

NY Residential Existing Homes Program Contact List EmPower+

Primary Contacts

Contractor Support

1-800-284-9069

<http://hpwescontractorsupport.com/>

General Inquiries: support.residential@nyserda.ny.gov

Customer Support

1-877-NYSMART

General Inquiries: info.residential@nyserda.ny.gov

<https://www.nyserda.ny.gov/All-Programs/Programs/Home-Energy-Efficiency-Upgrades>

Program Administrator

New York State Energy Research and Development Authority (NYSERDA)

518-862-1090

General Inquiries

Email: empower.residential@nyserda.ny.gov

Program Operations Staff

Scott Oliver – Program Manager

Email: scott.oliver@nyserda.ny.gov

David Friello – Senior Project Manager

Email: David.Friello@nyserda.ny.gov

Erik Gilbert – Project Manager

Email: Erik.Gilbert@nyserda.ny.gov

Elizabeth Lazarou – Project Coordinator

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Uthman Aziz – Project Manager

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Max Ciovacco – Project Manager

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Technical Services Staff

Matthew Houle – Project Manager

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Keith Place- Project Manager

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Quality Assurance Staff

David Houle – QA Project Manager

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Residential Financing Staff

Heather Clark – Senior Project Manager, Residential Financing

Email: Heather.Clark@nyserda.ny.gov

Kevin Hunt – Project Manager, Residential Financing

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Lucia Cappiello – Contractor, Finance Solutions

Email: lucia.cappiello@nyserda.ny.gov

Community Energy Resources (Formerly called CBO) Staff

Jessica Ortiz – Senior Project Manager, Energy and Climate Equity

Email: jessica.ortiz@nyserda.ny.gov

Lori Clark – Project Manager, Energy and Climate Equity

Email: lori.clark@nyserda.ny.gov



Shared Services Contractor

TRC

Questions related to general program information, EmPower+ Application support and Referrals.

General Inquiries

Toll Free: 1-877-NYSMART

Email: info.residential@nyserda.ny.gov

Jamie Lackie – Project Manager

Email: Jamie.Lackie@nyserda.ny.gov

Rhonda Peluso – Project Manager

Email: Rhonda.Peluso@nyserda.ny.gov

Peter Kerwin – Project Manager

Email: Peter.Kerwin@nyserda.ny.gov

Program Operations and Technical Services Contractor

CLEAResult

Questions related to contractor assignment on approved applications, workscope and completion approvals, technical assistance, payments, appliances, program policies and guidelines, and project support.

Contractor Support

Toll Free: 1-800-284-9069

Email: support.residential@nyserda.ny.gov

Lea Campbell – Sr. Program Manager

Email: Lea.Campbell@clearesult.com

Peter Hoke – Program Manager

Email: Peter.Hoke@clearesult.com

Lindsay Huba-Zhang –Program Manager

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Contractor Support Staff

Brendon Fox – Sr. Market Outreach Manager

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Rebecca Lloyd – Market Outreach Manager

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John Carrigan – Field Manager

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Zachary Kerlin – Building Science Analyst

John Calarco – Building Science Consultant

David Krebs – Building Science Analyst

Jeremy Meyers – Market Outreach Specialist

Mitch Bryk – Market Outreach Specialist

Johanna Sorensen – Tech Support Analyst

Mireille Yost – Tech Support Analyst

Nayrupa Brehaspat – Tech Support Analyst

Kaitlin Martin – Sr. Operations Coordinator

Kristen Valenti – Market Outreach Coordinator

Lynise Cromer – Tech Support Specialist

Zachary Doraby – Tech Support Specialist

Technical Support Resource Staff

Steve Smith – Program Consultant

Raymond Provera – Senior Residential Field Specialist



Technical Review Staff

Michael Downing – Operations Manager

Email: Michael.Downing@clearResult.com

Jeannette Francis – Operations Supervisor

Email: Jeannette.Francis@clearResult.com

David Piper – Building Science Specialist

Joseph Farrell – Building Science Specialist

Rebecca Bartholf-Frueh – Sr. Program Coordinator

Trevor Sprague – Operations Coordinator

Branden Net – Program Coordinator

Gary Donovan – Program Coordinator

Program Support Staff

Katherine Sanderson – Operation Consultant

Sarah Knoell – Program Consultant

Tyler Bushey – Program Consultant

Bridgette Calarco – Operations Analyst

Willa Hurt – Operations Analyst

Certifications and BPI GoldStar Contractor Program

Questions related to certification, accreditation requirements, technical support and standards.

Building Performance Institute (BPI)

63 Putnam Street, Suite 202
Saratoga Springs, New York 12866

Toll Free: 877-274-1274

Fax: 866-777-1274

www.bpi.org

<http://www.bpi.org/about-us/contact-us>

Consumer Financing

Process loan applications and provide contractors with the status of the loan.

Slipstream, formerly Energy Finance Solutions (EFS)

431 Charmany Drive
Madison, WI 53719
PHONE: 1-800-361-5663
FAX: 608-249-5788

Website: <http://www.energyfinancesolutions.com>

All inquiries to: efs@energyfinancesolutions.com

Consumer Loan Servicing

Service NYSERDA's Residential Energy Efficiency loans and provide borrowers with pertinent loan information.

Concord Servicing Corporation

4150 North Drinkwater Boulevard, Suite 200
Scottsdale, AZ 85251
Toll Free: 866-493-6393
FAX: 480-951-8879

Website: <http://www.powerofconcord.com>

All inquiries to: cs@concordservicing.com