

April 2021

EmPower/ Assisted Home Performance Program Updates



NYSERDA

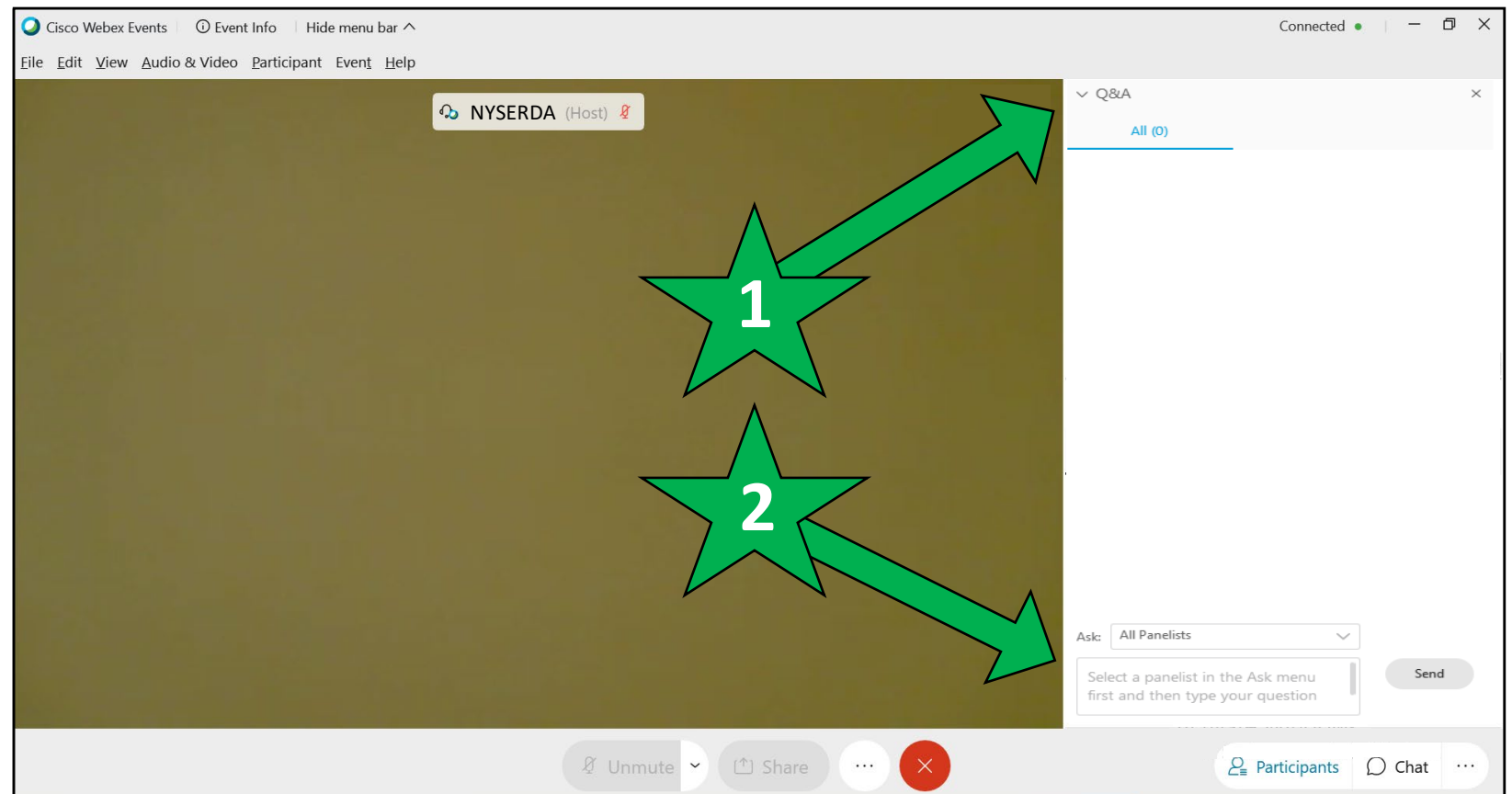
April 2, 2021

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.”



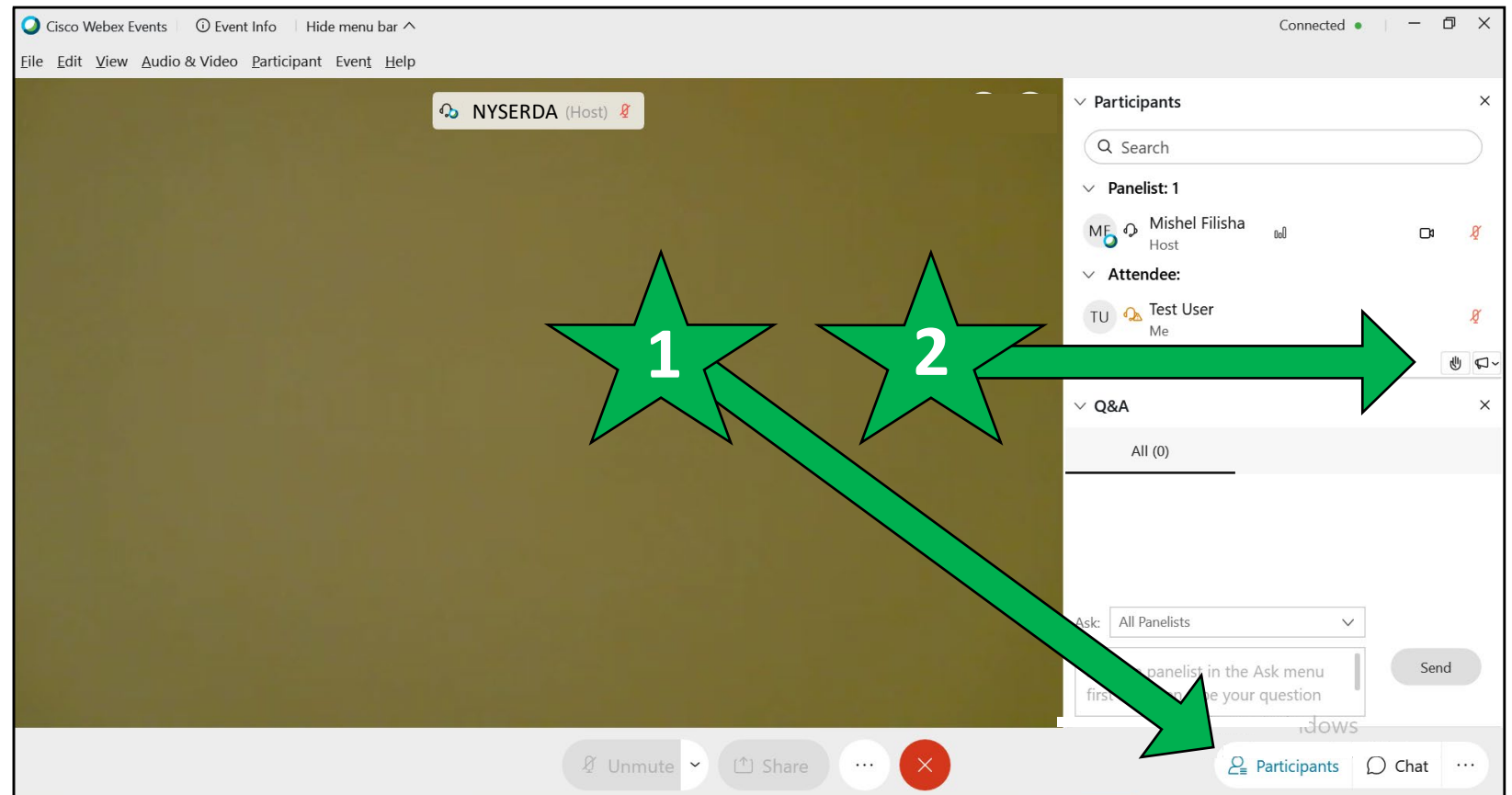
Q&A - Using “Raise Hand” and Microphone/Phone

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

1. Vaccination update (Scott)
2. Covid procedures check in- contractors still need to wear masks, blower doors are still optional (Scott)
3. BPI Site Supervisor Cert and procedures (Matt)
4. Payment issue procedure (Lindsay)
5. EmPower+ Program Update (Scott)

Vaccination availability

Starting April 6th all New Yorkers above the age of 16 will be eligible to get the vaccine.

On March 17, 2021, the New York State Department of Health issued updated guidance for the New York State COVID-19 Vaccination Program. As part of this guidance, the following groups were added to the COVID-19 Vaccination Eligibility Priority Groups:

- Not-for-profit workers who provide public-facing services to New Yorkers in need, and
- Essential in-person public-facing building service workers and providers of essential building services.

In addition to the above, on March 30, 2021, it was announced that New Yorkers 30 years of age and older can also make appointments for COVID-19 vaccination.

Employers and individuals who have questions regarding their eligibility for COVID-19 vaccination or access for testing should call the New York State COVID-19 Hotline at 1-888-364-3065 or visit the NYSDOH website at <https://COVID19screening.health.ny.gov>.

Covid Program rules

- **Mask wearing is still mandatory-** We have received numerous customer complaints about employees not following proper guidelines.
- **Blower door tests are allowed under the following procedures:** <https://hpwescontractorsupport.com/interim-blower-door-best-practices-and-considerations-during-covid-19/>
- **General Covid Information page:** <https://hpwescontractorsupport.com/home/covid-19-program-impact-and-updates/>

BPI Site Supervisor Credential

NYSERDA Program requirements are changing

- Each contractor will need to have at least one staff person obtain a Site Supervisor Certificate.
- Staff holding Site Supervisor certificate will be required to be on Program job site 30% of the time measures are being installed.
- Participating Contractors will need to obtain the certificate by December 31, 2021.

Site Supervisor Certificate

- Release in May
- Once certificate is obtained it is valid for life – No additional CEUs or future exams are required around this topic.
- NYSERDA through RFQL-4145 contracted with BPI to provide this certificate based on NYSERDA criteria.

Participating Contractor support

- NYSERDA will be issuing all participating contractors two free exam codes for the Site Supervisor training/exam.
- Contractor staff members can only use one code.
- Additional trainings/exams cost \$200.

Site Supervisor training and exam

- Training/exam will be on BPI's testing platform.
- Options:
 - Take the training only.
 - Challenge the exam without taking the training.
 - Take the training section by section and complete relevant exam questions after each section.

Payment Issue Procedure

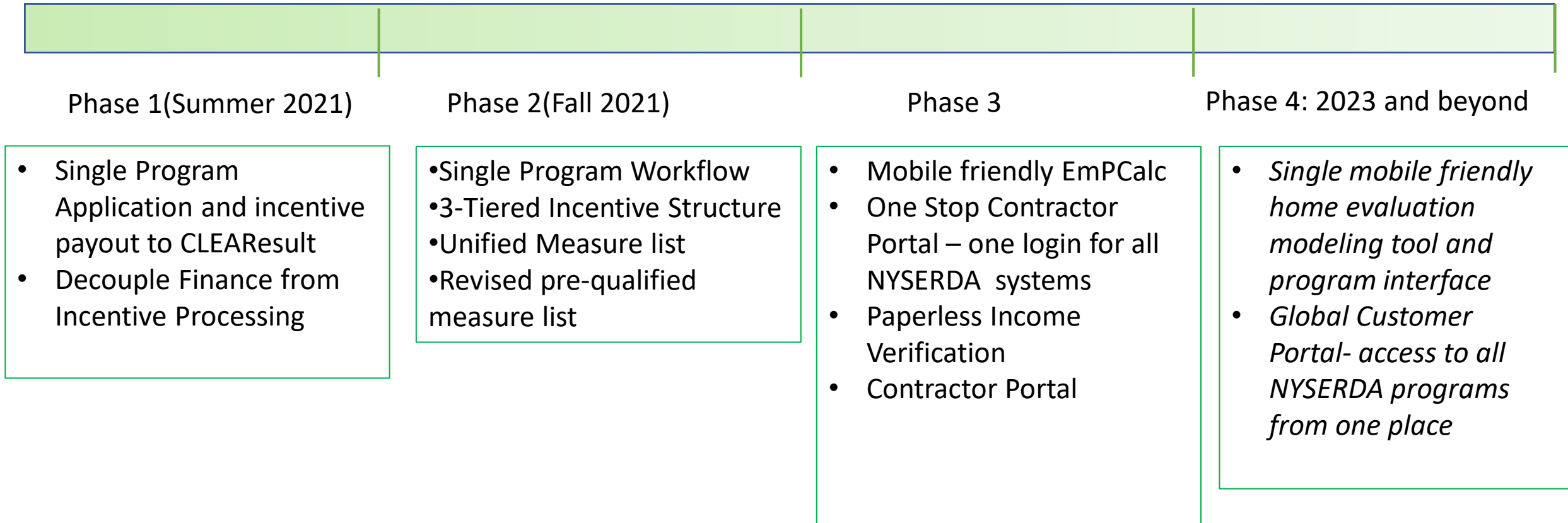
Audit Payments

- Assisted Home Performance audits that do not pass review will have payment withheld. Failure cases are created utilizing the Support Case system and contractors are notified of the failure reason through the case. Contractors have 14 days from the time the failure case is created to make corrections to the failed reason. If the failure reason is not resolved within that time frame the case will be closed and payment will not be issued.
- If you feel you are missing payment on a completed audit, please check for a case in the Support Case system as well as your bank account for an issued payment prior to reaching out to Program. If you do not find a case or payment please reach out to support.residential@nyserda.ny.gov for further information.

Missing Payment Inquires

- If you believe you are missing payment for EmPower, Assisted Home Performance, or Audit projects please reach out to support.residential@nyserda.ny.gov or call contractor support at 800-284-9069.
- This will allow us to process your inquiry in a streamlined and timely manner.
- Do not reach out to NYSERDA finance directly.

Timeline for EmPower+



Application Process – Future State

EmPower+ Customer Application (both income brackets):

- Customer applies for audit and incentive with the same application at the same time.
- Customer will have option to select their own contractor or have one assigned to them.
- Loan applications will be decoupled from incentives: Slipstream will continue to process loans.
- Incentive applications will be combined: Shared Services will process all incentive applications.
- Customers, Contractors, CEEPs will have paths to submit applications online directly into NYSERDA Portal.
- Customers that do not qualify categorically will document their income through choice of tax documents or paystubs.
- Prior service check will lookback 3-years and if the customer has already received the max incentives for their income tier, no further services can be provided until the 3-year timeframe has passed.
- When a renter is determined eligible, but we are unable to obtain a landlord agreement, they will be assigned as ER only. All other projects will be assigned as a full comprehensive project.

Thank You

Questions?

Thoughts?

Feedback?