

Single Family Residential Program Update

Scott Oliver, Program Manager
David Friello, Senior Project Manager
Keith Bohling, Senior Project Manager
Steve Wagner, Senior Project Manager

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

May 3, 2024



NYSERDA

Agenda

- Upcoming System Updates & Enhancements
- Comfort Home
 - Multi-Unit Building Update
- Residential Energy Audit Update
- EmPower+
- Contractor Training Schedule
- IRA Updates



NYSERDA

Upcoming System Enhancements/ Outages

Contractor Profiles in Salesforce

Contractor – Spoken Languages

We are in the process of updating the NYSERDA portal to track languages spoken by contractors and vendors across the networks. This will allow Programs to refer customers to contractors/vendors who can more clearly communicate with them.

If your company has staff who are fluent in languages other than English, please take the time to send Liz an email elizabeth.lazarou@nyserda.ny.gov, listing all other languages so they may be added to your profile.

NYHEP will be updated later this month

- > **IRA Updates**
- > **Other Enhancements:**
 - > Fixed bug that required users to click “Save” prior to entering data on the Final Project Submission step
- > **The week of May 27, there will only be one invoice package sent for processing**
- > **Timing: TBD. A notice will be posted in NYHEP**

During the update, NYHEP will be unavailable

Comfort Home Updates

Multi-Unit Buildings



- Clarification of how multi-unit buildings should be handled for Comfort Home.
- First determine whether the units have separate heating systems or are all heated by one heating system.
- The number of heating systems will determine how many “projects” and how many incentives will be applicable.

Multi-Unit Buildings: One Heating System

- If the whole building is heated with one system, then the whole building is entered into Compass as one project.
- One incentive will apply for the whole building.
- All areas must be upgraded in order for the building to qualify for Comfort Home incentives.
 - If package A is proposed, the entire attic must be air-sealed and insulated, even if the attic spans two units.
 - If package B with wall insulation is proposed, all above grade exterior walls must be insulated.

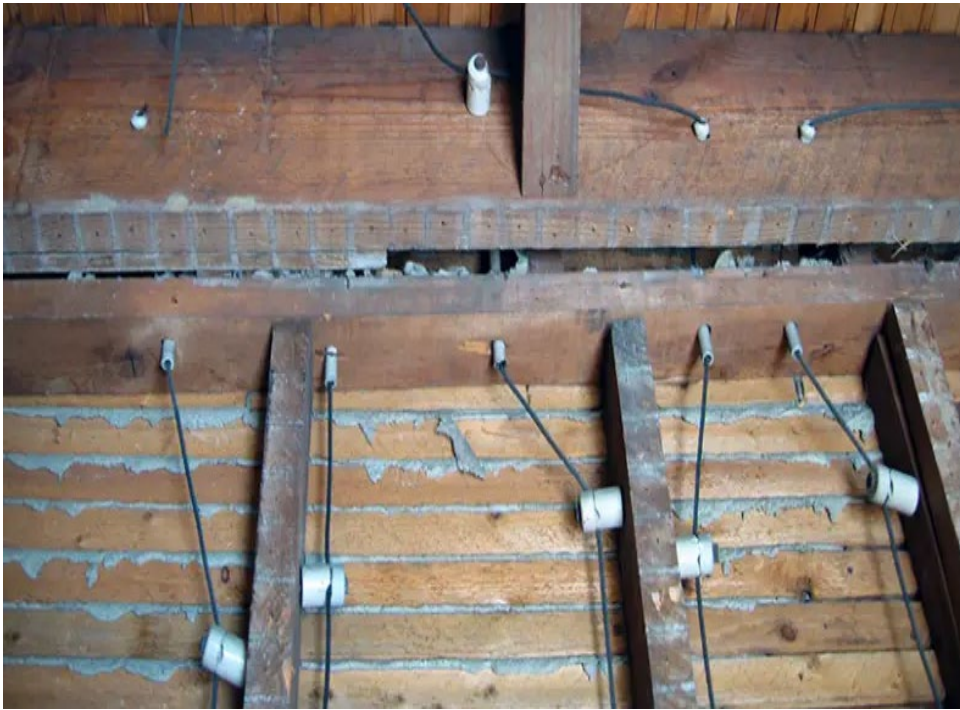
Multi-Unit Buildings: Multiple Heating Systems

- Multi-unit buildings that have separate space heating systems for each unit are eligible for separate Comfort Home incentives for each unit.
- Each unit should be entered as a separate project in Compass.
- Each unit/project will require a signed Customer Utility Release Form.
- Each project should use the conditioned floor area associated with that unit.
- Each project should include details about the HVAC and water heating system associated with that unit.

Multi-Unit Buildings: Multiple Heating Systems

- Each project should use the improved “areas” (insulation, air sealing, windows, etc.) associated with that unit.
- Each project should use the actual attic area over the unit.
- Each project should use the actual basement square footage and rim joist length for the portion under the unit.
- Each project should use the actual floor square footage for foundation ceiling if insulating the basement ceiling for the unit.
- A second-floor unit should identify its basement/foundation as “conditioned”.
- A first-floor unit with a second-floor unit above it should list attic insulation as “ $\geq R38$ ” and the grade as “ $<10\%$ Voids or Compression”.

Knob-and-Tube Wiring



- BPI standards, the National Electrical Code, and industry best practices prohibit installing insulation that comes into contact with knob-and-tube wiring.

Knob-and-Tube Wiring

- When insulating, ensure that no insulation is in direct contact with knob-and-tube wiring.
- Comfort Home packages require complete measure installation. If 90% or more of attic can be air-sealed and insulated, then the project is eligible for Comfort Home.
- A home with knob-and-tube wiring in the attic that doesn't allow at least 90% of the attic insulation to be installed is not eligible for Comfort Home.
- A home with knob-and-tube wiring in the walls is not eligible for Comfort Home package B (Good package).

REA Updates

REA Contactor Service Area

- The new online REA participating contractor list gives us the ability to manage different service areas for the programs you participate in.
 - > Difficulty traveling longer distances to complete an REA project.
- Ability to temporarily deactivate contractors from the online listing.
 - > Cannot properly manage REA leads from the website.
 - > Your company can be activated again at any time.
 - > Email will be sent including your current county selections
 - > This will only affect your REA county service area
 - > Reply to homeaudits@nyserda.ny.gov with any county adjustment requests

REA Contractor NYHEP Notifications

- Contractor email notifications were pre-set to Off for REA during the initial NYHEP launch but have since been turned on.
- Compiling projects that may have been sent back to contractors for missing information that was needed for completion.
- Contractors will receive an email with all projects that can be completed
 - > Expiration date waived
- Going forward, look for email notifications and be sure to check your to-do list in NYHEP

Natural Gas Provider – Required Field

- Natural Gas provider will now be a required field

Assessment Submission - Usage & Fuel Information - New

Save Close

Utility and Usage Information

Electric Utility Provider	Electric Utility Account Number
	0
Electric Rate	
\$0.00	
**Natural Gas Supplier	**Primary Heating Fuel POD Number
Rochester Gas and Electric	
Gas Rate	
\$0.95	
**Primary Heating Fuel Type	
Natural Gas	

EmPower+ Updates

OTDA Funding

NYSERDA has received approximately \$9.5 million from the Office of Temporary and Disability Assistance (OTDA) funding to serve Home Energy Assistance Program (HEAP) recipients with envelope and heat pump measures. This funding is expected to be available in the upcoming weeks.

To qualify for this offering, customers must provide one of the following at the time of application:

- HEAP (Heating) award letter dated between October 1, 2023, or later, with Client Identification Number (CIN) or Case Number.
- HEAP (Cooling) award letter dated between October 1, 2023, or later with CIN or Case Number.
- Supplemental Nutrition Assistance Program (SNAP) award letter dated between October 1, 2023, or later, with a Case Number.

For this offering, up to \$20,000 in funding is available per household. To be considered for funding, households must be identified with an approved application no later than **July 1, 2024**, and work must be completed by **September 30, 2025**.

OTDA Funding

- This funding is available to all current program year HEAP recipients including households on Long Island and in municipal utility territories.
- This funding cannot be used in conjunction with the upcoming Inflation Reduction Act (IRA) funding for the same project.
- Program will be providing an addendum to Section 3.1 of the Program Manual with OTDA specific program information prior to the funds being available. Otherwise, these funds follow the heat pump rules in Section 5.10 of the Program Manual.
- Funding is available on a first come first served basis. Being identified as eligible for the funding does not reserve funds. It is up to the participating contractor to complete the work in a timely manner while the funds are still available if they wish to serve households at the higher incentive cap.

EmPower+ Application Changes

The online version of the EmPower+ Application has been updated to capture changes implemented on the paper version of the application in February of this year. These changes go live on May 4, 2024. Changes include the following:

- Consolidated Edison (Con-ed) Account Numbers- Con-Ed has updated the format of their utility account numbers from 15 digits to 11 digits. The online application has been updated to accept both the new format and the historic format.
- Attestation Language- Minor changes have been made to accommodate projects with Inflation Reduction Act (IRA) funding.
- Demographics and Household Information- Historically, this was one section of the application, now there is a standalone Demographics Section and a separate Household Information Section.

EmPower+ Application Changes

- In the upcoming weeks, the knowledge base will be updated with screenshots to reflect the changes to the on-line application. If there are questions on completing the online application, please reach out to 1-866-NYSERDA.
- To accommodate these changes, unsubmitted applications will be removed from the system prior to the updates being implemented. The customer will then need to reapply using the updated application.

Contractor Training Schedule

NYHEP Training: IRA HEAR Implementation

Two trainings will be conducted by CLEAResult in late May for Participating Contractors and Regional Clean Energy Hubs **on the NYHEP updates** made to implement the IRA Home Electrification and Appliance Rebates (HEAR) funding.

[Training Webinar #1](#): Wed, May 22, 3-4pm

[Training Webinar #2](#): Tue, May 28, 8:30-9:30am

After the changes have been released in NYHEP, there will be several opportunities to ask questions about projects.

Participating Contractors

[Office Hours #1](#): Tue, June 4, 3-4pm

[Office Hours #3](#): Wed, June 12, 9-10am

[Office Hours #4](#): Thu, June 18, 3-4pm

[Office Hours #5](#): Tue, June 25, 9-10am

Regional Clean Energy Hubs

[Office Hours #2](#): Wed, June 5, 3-4pm

IRA Updates

Questions?



NYSERDA