

Tier 3–Assisted Home Performance: Final Project HPXML

NY HP Portal: HPwES Express Contract Submission for Payment: Workscope only (4 of 4)

Include additional forms as needed:

- *AHRI certificate or manufacturer's spec sheet*
- *Subcontractor work order*
 - Subcontract must be between Contractor and Subcontractor not Subcontractor and Customer (unless an abatement measure).
- *Lighting schedule* (discontinued)
- *Appliance receipts*
 - Unit must have been purchased after the audit date
- *Other submission documents*
- Use the Notes field to provide any relevant information about the project.
- Click *Send Now* button.

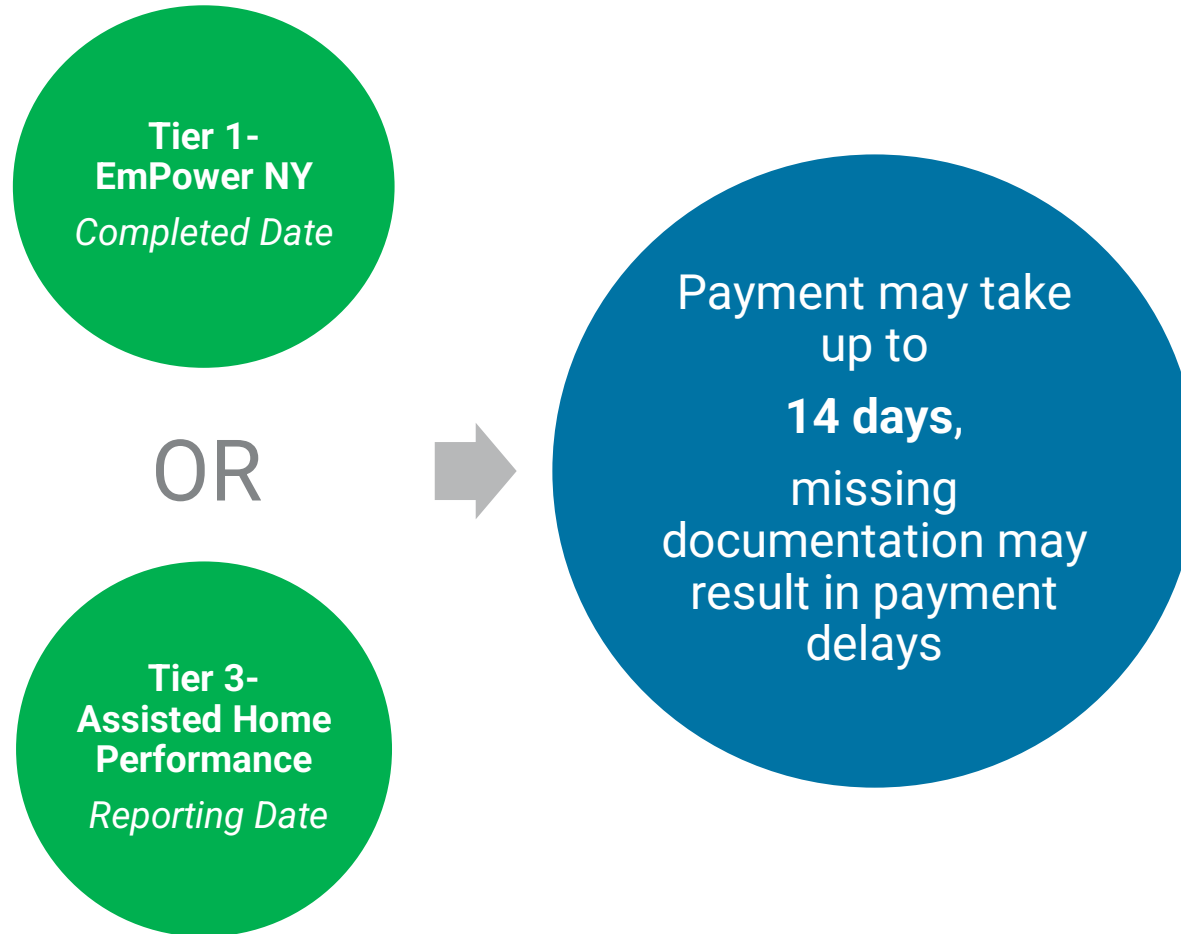
The project will be sent to the Program implementer for review and payout of incentives.

The screenshot shows the 'HPwES Express Contract' submission form. The form is divided into two main sections: a left sidebar and a right main area. The sidebar contains sections for 'Project ID', 'Next Action', 'Full Details' (with links for 'Premise' and 'Participant'), and 'Program Info' (showing 'Stage' as 'Final Project Documents' and 'Updated' as 'A moment ago'). The right main area contains several sections, each with a 'Choose File' button and a 'No file chosen' status. These sections are: 'AHRI certificate or manufacturer's spec sheet' (with a note 'Required if HVAC or DHW will be installed'), 'Subcontractor work order', 'Lighting schedule', 'Appliance receipts', and 'Other submission documents'. Below these sections is an 'Add a Note (optional)' field. At the bottom right, there are two buttons: 'Send Now' (highlighted with a green border) and 'Save & Send Later'.

Payment



Payment Processing Timelines



Quality Assurance



Quality Assurance

All contractors working in NYSERDA's programs will be subject to randomly selected project inspections.

NYSERDA conducts a minimum of three field inspections for each new participating contractor. New contractors who have not passed three inspections are listed as **Provisional**. Assuming good standing after three inspections, their status is promoted to **Full**.

Full status contractors have a target inspection rate of 15%, with a minimum of one (1) inspection per quarter.

Contractors with a **Probationary** or **Suspended** status may have 100% of their projects inspected.

Inspection Scheduling

Customers contacted by NYSERDA's Quality Service Provider to schedule a field inspection will have the option of allowing the Participating Contractor to be present at the time of inspection. If the customer agrees, the Participating Contractor shall be notified of the upcoming inspection via email (to the company contact on file) as well as through the NYSERDA Salesforce Portal and will have the opportunity to RSVP.

Customers have the right to request that the Participating Contractor *not* attend the field inspection. In these situations, the Participating Contractor will not be notified of the scheduled inspection but will receive the result of the inspection within five (5) business days after inspection.

Quality Assurance

Inspection Criteria Changes

In the past, NYSERDA's 'Material & Installation Guidelines' (MIG) were used to guide inspection criteria. However, this document has been retired.

Inspection criteria is now guided by:

- Residential Building Code.
- Manufacturer's Specifications.
- Program Requirements (found in Contractor Resource Manual).

Inspection Checklist

For a comprehensive list of updated inspection scoring criteria, please refer to the newly developed QA Residential Inspection Checklist ([CRM Section 10.2](#)), located on the Contractor Support website.

Quality Assurance

Scoring

The SQA system relies on a numerical scoring criteria, with a Quality Score assigned to each inspected project. Each field inspection will receive a score from 1 to 5, where a score of 3 represents the minimum quality requirements for the Program. Scores will be provided in the Inspection report that is generated after the Inspector completes the inspection.

Quality Score of 1 or 2: Signifies a Failed Inspection with major and/or critical non-conformances

Quality score of 3, 4, or 5: Signifies a Passed Inspection with only minor or incidental non-conformances

*Contractors are expected to respond to all non-conformances in the NYSERDA Salesforce Portal within 30 days.

Score	Incidental	Minor	Major	Critical
1	*	*	>1	> 0
2	*	*	1	0
3	*	> 3	0	0
4	> 3	≤ 3	0	0
5	≤ 3	≤ 2	0	0



Printed by: on 1/7/2022 3:47 PM.

Application No.	Grade	Score (Maximum of 5)
0000316425	Pass	5

Contractor Name:

Report Issue Date:

1/7/2022 3:47 PM

Contractor Email:

Customer Name:

Builder Name:

Customer Address:

Builder Email:

Project Type:

Full Comprehensive

NYSERDA Salesforce Portal - Viewing Field Inspection Reports

Contractors may view all issued Field Inspection Reports in the NYSERDA Salesforce Portal. Access to this page can be found at: <https://portal.nyserdera.ny.gov/login>.

After logging into Salesforce, click the Dashboards tab to access the Dashboard. If you have access to several dashboards, use the dropdown menu to navigate between them.

*In addition, links to individual reports will be provided via email communication sent out when an inspection is completed. These emails will go to the company contact NYSERDA has on file.

Welcome to the NYSERDA Partner Portal

Login Instructions:

Your **Username** is typically your email + ".nyserdera" on the end.

Example: If your email is abc@gmail.com, your username will be abc@gmail.com.nyserdera

You can also find your username in the welcome email sent to you from NYSERDA.

Residential Customers

If you are a residential user trying to enter in an application, then please login here: [Residential Customer Portal](#)

Username


Password

Log In

[Forgot Your Password?](#)

Home Opportunities Projects Project Invoices Leads SQA Schedule Inspection SQA Worklist **Dashboards** Reports

[« Go to Dashboard List](#)



A

B

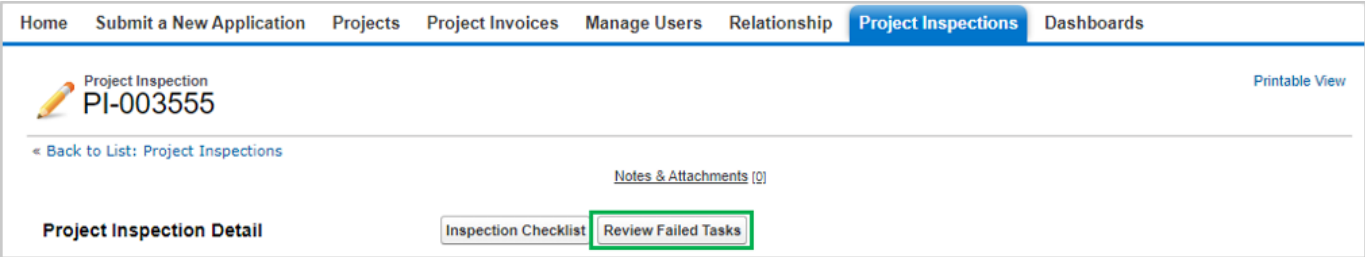
Refresh

As of Today at 12:57 PM

Commercial Contractor Dashboard

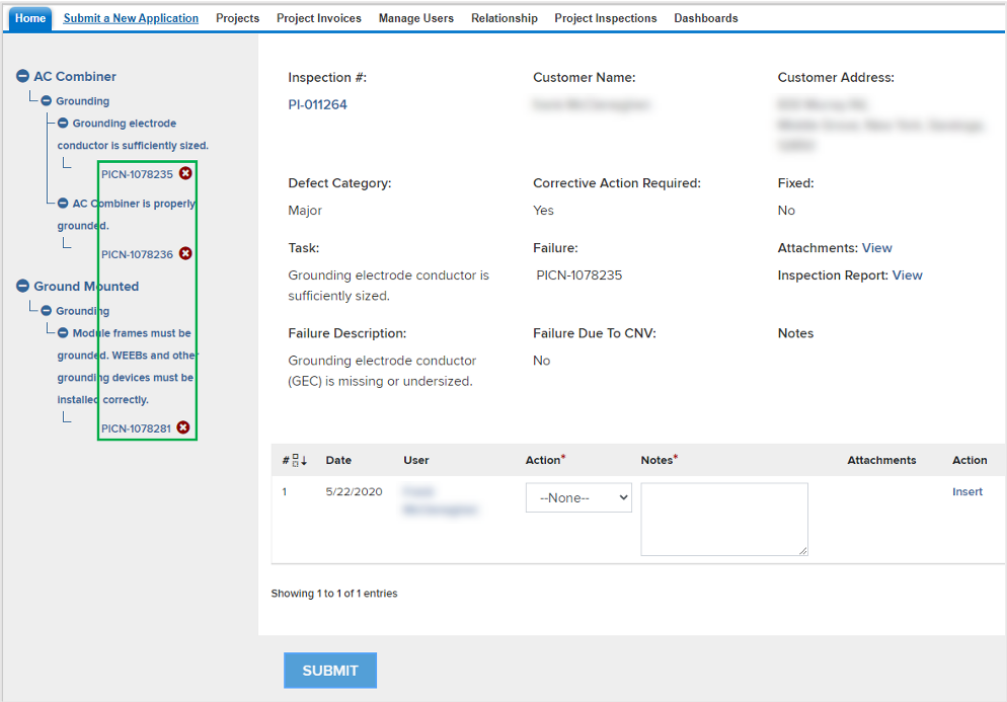
Responding to Field Inspection Reports in the NYSERDA Salesforce Portal

Corrective Action Required (CAR) tasks can be addressed through the **Review Failed Tasks** page in Salesforce.



On the Review Failed Tasks page, use the side navigation bar to locate all CAR eligible failed tasks. Major or Critical failed tasks that require a response are denoted with a Red X to the right of the task. The first failed task will already be visible.

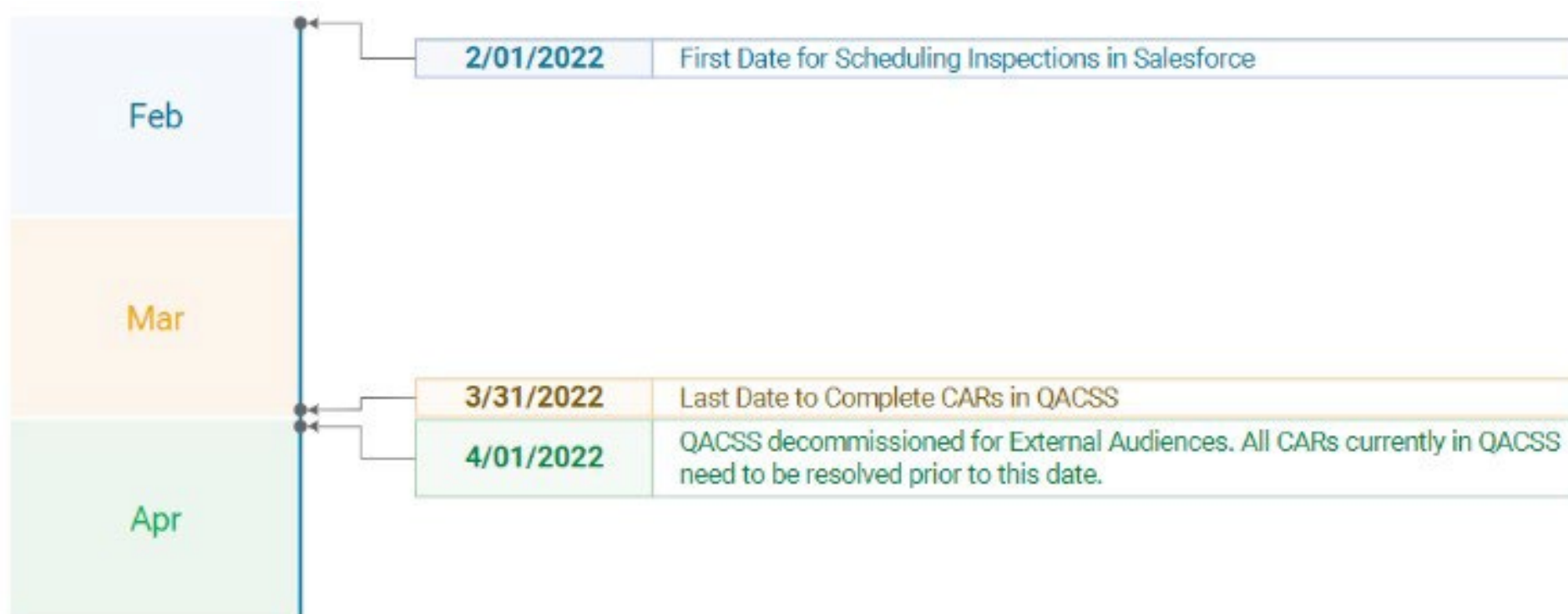
After resolving or contesting the CAR tasks, the Program Implementer will review the submitted resolution. If the resolution is approved, no further actions are necessary for that specific CAR tasks. If the resolution is denied, the Program Implementer will reach out to request additional corrections.



Quality Assurance

To Sum Up the Changes:

- Inspection Criteria Has Moved To: Residential Building Code, Manufacturer's Specifications, and Program Requirements. The MIG has been retired.
- The Quality Assurance process will now be operated in the NYSERDA Salesforce Portal. The QACSS Portal will be retired on March 31, 2022.



Quality Assurance

Take Part in the Quality Assurance Process

- Encourage customers to participate. Let them know they may be contacted or can request an inspection at any time if they have any concerns.
- Be proactive in reviewing and responding to issued inspection reports.

Utilize Resources:

- For a comprehensive step-by-step guide to viewing and addressing issued field inspection reports in the NYSERDA Salesforce Portal, please refer to the EmPower/Home Performance Knowledge Base:
<https://knowledge.nyserda.ny.gov/pages/viewpage.action?pageId=99877654>
- To review updated inspection criteria, please refer to the newly developed QA Residential Inspection checklist, located on the Contractor Support website: [CRM Section 10.2](#)
- Make use of the Quality Assurance Policies and Procedures document provided on the Contractor Support website: [CRM Section 10.1](#)
- Reach out to Contractor Support or your Account Manager for additional assistance.

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 Completion requirements with auditing staff and installation crews 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



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	<input checked="" type="checkbox"/>
5	Workscope Submission MAR-10 3:00 PM – 4:30 PM	<input checked="" type="checkbox"/>
6	Final Project Submission & Payout MAR-15 3:00 PM – 4:30 PM	<input checked="" type="checkbox"/>

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

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.

