

## 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](mailto:support.residential@nyserda.ny.gov)

#### **Customer Support**

1-866-NYSERDA

General Inquiries: [info.residential@nyserda.ny.gov](mailto: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: [residential.programs@nyserda.ny.gov](mailto:residential.programs@nyserda.ny.gov)

### **Program Operations Staff**

#### **Scott Oliver – Program Manager**

Email: [Scott.Oliver@nyserda.ny.gov](mailto:Scott.Oliver@nyserda.ny.gov)

#### **David Friello – Senior Project Manager**

Email: [David.Friello@nyserda.ny.gov](mailto:David.Friello@nyserda.ny.gov)

#### **Erik Gilbert – Project Manager**

Email: [Erik.Gilbert@nyserda.ny.gov](mailto:Erik.Gilbert@nyserda.ny.gov)

#### **Elizabeth Lazarou – Project Coordinator**

Email: [Elizabeth.Lazarou@nyserda.ny.gov](mailto:Elizabeth.Lazarou@nyserda.ny.gov)

#### **Uthman Aziz – Project Manager**

Email: [Uthman.Aziz@nyserda.ny.gov](mailto:Uthman.Aziz@nyserda.ny.gov)

#### **Max Ciovacco – Project Manager**

Email: [Max.Ciovacco@nyserda.ny.gov](mailto:Max.Ciovacco@nyserda.ny.gov)



**Technical Services Staff**

**Matthew Houle – Project Manager**

Email: [Matthew.Houle@nyserda.ny.gov](mailto:Matthew.Houle@nyserda.ny.gov)

**Keith Place- Project Manager**

Email: [Keith.Place@nyserda.ny.gov](mailto:Keith.Place@nyserda.ny.gov)

**Quality Assurance Staff**

**David Houle – QA Project Manager**

Email: [David.Houle@nyserda.ny.gov](mailto:David.Houle@nyserda.ny.gov)

**Residential Financing Staff**

**Heather Clark – Senior Project Manager, Residential Financing**

Email: [Heather.Clark@nyserda.ny.gov](mailto:Heather.Clark@nyserda.ny.gov)

**Kevin Hunt – Project Manager, Residential Financing**

Email: [Kevin.Hunt@nyserda.ny.gov](mailto:Kevin.Hunt@nyserda.ny.gov)

**Lucia Cappiello – Contractor, Finance Solutions**

Email: [Lucia.Cappiello@nyserda.ny.gov](mailto: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](mailto:Jessica.Ortiz@nyserda.ny.gov)

**Lori Clark – Project Manager, Energy and Climate Equity**

Email: [Lori.Clark@nyserda.ny.gov](mailto:Lori.Clark@nyserda.ny.gov)



## **Shared Services Contractor**

### **TRC**

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

### **General Inquiries**

Toll Free: 1-866-NYSERDA

Email: [info.residential@nyserda.ny.gov](mailto:info.residential@nyserda.ny.gov)

### **Jamie Lackie – Project Manager**

Email: [Jamie.Lackie@nyserda.ny.gov](mailto:Jamie.Lackie@nyserda.ny.gov)

### **Cathy Kenny-Wilkerson – Project Manager**

Email: [Cathy.Kenny-Wilkerson@nyserda.ny.gov](mailto:Cathy.Kenny-Wilkerson@nyserda.ny.gov)

### **Rhonda Peluso – Project Manager**

Email: [Rhonda.Peluso@nyserda.ny.gov](mailto:Rhonda.Peluso@nyserda.ny.gov)

### **Peter Kerwin – Project Manager**

Email: [Peter.Kerwin@nyserda.ny.gov](mailto: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](mailto:support.residential@nyserda.ny.gov)

### **Lea Campbell – Program Portfolio Manager**

Email: [Lea.Campbell@clearesult.com](mailto:Lea.Campbell@clearesult.com)

### **Peter Hoke – Program Manager**

Email: [Peter.Hoke@clearesult.com](mailto:Peter.Hoke@clearesult.com)



**Contractor, Customer & Partner Support Staff**

**John Carrigan – Field Manager**

Email: [John.Carrigan@clearesult.com](mailto:John.Carrigan@clearesult.com)

**Rebecca Lloyd – Market Outreach Manager**

Email: [Rebecca.Lloyd@clearesult.com](mailto:Rebecca.Lloyd@clearesult.com)

**Mireille Yost – Market Outreach Manager**

Email: [Mireille.Yost@clearesult.com](mailto:Mireille.Yost@clearesult.com)

Raymond Provera – Senior Residential Field Specialist

John Calarco – Building Science Consultant

Zachary Kerlin – Building Science Analyst

David Krebs – Building Science Analyst

Mitch Bryk – Senior Market Outreach Specialist

Esther Williams – Market Outreach Specialist

Jeremy Meyers – Market Outreach Specialist

Justin Rockcastle – Market Outreach Specialist

Johanna Sorensen – Tech Support Analyst

Kaitlin Martin – Senior Operations Coordinator

Aisha Solomon – Tech Support Specialist

Jac Johnston – Tech Support Specialist

Lara Meyers – Tech Support Specialist

Lynise Cromer – Tech Support Specialist

Maria Jepson – Tech Support Specialist

Mary Gomez – Tech Support Specialist

Shakaal Danastor – Tech Support Specialist



**Technical Review Staff**

**Katherine Prior – Operations Manager**

Email: [Katherine.Prior@clearesult.com](mailto:Katherine.Prior@clearesult.com)

**Sean Swift – Operations Supervisor**

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Steve Smith – Program Consultant

David Piper – Building Science Specialist

Joseph Farrell – Building Science Specialist

Rebecca Bartholf-Frueh – Senior Program Coordinator

Aisling Creech – Program Coordinator

Branden Net – Program Coordinator

Gary Donovan – Program Coordinator

Nayrupa Brehaspat – Program Coordinator

Trevor Sprague – Operation Coordinator

Zachary Doraby – Program Coordinator

**Program Support Staff**

**Katherine Sanderson – Operations Manager**

Email: [Katherine.Sanderson@clearesult.com](mailto:Katherine.Sanderson@clearesult.com)

Sarah Knoell – Program Consultant

Tyler Bushey – Program Consultant

Bridgette Calarco – Operations Analyst

Jeannette Francis – 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)

<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](mailto: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](mailto:cs@concordservicing.com)