

Single Family Residential Program Update

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

September 6, 2024

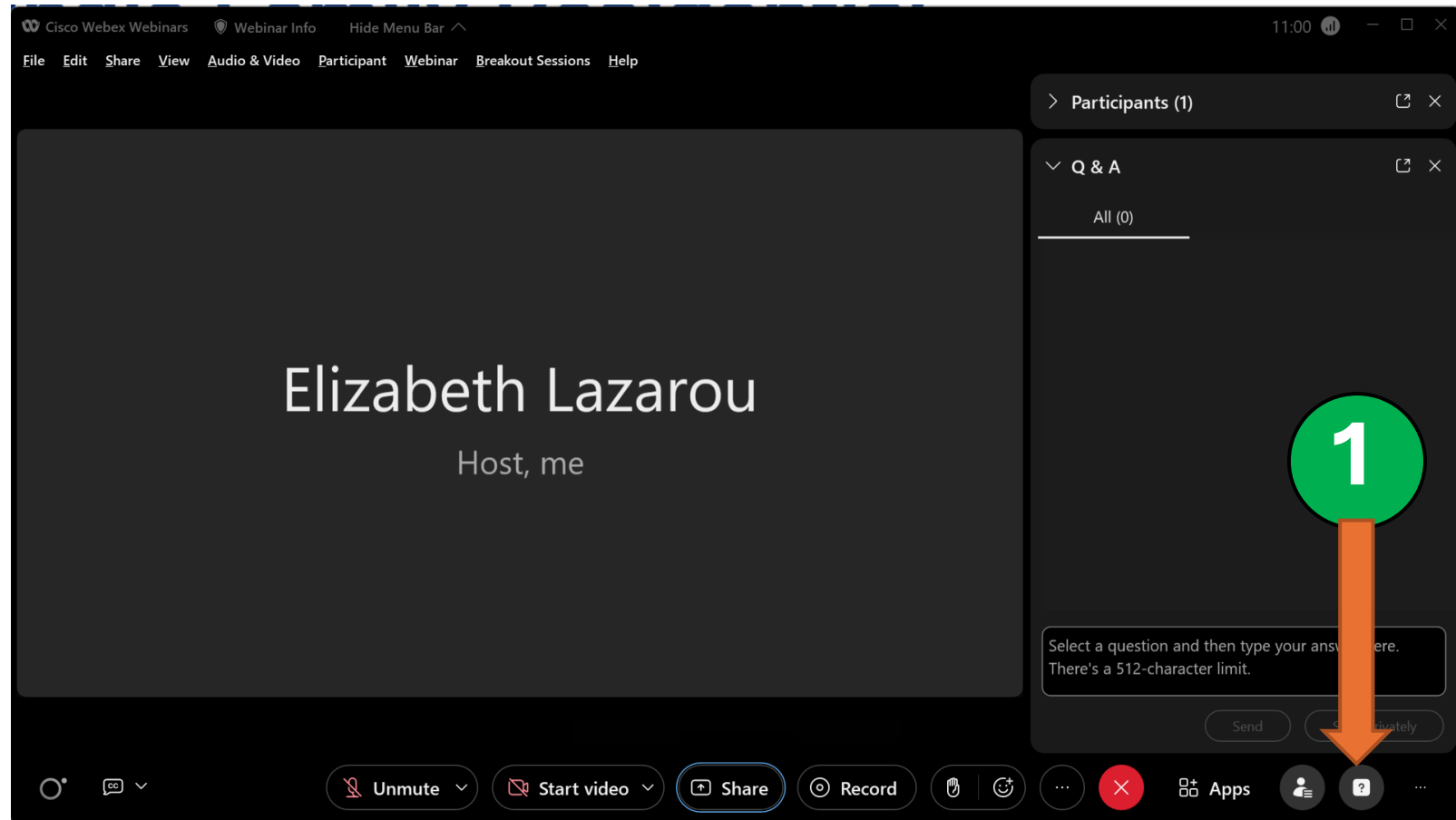


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Options for Q&A During Today's Webinar - Text

OPTION 1 - TEXT

- > Locate the Q&A function by clicking on the question mark icon 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 an orange arrow points from this circle to the icon.

Agenda

Comfort Home

- 3-Year Lookback Rule
- Stacking Incentives
- Top Reasons for Rework

Residential Energy Audit

EmPower+

- Geo-tagging photo requirements
- 180-day Protocol
- Contractor Support: Phone Support IVR Errors
- Contractor Support: Reduced Phone Support on Wed, Sep 11
- Funding and Measure Identification tools

MyEnergy demonstration



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Comfort Home

Comfort Home: 3-Year Lookback Rule

Comfort Home has a 3-year lookback period. Incentives for the same type of work can't be duplicated within a 3-year period.

- For EmPower+ customers who've had air-sealing and insulation work within the past 3 years and want to work with a Comfort Home contractor for windows (package C), the \$1,000 Package C incentive would apply.**
- If the customer's EmPower+ or Assisted Home Performance with Energy Star work took place over 3 years ago, the home qualifies for the full \$4,000 incentive for a window package.**

Stacking Comfort Home Incentives and Utility Incentives

ConEd households in Westchester County are the only customers who can receive an incentive from both Comfort Home and a utility program for a market-rate weatherization project.

The regulators in New York State haven't allowed market-rate utility weatherization program funds to be stacked on the same project as NYSERDA Comfort Home incentives except for ConEd in Westchester County.

Top Reasons for Assessments Being Returned for Rework Before Approval

- **No Utility Release Form (URF) or incorrect URF**

Ensure that the URF is uploaded to SharePoint and all the utility account #'s are accurate

- **Proposed Improvements and Existing Conditions discrepancy**

Flags will capture discrepancies, so make sure that they are addressed before submitting

- **Missing Project Cost**

Any proposed package must have a cost, and it must be cumulative of all package(s)

- **No proposed improvements but did not mark project as "Not Proceeding"**

If a project is not moving forward, make sure to mark "No" in the basic data page when it asks if the customer wishes to move forward with the project

Top Reasons for Installation Submissions Being Returned for Rework Before Approval

- **Missing measures on contract**

All measures that were completed (including air-sealing) must be on the contract

- **Incentive not listed or incorrect incentive**

The correct incentive must be deducted from total project cost. Double-check in Compass that you are allocating the correct incentives on the contract.

- **Contract not uploaded**

The contract must be provided in Compass by the time the Install is submitted.

- **No blower door number provided or a reason for why it was not completed**

Blower door numbers are required on the Install. If it was not able to be completed, contractor must provide reason in notes section.

Top Reasons for HVAC Install Submissions Being Returned for Rework Before Approval

- **Submitting HVAC before Load Reduction Approval**

Make sure to double check that the load reduction installation has been approved first

- **No HVAC Unit created**

HVAC Unit with an AHRI number must be provided (ASHP only)

- **No contract provided**

Remember to upload the HVAC contract with customer's signature to Compass

- **No proposed improvement entered**

Same as an Install, you must enter information in the Proposed Improvements section.

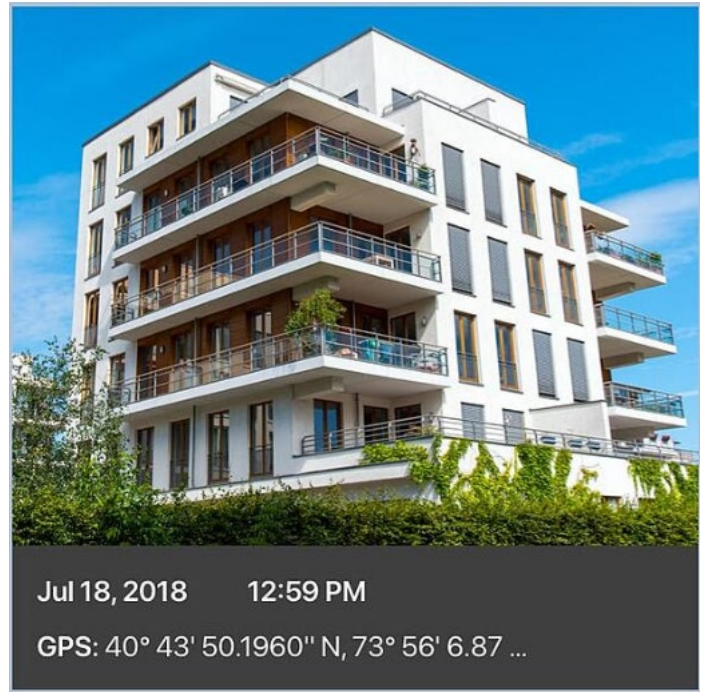
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Geo-tagging Photo requirements

Starting October 1, all final submission photos need to be geo-tagged to meet requirements from the Department of Energy. These photos will need to be submitted as a PDF in a single file of aggregated photos. There are several options for providing photos in this format:

1. The PNNL Quality Install Tool provides a method for taking pictures on site, sorting them by measure and geo-tagging them. It provides a simple PDF export for the pictures.
2. Company Cam and other subscription photo plans provide PDF reports with geo tagged photos.
3. There are apps available such as gpsmapcamera.com which will display geo-tagged information on photos.

Examples of geo-tagged Photos



180-Day Project Completion

Contractors who have more than 20% of their projects older than 180 days since Project Acceptance will not be assigned any new enrollments, including their own beginning September 13th.

- Program has been monitoring thresholds and impacted contractors have been contacted.
- When the contractor's backlog has been resolved, they will be made available again and enrollment assignments will resume.
- Contractors can work with the CLEAResult Contractor Support Team for an approved exception if needed for projects with special circumstances.

Contractor Support: Phone Support IVR Errors

Some contractors have experienced an error message when contacting the Contractor Support phone line as a participating contractor. This is being worked on and updates will be posted as they become available. As a *temporary workaround* for calling the support line, please select the either approved or past customer IVR option (option 2 when calling 800-284-9069).

Other communication support channels are unaffected:

- Contractors may submit a case by emailing support.residential@nyserda.ny.gov
- Clicking the 'Submit a Case' button on the homepage of the contractor support website
- Start a messaging session using the Chat bubble on the bottom right of the contractor support website's homepage

Contractor Support: Reduced Phone Support on Wednesday, September 11

There will be reduced phone support available after 12:30 pm on Wednesday, September 11th. During this time, you may experience delays or extended hold time.

For non-urgent requests you may email Contractor Support at support.residential@nyserda.ny.gov.

The chat feature will be also be available during this time, you may access the Chat bubble on the bottom right of the contractor support website's homepage.

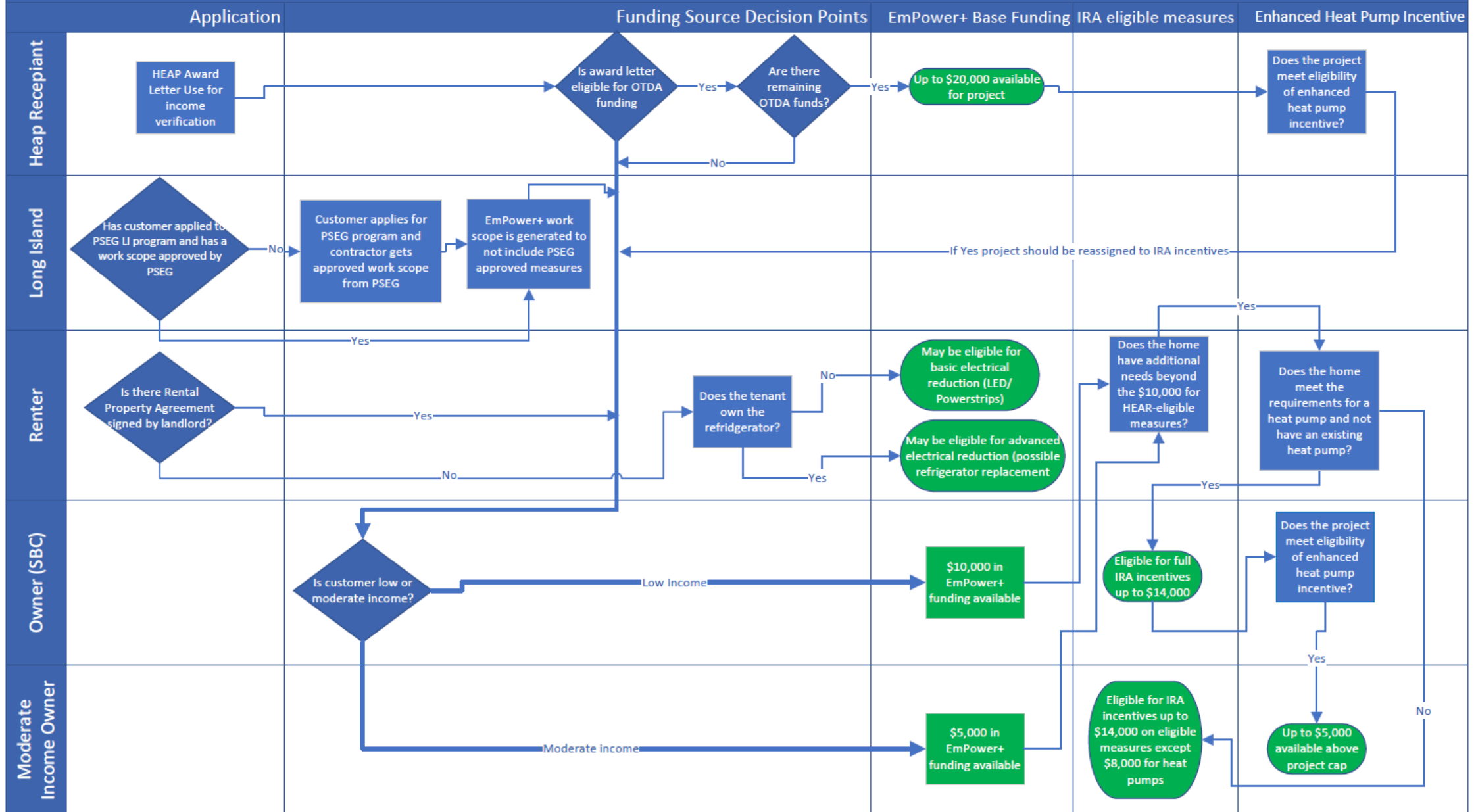
Funding and Measure Identification tools

NYSERDA has received requests from contractors and Regional Clean Energy Hubs for guides about how funding can be stacked as well as what measures would be appropriate for projects.

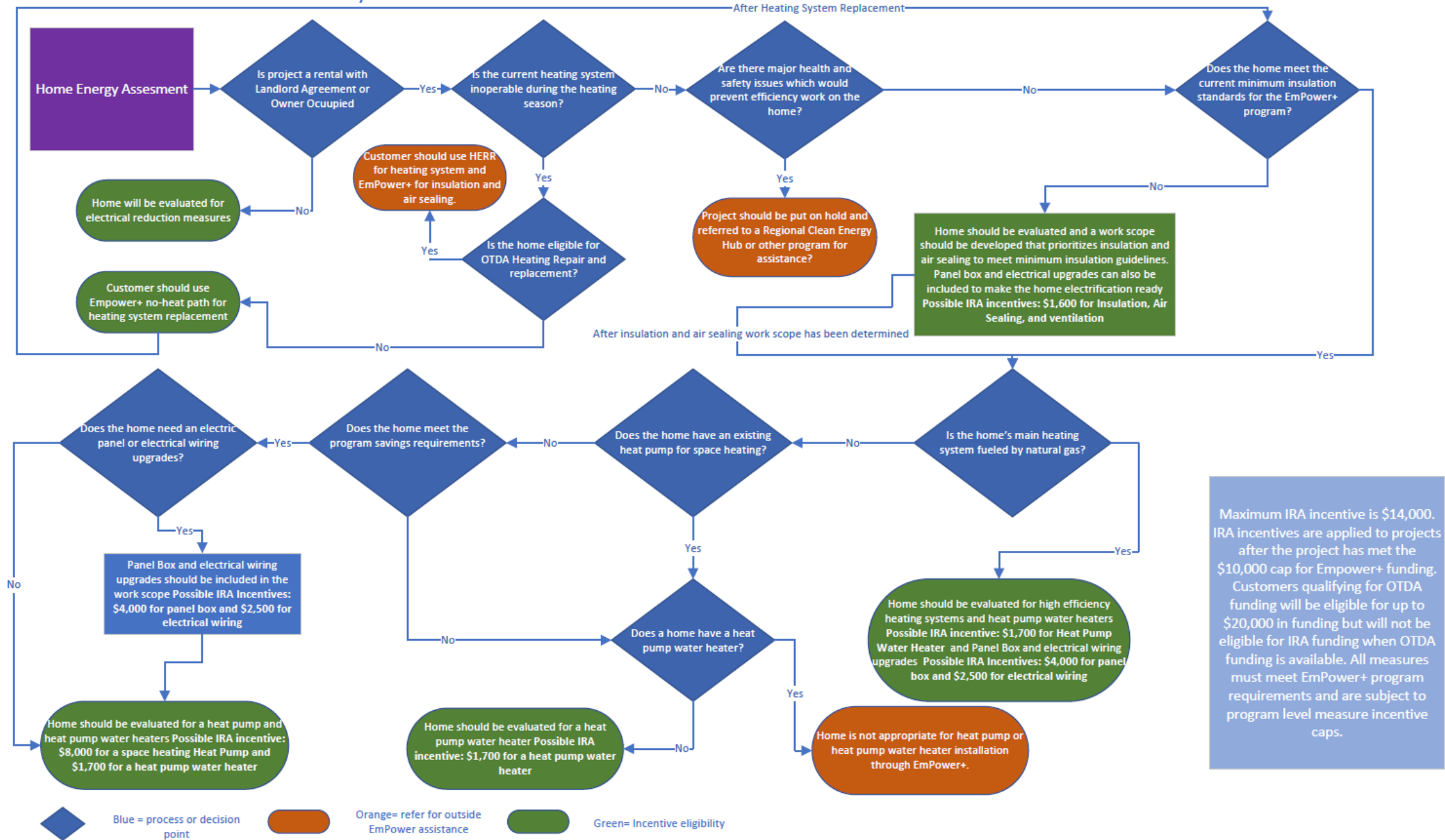
These guides which are available in the forms section of the contractor support site as well as on the Hubs SharePoint are designed to assist Hubs and contractors with training staff about the Empower+ program. They are not to be used as public facing documents.

The program team is working with the marketing team to produce one-page summaries that will be translated into multiple languages that will be public facing documents.

EmPower+ Single Family Funding Eligibility Determination Guide



EmPower+ Home Efficiency Measure Decision Tree for Contractor and Hub use



Maximum IRA incentive is \$14,000. IRA incentives are applied to projects after the project has met the \$10,000 cap for EmPower+ funding. Customers qualifying for OTDA funding will be eligible for up to \$20,000 in funding but will not be eligible for IRA funding when OTDA funding is available. All measures must meet EmPower+ program requirements and are subject to program level measure incentive caps.

◆ Blue = process or decision point
 ● Orange = refer for outside EmPower+ assistance
 ● Green = Incentive eligibility

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Questions?



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