

EmPower+ No Heat Guidelines

EmPower+ is not an emergency-services program. The program does, however, attempt to respond to emergency situations within the constraints of program guidelines and the existing infrastructure for the provision of services. As such, NYSERDA has established the following guidelines for the submittal of “No-Heat” projects that address heating systems that have failed during the designated heating season.

No-heat equipment replacement project incentives are available up to the program heating incentive caps for Tier 1 (Low-Income) and Tier 3 (Moderate-Income) projects referenced below.

1. Tier 1 (Low-Income) - Furnace-Not to exceed \$6,000 per system
2. Tier 1 (Low-Income) - Boiler- Not to exceed \$10,000 per system
3. Tier 3 (Moderate-Income) - Furnace/Boiler \$2,000 per heating system

In the event program incentives do not cover the cost of the heating system replacement, the household may be eligible for NYSERDA financing to cover the additional cost.

Qualified households should apply for Heating Equipment Repair and Replacement Benefit (HERR) through the Office of Temporary and Disability Assistance (OTDA) first. NYSERDA’s no-heat equipment replacement funding is available for those who are ineligible or were denied HERR funding. In certain instances, HERR will approve funding for a heating system repair or replacement; however, the costs for the repair/replacement of the failed system exceeds the HERR funding cap. When this occurs, the Tier 1 (Low-Income) incentive can be applied ***in addition to*** the HERR funding up to the current Tier 1 (Low-Income) no-heat funding cap.

Heating Season

For the purposes of this guidance, the heating season is defined as the time period beginning October 1, 2023, continuing through to May 31, 2024.

No-Heat Project Eligibility

To qualify as a no-heat project, the primary heating system has failed or is determined unsafe to operate and is non-repairable, resulting in the need for a replacement primary heating source. In order to qualify for NYSERDA’s no-heat funding, the failure must have occurred during the current heating season, at a primary residence of an income-qualified customer, and the replacement/repair cannot be completed through HERR or another assistance program.

The household seeking no-heat equipment replacement funding must be served by an eligible utility.

In addition to meeting the guidelines above, EmPower+ projects seeking no-heat equipment replacement funding must meet the following criteria.

Tier 1 (Low-Income) Households:

- The household is owner occupied, has applied to the Heating Equipment Repair and Replacement (HERR) program, and HERR has provided a denial letter to the customer. A copy of the denial letter must be provided to the Participating Contractor for submission to the Program. *or*
- The household is owner occupied, is Tier 1 (Low-Income) income eligible and meets one or more of the following criteria (the below are conditions that **would** trigger a HERR denial letter):
 1. Applicant has lived in the home less than 12 months preceding the month of application
 2. Applicant has owned the home less than 12 months preceding the month of application
 3. Dwelling is a 3- or 4-unit home
 4. Heating equipment is inoperable due to flood, fire, or other natural disaster
 5. Household is switching primary heating system from delivered fuels to heat pump technology

Tier 3 (Moderate-Income) Households:

- The household meets the no-heat project eligibility criteria.

Ineligible Projects

The following factors would disqualify a project from being eligible for no-heat equipment replacement funding. If any of the following are true, the project should follow the standard project submission and review process.

- The primary heating system has been disabled for 12 months or more and there is an alternative heating source in place.
- There is no immediate need for heat (i.e. replacement request occurs outside of the heating season)
- The operation of the existing heating equipment poses no immediate health and safety concerns
- Dwelling does not have an existing heating system
- The home was purchased/rented without an operational heating system
- Home is rental unit and owner is not income eligible or building is not owner-occupied
- The customer is a customer of National Fuel Gas (NFG)
 - *NFG customers should reach out first to NFG in the event of a no-heat situation at 716-686-6123 M-F 7am-6pm **or** call the emergency line at Emergency line at 1-800-444-3130 which is available 24/7.

Project Submission Requirements

In addition to the criteria listed above, the project must also meet the following:

2. Participating Contractor must provide an explanation on why the heating system is non-repairable. If a failed heating system can be made operational again and serve the household for additional years to come, an attempt should be made to repair it.
3. When scoping a no-heat project, the Participating Contractor should prioritize upgrading the existing heating system with heat pump technology. Program will consider heat pump replacement costs which exceed existing project caps. In the event heat pump technology is significantly cost prohibitive or otherwise infeasible, the existing fossil fuel heating equipment can be replaced with fossil fuel heating equipment. The heat pump installation must meet all Program requirements. Please see Section 5.6 and 5.10 of the [Program Manual](#) for additional information on heat pump installations.
4. The defective heating equipment must be replaced with equipment identified on the current eligible measures list.
5. All no-heat projects must be submitted to the Program and approved prior to work taking place in accordance with the project submission process outlined below. This is to ensure the project meets the qualifying criteria and the household meets the three-year prior services criteria.

Project Submission Process

Tier 1 (Low-Income) Households

- Evaluate whether the situation meets the Program's definition of an emergency.
 1. Review Section 5.4 Handling Emergency Situations in the [Program Manual](#)
 2. Call your Account Manager
- Contractors must refer customers to the HEAP HERR program first and must follow all the HEAP HERR requirements (<https://otda.ny.gov/programs/heap/#emergency-benefit>)
 1. If HEAP HERR denies services, then the denial letter must be submitted to Program staff prior to the Program approving the project.
 2. Weatherization Assistance Program (WAP) may be explored if customers are also eligible for WAP services.
- Complete the online [EmPower+ Application](#). Note the application #.
- Submit a Case to notify Program of No Heat Emergency.
 1. Email support.residential@nyserda.ny.gov, use subject: **No Heat – Application #**
 2. The Program will prioritize reviewing the project.

Tier 3 (Moderate-Income) Households

- Evaluate whether the situation meets the Program’s definition of an emergency.
 1. Review 5.4 Handling Emergency Situations in the [Program Manual](#)
 2. Call your Account Manager
- Customer should be informed of the HEAP HERR program first and should apply for benefits, if they qualify (<https://otda.ny.gov/programs/heap/#emergency-benefit>)
- Complete the online [EmPower+ Application](#). Note the application #.
- Submit a Case to notify Program of No Heat Emergency.
 1. Email support.residential@nyserda.ny.gov, use subject: **No Heat – Application #**
 2. The Program will prioritize reviewing the no-heat project.