

Single Family Residential Program Update

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**EmPower +
Residential Energy Assessments (REA)
Comfort Home**

April 5, 2024

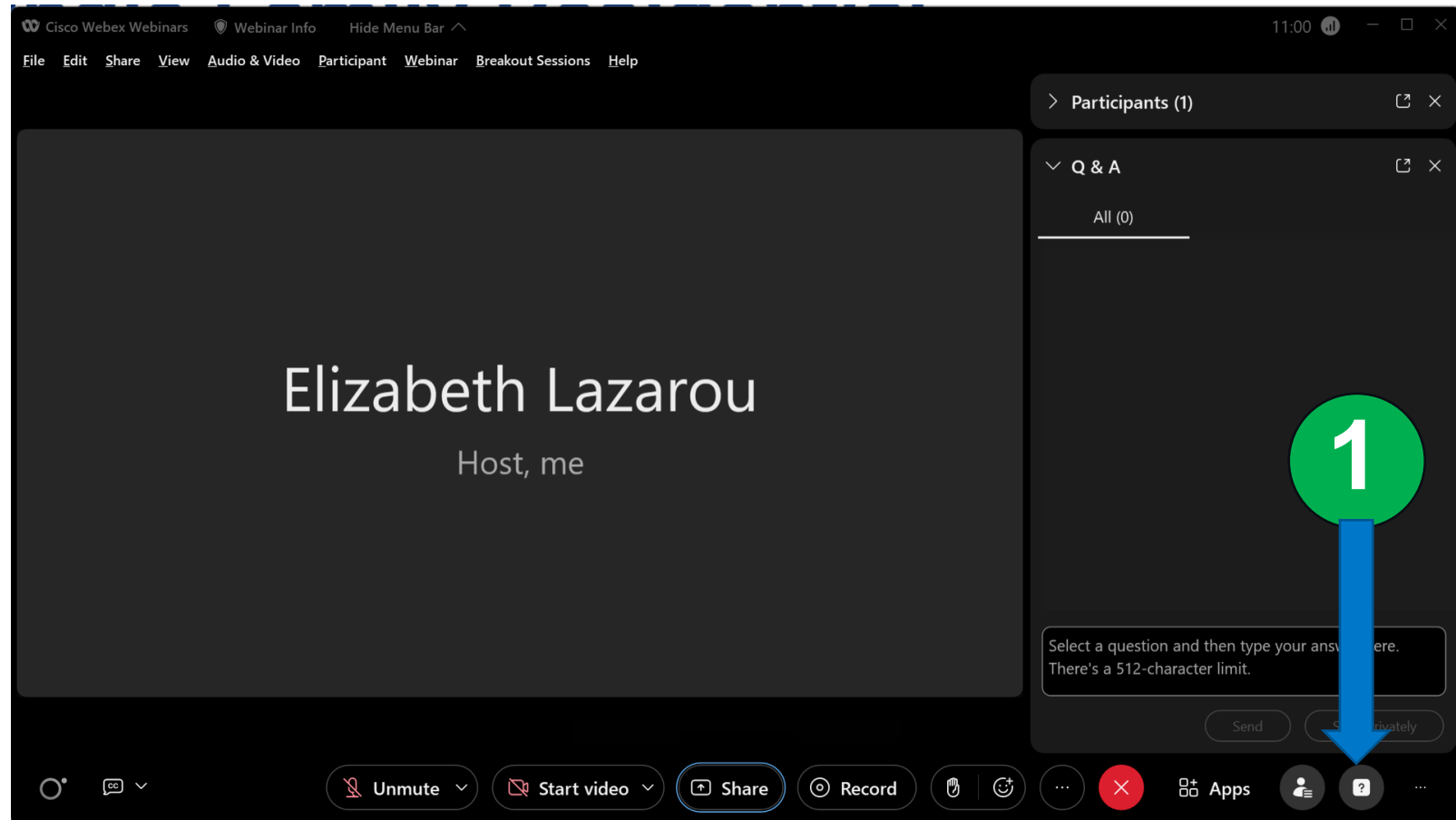


NYSERDA

Options for Q&A During Today's Webinar - Text

OPTION 1 - TEXT

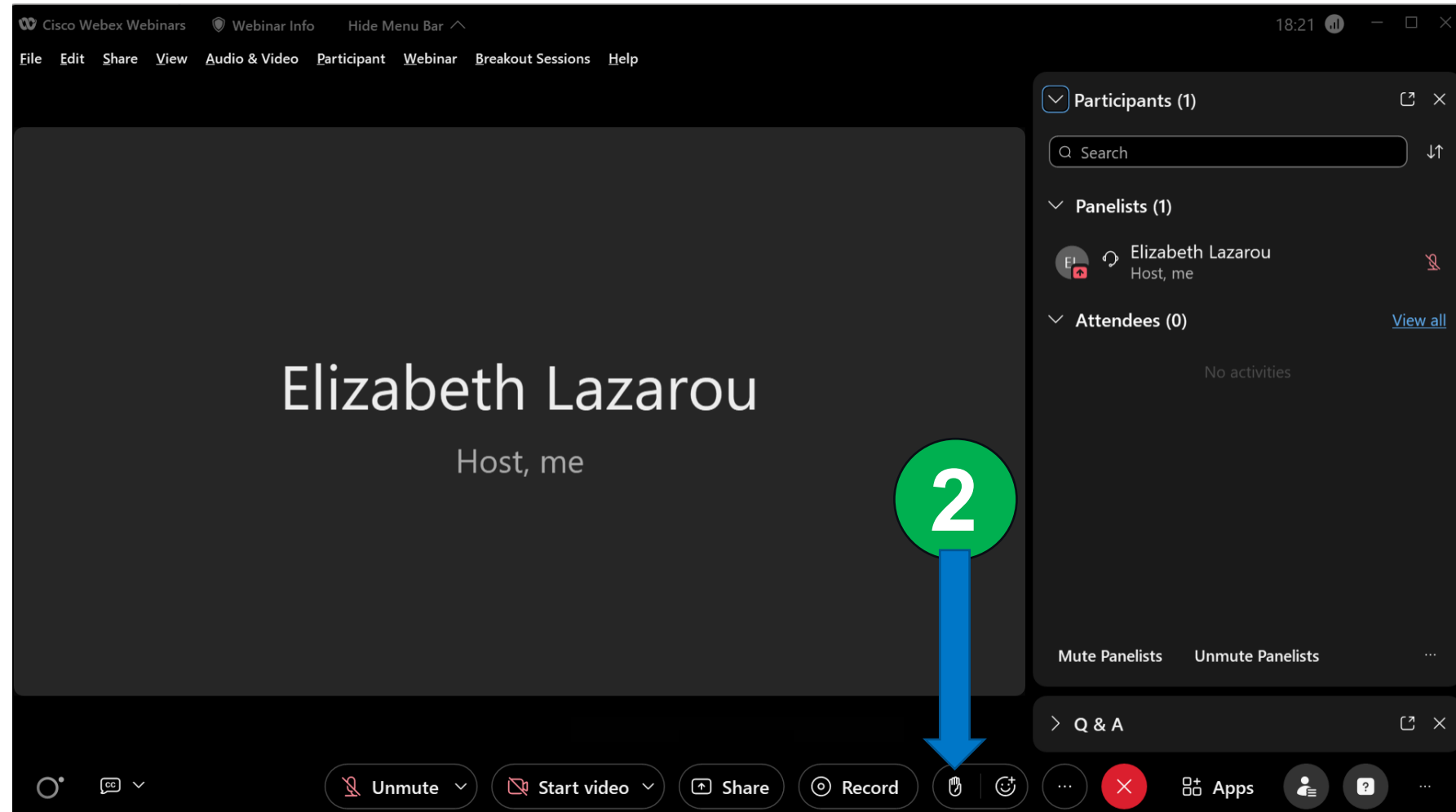
- > Locate the Q&A function by clicking on the question mark box in the lower right portion of your webinar panel.
- > Type your question into the text field and click "send."



Options for Q&A During Today's Webinar - Mic/Phone

OPTION 2 - MIC/PHONE

- > Locate the "raise hand" icon in the toolbar at the bottom of your screen.
- > Click on the raise hand icon to let us know you have a question.
- > The Host will indicate when you have been sent a request to unmute, click on the unmute request then ask your question verbally through your computer mic or phone.



The screenshot displays the Cisco Webex Webinar interface. At the top, there is a menu bar with options: File, Edit, Share, View, Audio & Video, Participant, Webinar, Breakout Sessions, and Help. The main content area shows the name 'Elizabeth Lazarou' and the role 'Host, me'. On the right side, there is a sidebar with sections for 'Participants (1)', 'Panelists (1)', and 'Attendees (0)'. The 'Panelists (1)' section shows 'Elizabeth Lazarou' as the host. At the bottom of the screen, there is a toolbar with icons for 'Unmute', 'Start video', 'Share', 'Record', and 'Raise Hand'. A green circle with the number '2' is placed over the 'Raise Hand' icon, and a blue arrow points from this circle to the icon.

Agenda

- Upcoming NYHEP System Updates & Enhancements
- Sufficient Fresh Air for Occupants
- Comfort Home
 - SharePoint Update
- EmPower+
 - Viewing Contractor Notes
 - Extending Enrollment Periods
 - Deferring Enrollments
 - Geo-Eligibility
- IRA Updates



NYSERDA

Upcoming NYHEP System Updates & Enhancements

NYHEP will be updated April 25, 2024

- **All Users:**
 - **Display a warning box prior to automatically being logged out due to inactivity**
 - **Single sign-on enabled. Users logged into Salesforce can also log into NYHEP without entering credentials.**
 - **Search feature enhancement. Users may use the search bar to locate a project using Enrollment Number, Reference Number, or Customer Last Name**
 - **Project Acceptance Extension. System configuration aligned with extension policy announced in December 2023**
 - **“Application Processor” label changed to “Community Hub”**
 - **“Forgot Your Password” dialog box updated to ask for “user ID”**
- **Numerous back-end data exchange enhancements, other bug fixes, and performance improvements**

During the update, NYHEP will be unavailable

Contractor/Customer Phone Support

On or around 4PM, April 17, CLEAResult's phone-call management software will be updated. Switch-over is expected to take about an hour, but can take longer.

During the switch-over, phone support will be unavailable

As the planning is finalized, we'll provide additional information through Program Announcements and will post details on the Contractor Support site.

Ensuring Sufficient Fresh Air for Occupants

Best Practices

The American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) 62.2-89 standard defines the Building Airflow Standard:

A minimum amount of ventilation required for occupant health and safety

If the measured airflow is less than the Building Airflow Standard, mechanical ventilation must be recommended or installed according to the standard.

ASHRAE 62-89 Standard for Air Tightness

- If the measured post-work **airflow is greater than** the Building Airflow Standard, then no additional action is necessary.
- If the measured post-work airflow is **between 70% and 100%** of the Building Airflow Standard, then mechanical ventilation must be **recommended** to the occupants.
- If the measured post-work airflow is **less than 70%** of the Building Airflow Standard, then mechanical ventilation rated for continuous operation **must be installed** as part of the work scope.

Recommended or installed mechanical ventilation must be designed appropriately to provide adequate air exchange to meet the occupancy ventilation requirements provided by ASHRAE 62-89.

Program Participation Agreements

NYSERDA's Participation Agreements refer to a Participating Contractor's responsibility to ensure that work performed in each Program adheres to the technical standards established and maintained by BPI.

Several BPI credentials, including Building Analyst Professional, Energy Auditor, and Building Envelope Professional require comparison of the home's airflow to the Building Airflow Standard as defined in the ASHRAE 62.2-89 standard.

Providing sufficient ventilation and fresh air for homeowners, families, and tenants is a key part of health and safety.

Best Practice:

Check to ensure that each home upgraded meets the standard

EmPower+: Calculation built into NYHEP with blower door input

Comfort Home:

We've created a calculator

The screenshot shows a Microsoft Excel spreadsheet titled "Building Airflow Standard calculator". The spreadsheet is designed as a user interface for a calculator. It features a header with the NY State logo and "NYSERDA Building Airflow Standard calculator". Below the header, there is a paragraph explaining the calculator's purpose: "The calculator below uses the ASHRAE 62-89 Building Airflow Standard to compare the post-work blower door test to the required airflow needed for occupant health and safety. Compliance with standard is required of all BPI-certified professionals." This is followed by "Directions" with three numbered steps. A "Key Inputs" section contains a table with four rows for inputting data: "Conditioned / living space area (sq. ft.)", "Average story height (ft)", "Number of bedrooms", and "Stories above grade (occupied attic counts as 1/2)". The "Blower door CFM50 (post-install)" is also an input field. A "Calculated Value" section at the bottom shows a large empty box for the result, with the label "Required minimum airflow for occupant safety and health (CFM50)". The spreadsheet is displayed in a window titled "Building Airflow..." with the user "Bohling, Keith (NYSERDA)".

| Key Inputs | |
|--|----------------------|
| Conditioned / living space area (sq. ft.) | <input type="text"/> |
| Average story height (ft) | <input type="text"/> |
| Number of bedrooms | <input type="text"/> |
| Stories above grade (occupied attic counts as 1/2) | <input type="text"/> |
| Blower door CFM50 (post-install) | <input type="text"/> |

| Calculated Value | |
|---|----------------------|
| Required minimum airflow for occupant safety and health (CFM50) | <input type="text"/> |

Example: Home meets standard



Comfort Home Program Building Airflow Standard calculator

The calculator below uses the ASHRAE 62-89 Building Airflow Standard to compare the post-work blower door test to the required airflow needed for occupant health and safety. Compliance with standard is required of all BPI-certified professionals.

Directions:

1. Complete all fields in the Key Inputs section.
2. Compare the Required minimum airflow to the post-install blower door result.
3. If necessary, recommend or install required mechanical ventilation to ensure occupant safety and health.

Key Inputs

| | | |
|----------------------------------|------|---|
| Conditioned / living space area | 2000 | Include the attic and / or basement if those spaces are inside the pressure boundary. |
| Average story height (ft) | 8 | |
| Number of bedrooms | 3 | |
| Stories above grade | 2.0 | |
| Blower door CFM50 (post-install) | 1500 | |

Calculated Value

| | | |
|---|------|---|
| Required minimum airflow for occupant safety and health (CFM50) | 1432 | The total airflow is meets the minimum Building Airflow Standard. No further action is necessary |
|---|------|---|

Ventilation must be recommended to the homeowners



Comfort Home Program Building Airflow Standard calculator

The calculator below uses the ASHRAE 62-89 Building Airflow Standard to compare the post-work blower door test to the required airflow needed for occupant health and safety. Compliance with standard is required of all BPI-certified professionals.

Directions:

- 1. Complete all fields in the Key Inputs section.
- 2. Compare the Required minimum airflow to the post-install blower door result.
- 3. If necessary, recommend or install required mechanical ventilation to ensure occupant safety and health.

Key Inputs

| | |
|----------------------------------|------|
| Conditioned / living space area | 2000 |
| Average story height (ft) | 8 |
| Number of bedrooms | 3 |
| Stories above grade | 2.0 |
| Blower door CFM50 (post-install) | 1200 |

Include the attic and / or basement if those spaces are inside the pressure boundary.

Calculated Value

| | | |
|---|------|--|
| Required minimum airflow for occupant safety and health (CFM50) | 1432 | The total airflow is between 70% and 100% of the Building Airflow Standard. Mechanical ventilation must be recommended to the occupants. |
|---|------|--|

Ventilation must be installed



Comfort Home Program Building Airflow Standard calculator

The calculator below uses the ASHRAE 62-89 Building Airflow Standard to compare the post-work blower door test to the required airflow needed for occupant health and safety. Compliance with standard is required of all BPI-certified professionals.

Directions:

1. Complete all fields in the Key Inputs section.
2. Compare the Required minimum airflow to the post-install blower door result.
3. If necessary, recommend or install required mechanical ventilation to ensure occupant safety and health.

Key Inputs

| | | |
|----------------------------------|------|---|
| Conditioned / living space area | 2000 | Include the attic and / or basement if those spaces are inside the pressure boundary. |
| Average story height (ft) | 8 | |
| Number of bedrooms | 3 | |
| Stories above grade | 2.0 | |
| Blower door CFM50 (post-install) | 1000 | |

Calculated Value

| | | |
|---|------|--|
| Required minimum airflow for occupant safety and health (CFM50) | 1432 | The total airflow is less than 70% of the Building Airflow Standard. Mechanical ventilation is required. |
|---|------|--|

Notes

Check your inputs carefully (ceiling height, conditioned square footage).

QA inspections have and will continue to include this calculation.

In many cases, a continuously running externally vented bath fan can provide sufficient airflow for occupant health and safety.

Q & A

Different BPI standards reference different ASHRAE standards.

ASHRAE 62.2-89 and ASHRAE 62.2-2013

Research has shown that the two have similar results. We built the calculator on ASHRAE 62.2-89 because it's simpler with 5 inputs.

If your calculation with the 62.2-2013 formula shows sufficient airflow, we will accept that.

Comfort Home

Comfort Home SharePoint Update

- SharePoint is now available to upload Customer Utility Release Forms (URFs).
- Please make sure to check your inbox for the access link.
- Reupload all URFs that were not submitted since March 11.
- If you didn't receive an email with a link, reach out us at ComfortHome@nyserda.ny.gov with the email address that should have access to SharePoint.

EmPower+



Enrollment Acceptance by Contractors

Extending Enrollment Periods

Assigned enrollments need to be accepted or rejected within 5 business days before it returns for contractor reassignment.

- *Due Date*

Contractors may extend enrollments 1x for an additional 5 business days.

- Click *Extend Due Date* button, follow prompts
- *Due Date Extensions* will change to 1

Enrollment Acceptance - Awaiting Results

Process Save Close **Extend Due Date** Enrollment

Enrollment Acceptance Information

| | |
|---------------------------------|--|
| Due Date 04/09/2024 | Assign To Test Contractor |
| Due Date Extensions 0 | Assignment Method Program Referred |

Enrollment Acceptance by Contractors

Note visibility is dependent on the option selected for *Who can view this note?* when the note is created.

The default selection is for the note to be visible by only the contractor leaving the note. Upcoming enhancements will switch the default to *Users with access to this enrollment*.

Notes

- Leave a detailed note and specifically call out any information that would impact reassignment.

Who can view this note?

- *Users with access to this enrollment* (future default)
 - Visible to all contractors with access to enrollment
- *Users with access to this workflow step* (current default)
 - Visible to only contractor leaving note

Workflow Step Note

Create New - Note

Save Delete Close

Note Date 03/29/2024 **Note Time** 8:45 AM

Notes

Who can view this note?

- Users with access to this enrollment (all contractors on enrollment)
- Users with access to this workflow step (only contractor leaving note)

Enrollment Acceptance by Contractors

Deferring Enrollments

It is important to note all projects that are unable to move forward because of a blocker(s). Regional Clean Energy Hubs may be able to assist the homeowner. Program also collects this information to aid in identifying additional funding.

Rejection Reason

- Select *Deficiencies beyond program capability*

Outcome
 Accepted
 Rejected

Reason
Deficiencies beyond program capability

Notes

- Leave detailed notes
- Specifically call out what issues are causing the enrollment to be deferred
- Is Regional Clean Energy Hub assistance needed?
- Indicate if you want to continue project after issues have been resolved

Who can view this note?

- Select Users with access to this enrollment
 - Enables Hub to view note

Workflow Step Note

Create New - Note

Save Delete Close

Note Date: 03/29/2024 Note Time: 8:45 AM

Notes
Project needs to be deferred. Large roof repair needed before insulation can be completed. Customer needs Hub assistance to identify additional funding. We can do insulation work after roof repaired.

Who can view this note?
 Users with access to this enrollment
 Users with access to this workflow step

Geo-Eligibility Project Completion Extension

- A 30-day extension to May 15, 2024, has been granted for any EmPower+ project where the household was determined eligible through geo-eligibility to be completed and closed out by.
- Projects that are not completed by May 15, 2024, will need to be closed by CLEAResult. When the customer reapplies, a new enrollment will be created for them. Contractors can enter the information from the previous enrollment into the new enrollment.
- If there are any questions, please reach out to contractor support at 1-800-284-9069.

IRA Updates

Timeline for Home Energy Rebates: Phased Roll-Out

Q1 2024

Q2 2024

Q3 2024*

Q4 2024+

- DOE review and approval of application and release of funding *for first phase deployment*
- NYSERDA publishes response to stakeholder questions and comments
- Contractor and community leader input, training and toolkits & customer outreach

- Blueprint submitted to DOE.
- In-market soft launch of first phase HEAR rebates through Empower+
- NYHEP System improvements
- Contractor and Community Group training for changes to EmPower+ program for IRA enablement

- In-market continued launch of first phase HEAR rebates through Empower+
- Stakeholder engagement and working groups to shape forthcoming offerings (e.g., multifamily offering; consumer point-of-sale appliance rebates) and inform continuous improvement of active programs.

- NYSERDA applies to DOE for and delivers a phased roll-out of full range of Home Energy Rebate funding for all eligible customer segments by end of 2024.

* estimated

RESOURCES

Links to Learn More and Stay Engaged

> **Information on the Inflation Reduction Act:**

<https://www.nyserda.ny.gov/All-Programs/Inflation-Reduction-Act>

> **DOE Guidance on Home Energy Rebate Programs:**

<https://www.energy.gov/scep/home-energy-rebates-programs-guidance>

> **IRS Guidance on Energy-related Tax Credits and Deductions:**

<https://www.irs.gov/credits-and-deductions-under-the-inflation-reduction-act-of-2022>

> **State-Based Home Efficiency Contractor Training Grants**

<https://www.energy.gov/scep/state-based-home-energy-efficiency-contractor-training-grants>



Stay engaged by following NYSERDA's Residential Market Advisory Group:

<https://www.nyserda.ny.gov/Residential-Market-Advisory-Group>



Send written comments to residential.ira@nyserda.ny.gov

Training Options Poll

1. 1 ½ hour training for all aspects with office hours- 4 weeks ahead of time
2. 1 hour program overview 4 weeks ahead with multiple 45-minute trainings for NYHEP changes 2 weeks ahead with office hours.
3. 2- 45 minutes trainings- 1 four weeks before, 1-2 weeks before on general program changes with multiple 45 minute NYHEP sessions with office hours.

Questions?



NYSERDA