

# **NYSERDA**

## **EmPower/AHP Program Update**

**September 10, 2021**



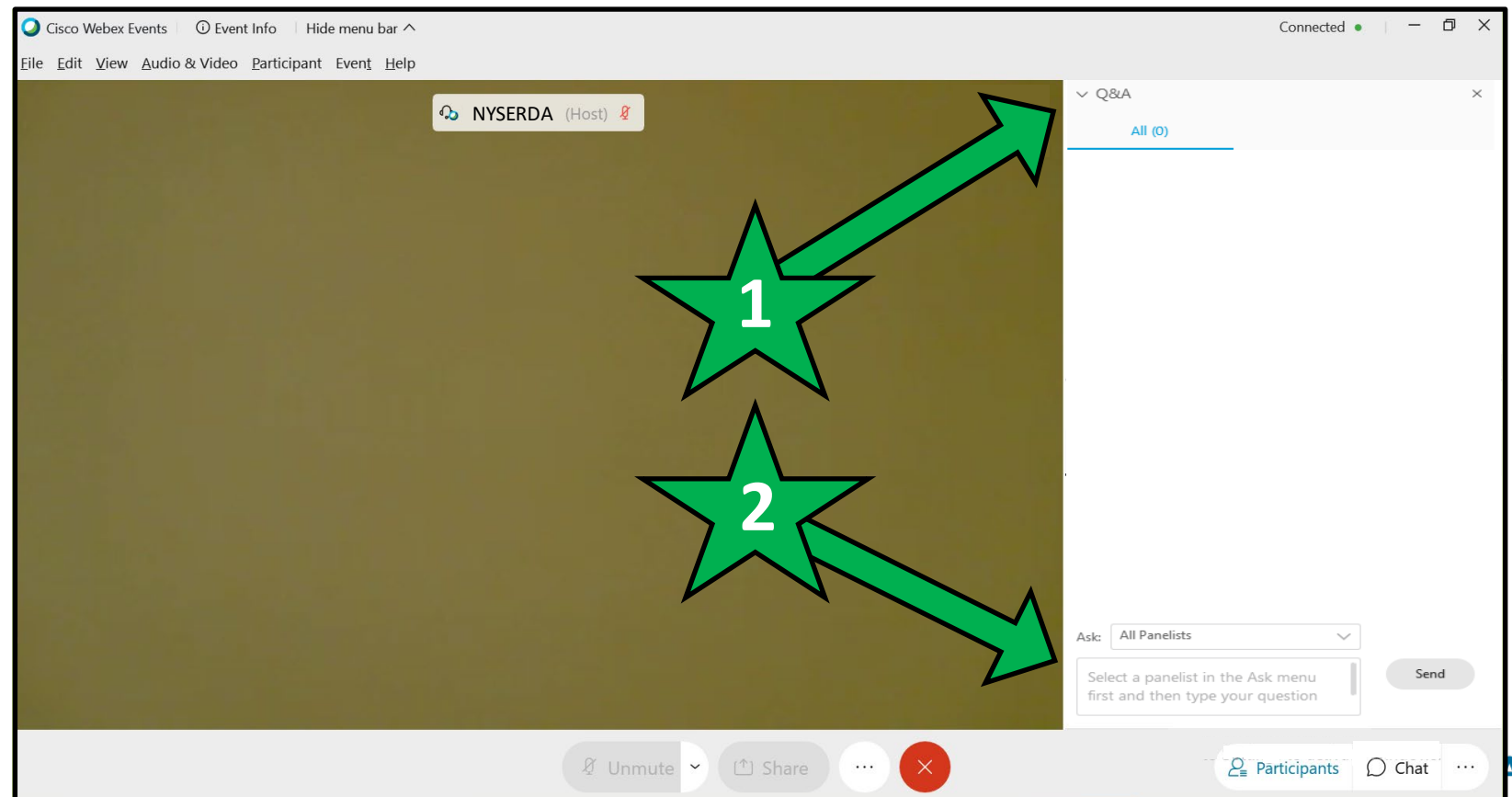
**NYSERDA**

# Q&A - Using Text

1. 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.

2. Type your question into the text field and click “send.”



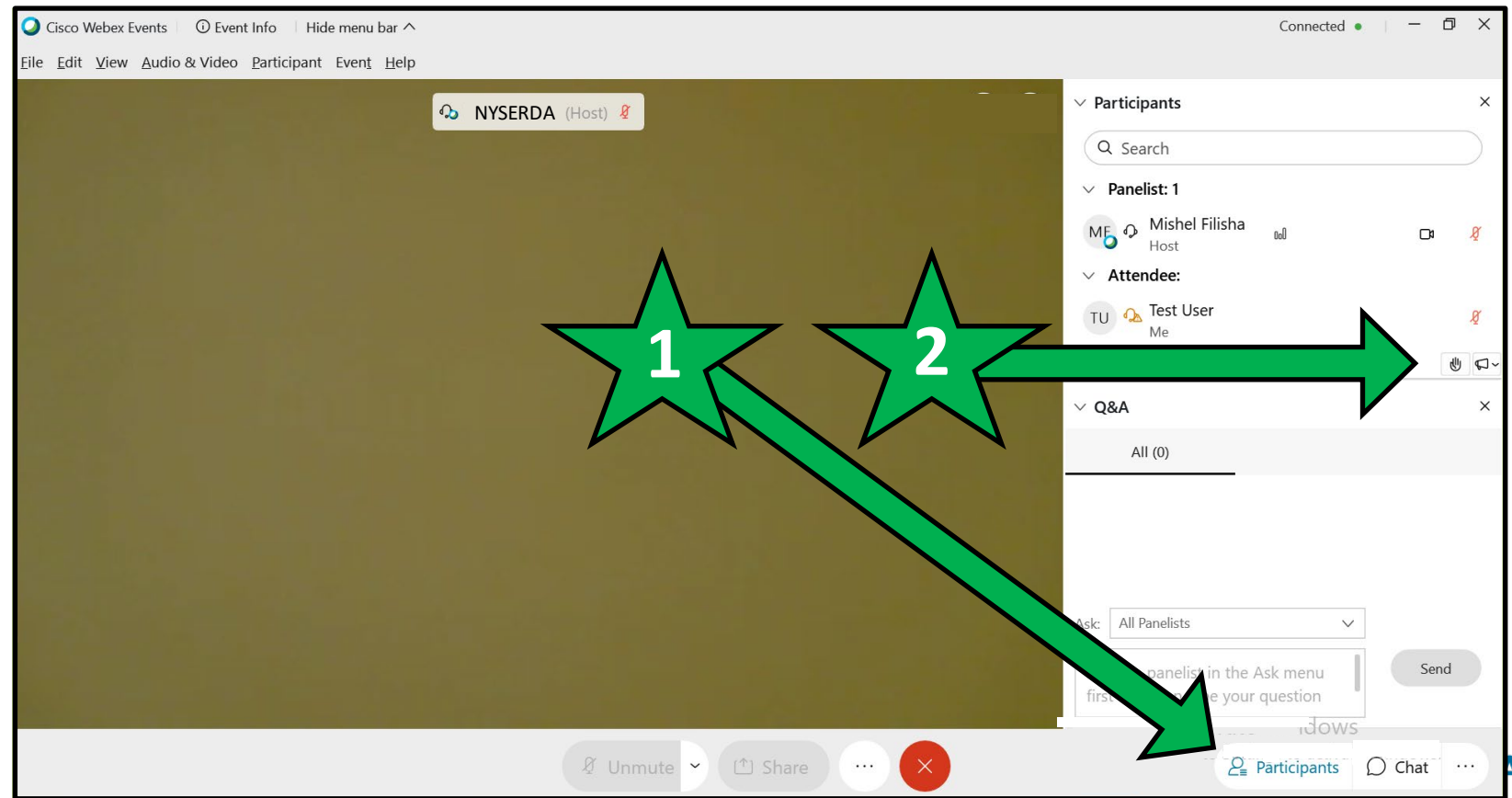
# Q&A - Using “Raise Hand” and Microphone/Phone

1. Open your participant panel using the oval icon near the bottom of your screen.
2. 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

- EmPower Pricing Survey
- Landlord Rules-Revisit
- Not-For-Profit Guidance
- Payment Cycle
- Program Referrals
- FAQ

# Landlord Rules-Revisit

# Landlord Rules- EmPower

**Program Guidance for Landlords and rentals can be found in [Section 7.6](#) of the Contractor Resource Manual. In addition, an FAQ has been drafted and can be found in [7.6a](#).**

- **For single family rentals, the EmPower funding cap is set at \$10,000. For 2-4 family rentals the EmPower funding cap is set at \$5,000 per unit.**
- **The \$40,000 annual landlord/building owner cap has been removed. Program may, at its discretion cap, the amount of annual EmPower incentives a landlord/building owner receives on multiple properties.**
- **Income eligible tenants, with landlord authorization, are eligible to receive comprehensive home performance measures through EmPower, regardless of whether the tenant or landlord pays the utility bill.**

# Landlord Rules Changes - EmPower

## Landlord Contribution

- **In instances where additional insulation may be recommended, causing the project to exceed EmPower incentive caps, Program may require, at its discretion, a landlord investment of at least 25% of the cost of the measure(s).**
- **If a heating system serving an EmPower eligible tenant fails, the owner is EmPower income eligible, NYSERDA will consider funding up to 75% of the replacement heating system and associated costs through EmPower. NYSERDA will require a landlord investment of at least 25% towards the cost of the heating system and associated costs. Owners/Landlords that are not eligible for EmPower may seek additional incentives through Assisted Home Performance with ENERGY STAR.**

# **Not-For-Profit Guidance**

## **Project Updated Submission Guidance**



# Not-For-Profit Project Submission Updates

**Per the Program Announcement on 8.26, the Not-For-Profit Guidelines have been updated to reflect the Combined Residential Application process.**

- **The updated guidance can be found in [Section 5.7](#) of the Contractor Resource Manual.**
- **In addition to Not-For-Profits rehabbing and selling a home to an income eligible buyer, the program now also allows the Not-For-Profit to rent/lease the property to an income eligible tenant.**
- **Submission Process Changes**
  - **The original submission process varied on where the application and qualification letter based on whether the perspective buyer was low-income (sent to CLEAResult) or moderate income (sent to EFS/SlipStream).**

# Not-For-Profit Project Submission Updates

To submit a project to the program for either a low or moderate income buyer/tenant, the Not-For-Profit can submit a Combined Residential Application along with a letter on entity's letterhead.

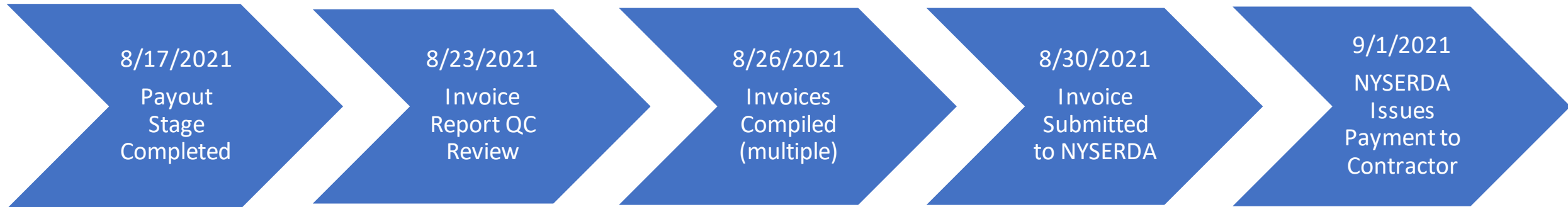
- **For EmPower eligible households:** Letter should indicate the home will be rented/sold to a household earning less than 60% of the State Median Income within 180 days of the project completion date.
- **For Assisted Home Performance eligible households:** Letter should indicate the home will be rented/sold to a household earning less than 80% of the Area/State Median Income within 180 days of the project completion date.

Once an application is submitted, there are no additional changes to the process, please refer to [Section 5.7](#) for additional information.

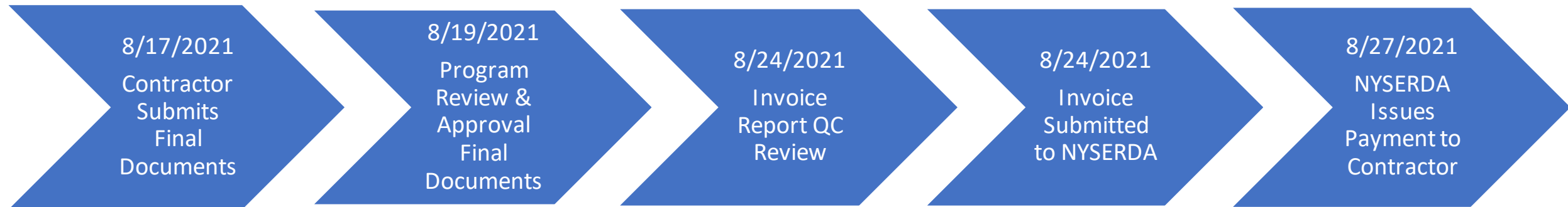
# Payment Cycle & EmPower Referrals

# Payment Cycle – Assisted Home Performance

## Example of process with dates



## Example of process with dates



# Payment Cycle

- Assisted Home Performance payments may take 15-18 calendar days before being received.
  - Program is exploring options to decrease the payout time for Assisted Home Performance.
- EmPower NY payments may take 10 calendar days before being received.
- If you have questions regarding a payment status please reach out to Contractor Support at:
  - Email: [support.residential@nyserda.ny.gov](mailto:support.residential@nyserda.ny.gov)
  - Phone: 800-284-9069
  - Or contact your Account Manager

With the launch of the new **Combined Residential Application**, customers can now select their own contractor when submitting their application. This means there are fewer applications for the Program to make a contractor selection.

- 65% of submitted applications have a contractor pre-selected.
- 35% of applications opt to have Program select the contractor for them.
  - Customers that don't select a contractor are assigned the next available contractor in the round robin list.
  - Goals, distance from customer location, and requested additional referrals are no longer factored into the selection process.

- Contractors can proactively request that project assignments be temporarily suspended if they are at capacity and unable to complete projects with Program requirements. As capacity increases, the contractor needs to request that their project assignments be reactivated.
  - Future enhancements will enable contractors to self manage this task.



Program processing times have been delayed in some areas of the due to an increased volume of submissions being received.

- Applications may take 2-3 weeks for final determination.
  - Program has seen a 30% increase from historical volumes.
- Support Cases/Responses are ~3 business days past the normal 1-2 day turn around.
- Final Project Review of documentation is ~1 day past a normal 1-2 day turn around.
  - EmPower projects are being prioritized to avoid payment delays.

A frequently asked questions list was developed based on user feedback. It is a supplement for the new [EmPower/AHP Knowledge Articles](#) and can be viewed on the Contractor Support website:

- Combined Residential Application: Frequently Asked Questions

# Thank you

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