



Welcome to the NY Residential Existing Homes Program. Because of the close interaction that we maintain with our Participating Contractors, it is imperative that the Program be provided with the most current contact information.

If at any time, should the information submitted on your application, any supporting documentation or this form change, please contact residential.programs@nyserda.ny.gov cc:elizabeth.lazarou@nyserda.ny.gov.

SECTION 1: CUSTOMER-FACING INFORMATION

Company Name

Address

I understand the customer-facing contact information will be visible to customers on NYSERDA's website and NY Home Energy Portal and will be the main method for them to contact your company. There can be only one customer-facing email and phone on record per company.

Customer-Facing Email Customer-Facing Phone

SECTION 2: PROGRAM CONTRACTOR CONTACTS

PRIMARY PROGRAM CONTACT

The Primary Program Contact is the person with whom NYSERDA communicates regarding program announcements and changes in the contractor's Program status.

Primary Contact Title

Email Phone

STANDARDS & QUALITY ASSURANCE (SQA) CONTACT

The SQA Contact is the person with whom implementation staff will communicate with the Participating Contractor regarding scheduling of SQA inspections, corrective action reports (CAR's) and customer concerns.

SQA Contact Title

Email Phone

TASK ASSIGNMENT CONTACT

The email address to which all project assignments, and project status update will be forwarded from the NY Home Energy Portal. It is strongly recommended that multiple people have access to this inbox to ensure timely and consistent customer service.

Task-Assignment Email

**Submit this completed form to residential.programs@nyserda.ny.gov
cc:elizabeth.lazarou@nyserda.ny.gov.
Please include your company name in the subject line.**