

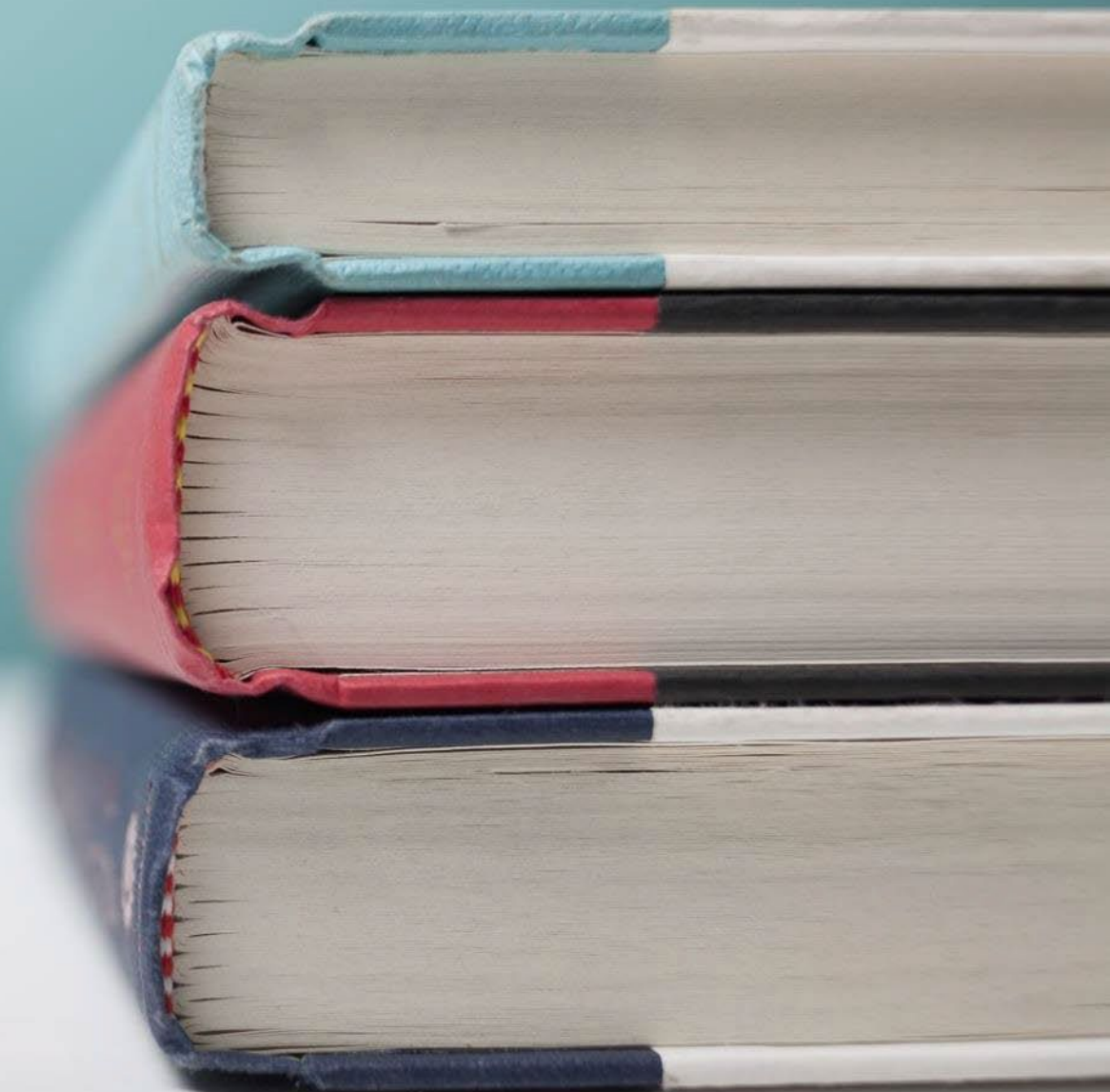


NYSERDA

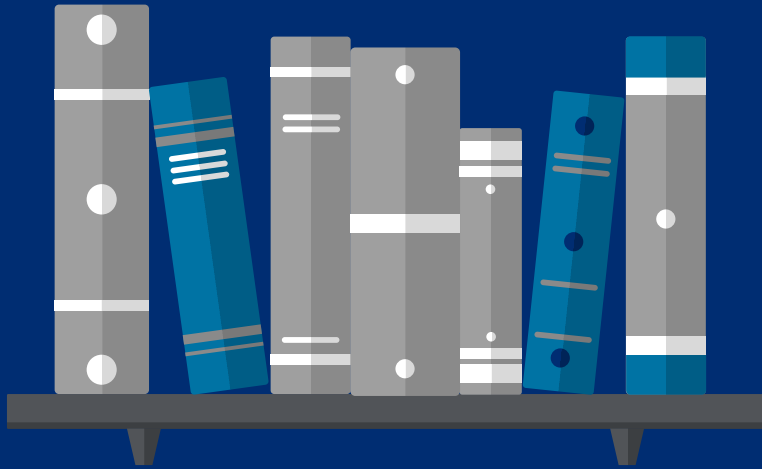
Workflow Improvement Working Group

July 26, 2022

Participating Contractors



Introduction & Overview



AGENDA

Introduction

Project Approval Process Overview

Required Forms

Required Photo's

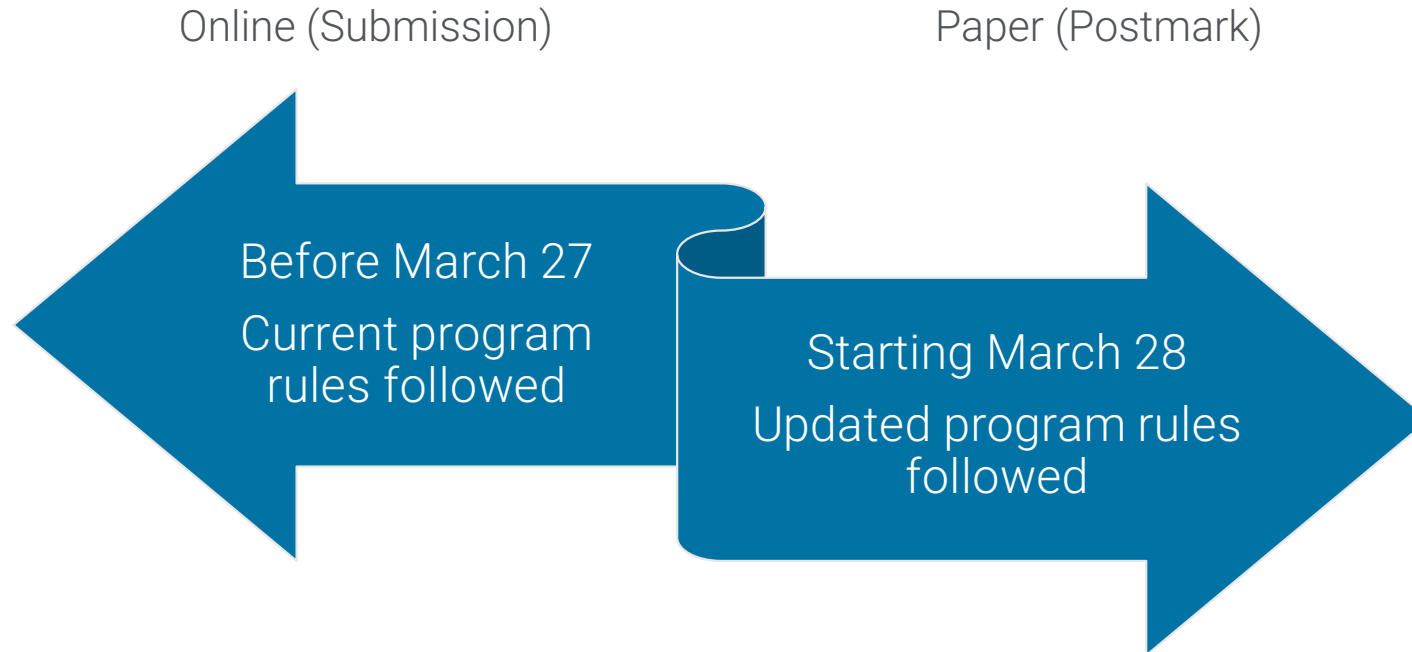
EmPCalc

Objective

Review the project approval process and look for efficiencies that could be gained

Start Date: Updated Program Changes

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



Project Approval Process

Document Review

- All required forms are opened and reviewed
 - Utility Bills or Usage Waiver, if bills are not available
 - Homeowner or Rental Property Agreement
 - EmPCalc
 - House Diagram
 - Appliance Exchange Agreement
 - Photos
- <https://hpwescontractorsupport.com/program-documents-2/2019-2020-contractor-resource-manual/2019-2020-contractor-resource-manual-section-8-operational-forms/>

Project Approval Process

Utility Bills or Usage Waiver

- 12 months of utility usage is required
 - Utility Waiver can be used if only partial bills are available
 - Estimate a 12 month usage off of partial bills

Homeowner or Rental Property Agreement

- Homeowner Agreement
 - Check for signature and date
 - Proof of ownership box checked
- Rental Property Agreement
 - Check to make sure one is one file

House Diagram

- Used to calculate square footages if needed

Appliance Exchange Agreement

- Primary appliance
- Conditioned space
- Initials by recommendation
- Signature and date

Project Approval Process

Pictures

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

- Project Information tab
 - Filled out completely
 - Blower door?
 - Heating System safe to operate
- Direct Install
 - Are all DI measures proposed on section A of the DI tab
- Energy Efficiency Tab
 - Are measures targeted
 - Final R values at acceptable limit
 - Savings are realistic
 - ACH within limit
- Non Energy Upgrades
 - Are measures proposed in the appropriate locations
- Summary Tab
 - Prequalified
 - Project Level Cost Effectiveness required
 - Are measure capped appropriately

Workscope Scenarios

No project level cost effectiveness required

Projects with...

- only prequalified measures
- prequalified measures and health & safety costs within Program defined caps*
 - * Tier 1-EmPower - \$1,000
 - * Tier 3-Assisted Home Performance - \$500

Project level cost effectiveness required

Projects with...

- both prequalified and standard measures
- prequalified measures and health & safety costs exceeding Program defined caps*
 - * Tier 1-EmPower - \$1,000
 - * Tier 3-Assisted Home Performance - \$500

Projects that Fail Project Level Cost Effectiveness

- Projects that are unable to pass project level cost effectiveness when required will not be approved. The project will be returned to the contractor to adjust the proposed measures to meet program requirements.
 - Lifetime savings must be greater than the Program funded amount after the DI, Audit and Pilot measures are removed from the Program Funded amount
- Appropriate adjustments will vary by project. In general, the project would need to have increased measure savings, reduced measure costs or an increased customer contribution.

Measure(s) that Exceed Program Defined Caps (and other Exception Requests)

- Projects with exception requests, like exceeding program defined caps*, will require further explanation and may require additional documentation prior to Program review. Projects with exception requests may also require a customer contribution for approval.
- Additional process steps required:
 - Detailed explanation as to why the exception is being requested.
 - Requests for additional incentives should show higher energy savings.
 - If lower cost alternatives are available, explanation as to why they are not being proposed.
- Additional documents required:
 - Utility bills, waivers will not be accepted.
 - Any additional documentation as needed by Program.
- *Tier I-EmPower
 - Single Family Project Level Cap is \$10,000.00
 - Multi-Family (2-4 units) Project Level Cap is \$10,000 for the first unit, \$5,000.00 per additional unit with a total maximum cap of \$25,000.00
 - Any amount over a cap is a 100% landlord contribution

Air Source Heat Pumps

Projects with an air source heat pump measure proposed.

- Project Requirements
 - Project must have positive dollar savings
 - Must cover 90%-120% of the heat load
 - Meets Program building shell requirements
- Additional documents required:
 - Heat Pump Informational Form
 - NEEP Cold Climate Spec Sheet for each ASHP
- If electric improvements are needed:
 - NEC Calculation Worksheet
 - Picture of the Panel Box

Change Orders

Field Change Orders

Projects with any changes to the approval provided by the program implementer in the NY HP Portal.

Tier I-EmPower

NY HP Portal: EmPower

- Additional process steps required:
 - Workscope changes \leq \$500.00.
 - Pre-authorization not required.
 - Update your final project submission with the changes.
 - Workscope changes $>$ \$500.00.
 - New workscope approval required.
 - Contact an Account Manager ([CRM Section 1.2](#)) or
 - Contact Contractor Support (800-284-9069) or support.residential@nyserda.ny.gov
- Additional documents required:
 - Signed Field Change Order, updated Contract if needed
 - Updated EmPCalc

Roadblocks to Project Approval

Reasons Projects Are Returned

- Missing required forms and or pictures
- Projects failing Project Level Cost-Effectiveness (PLCE)
- Projects greatly exceeding Program incentive caps
- Technical issues, Account Manager involvement

TOP 13 REASONS FOR RETURNED PROJECTS

