

Single Family Residential Program Update

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

December 6, 2024

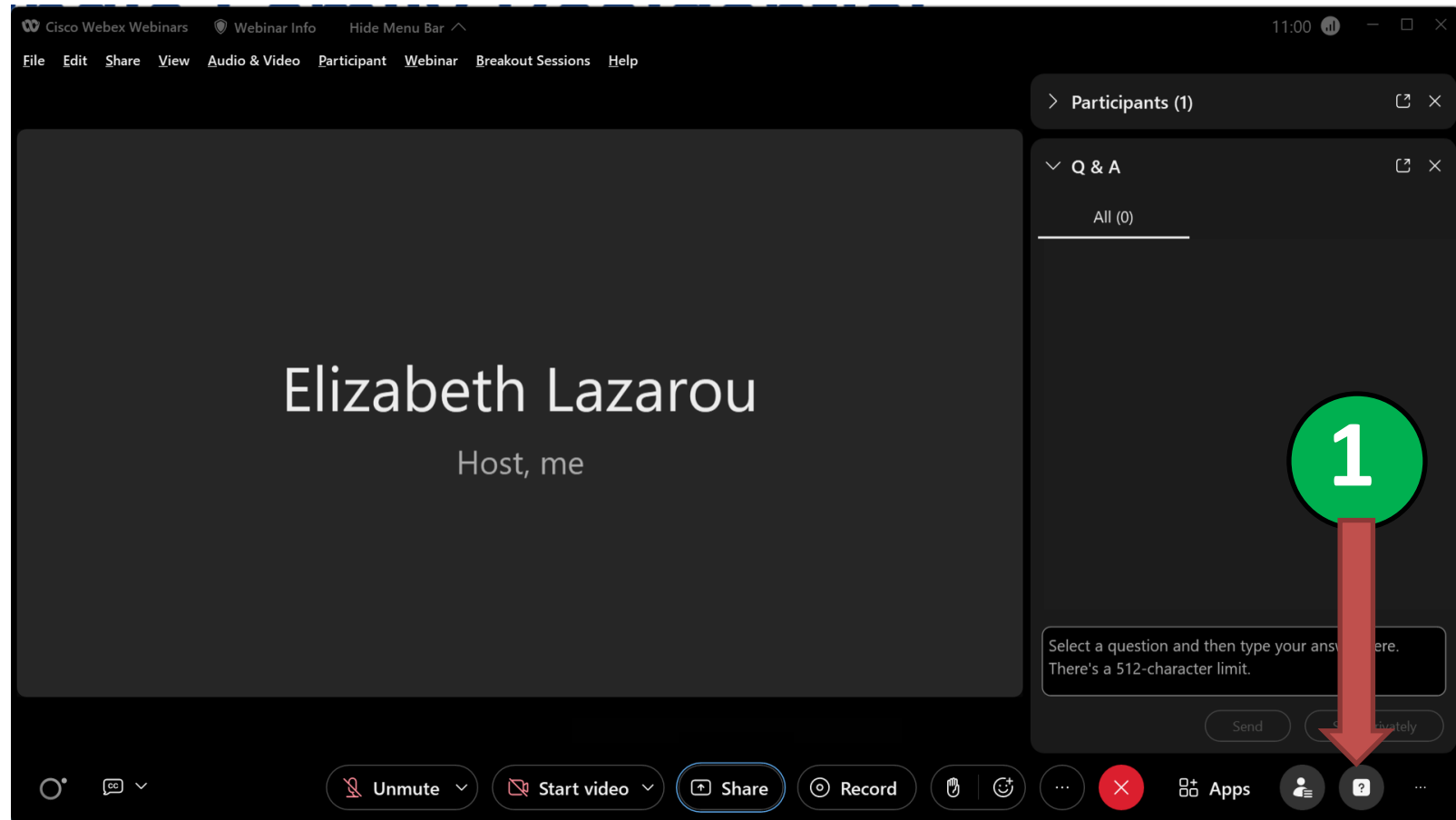


NYSERDA

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."



Format of Q&A During Today's Webinar

Topic: [Type your question]

- > Please list your topic first followed by a **colon sign**.
- > Text your question pertaining to the topic after the colon sign.
- > This will allow the Host to organize the questions to be in line with the topic being presented. Questions not answered during the call should be sent to contractor support.



Comfort Home: will the deadline for the new incentives be extended?

from Uthman Aziz to everyone: 1:24 PM

EmPower+: How will new applications be processed after MyEnergy roll out?

from Uthman Aziz to everyone: 1:28 PM

NYHEP: How do we confirm if a customer is getting OTDA funding or IRA funding?

from Uthman Aziz to everyone: 1:34 PM

REA: How will the new testing requirements be implemented?

from Uthman Aziz to everyone: 1:35 PM



GJGNY:

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, Host, me' with a microphone icon. At the bottom of the screen, there is a toolbar with various icons. A green circle with the number '2' is placed over the 'raise hand' icon (a hand with a raised index finger), and a red arrow points from this circle down to the icon. Other icons in the toolbar include 'Unmute', 'Start video', 'Share', 'Record', and a red 'X' icon.

Agenda

My Energy and NYHEP Updates

- NYHEP 9.0 Enhancements

Comfort Home

- Package B Incentive
- NYHEP Transition

EmPower+

- Call Volume
- Expectations

Reminders

- Dense Packing
- Geo-tagging
- Bridge Loans
- Coverage Area Updates
- Hub Coordination



NYSERDA

My Energy and NYHEP

MyEnergy - EmPower+ Applications

All existing and new EmPower+ applications will continue to use the current system until the migration to MyEnergy is complete. Until then, the EmPower+ application page from MyEnergy will redirect you to the current EmPower+ application page

- Once launched, **new applications** must be submitted through My Energy. All applications submitted prior will be brought over to the new system.
- Existing **in-progress** applications will need to be submitted through the current system.

NYHEP – December 12 Updates

The following NYHEP updates will be deployed the evening of Dec. 12:

- Viewing past measures installed at the address
- Appliance order notifications to customers
- To Do List and Enrollment List search enhancements
- Announcement and Publication formatting
- Fix a bug where Contractor name was showing up under the Community Hub on appliance orders
- Accessibility Settings

- Other performance and backend improvements

Comfort Home


Release Form Accuracy

Please ensure that release forms are filled out accurately.

We're seeing more submissions sent back for correction, especially for the utility account numbers.

The bottom of page one includes details about each utility's account or POD number formats.

RELEASE FORM
Residential Energy Efficiency



To be eligible to participate in New York State Energy Research and Development Authority (NYSERDA) residential energy efficiency programs, you must complete and sign this form.

Your signature authorizes NYSERDA, and its agents, to access the project reports, 24 months of pre-project and 36 months of post-project energy usage data from utilities and energy providers. Data will be accessed through Electronic Data Interchange (EDI), Green Button, or other electronic means and will be used in determining program eligibility, implementation, and evaluation, including the evaluation of achieved energy savings.

To qualify for participation, you need to meet these requirements:

1. You must be the owner, or be authorized to sign for the owner, of a 1-4 unit residential building.
2. You must be a current electric customer of Consolidated Edison of New York, Inc. (Con Ed), Gas Corporation (NYSEG), Rochester Gas and Electric Corporation (RG&E), Central Hudson Gas and Electric Corporation (CH&E), Orange and Rockland (O&R), or National Grid.

CUSTOMER INFORMATION

Project ID/Name (from your contractor) _____

First Name _____ Last Name _____

Street Address (of the project home) _____

City _____ State _____

Email Address _____ Phone Number _____

Home Ownership: I own this home I rent this home Other: _____

UTILITY ACCOUNT NUMBER FORMATS (FOR USE ON NEXT PAGE)

Utility Company	Account # Length	POD ID
New York State Electric and Gas Corporation (NYSEG)	11	15 characters long. Starts with "N" for electric. Starts with "NO2" for gas.
Rochester Gas and Electric Corporation (RG&E)	11	15 characters long. Starts with "R" for electric. Starts with "RO2" for gas.
Consolidated Edison of New York, Inc. (Con Ed)	11	N/A
Central Hudson Gas and Electric Corporation	11	10 numeric digits
Orange and Rockland (O&R)	11	N/A
National Grid	10	N/A

UTILITY INFORMATION

Electric Company: _____

Electric Account Number: _____

Electric POD Number (For NYSEG, RG&E, and Central Hudson customers): _____

Gas Utility Company: _____

Gas Account Number: _____

Gas POD Number (For NYSEG, RG&E, and Central Hudson customers): _____

Do you heat with a fuel type other than electric or natural gas? Yes No

If Yes, what fuel type do you use? Oil Propane Wood Pellets Cord Wood

• Other Heating Fuel Supplier Name: _____


• Other Heating Fuel Account Number: _____

AUTHORIZED SIGNATURE

I certify that I am the owner, or I am authorized by the owner to make improvements to the building at the above property address. My signature certifies that I am financially responsible for the accounts listed above. I am a New York State resident and meet the utility customer requirements shown on page one of this document. I agree and authorize my utility's sharing of my information and/or project-level information with New York State Department of Public Service Staff and NYSERDA, including its agents or authorized representatives, consistent with NYSERDA's New York State Public Service Commission and statutorily authorized responsibilities, including, but not limited to supporting market development initiatives, and other evaluation and measurement activities. (For clarity, the term project level includes the information based on the scope of the project, including, but not limited to, aggregated and anonymized whole building, building or subsets of the project.) I hereby consent and authorize NYSERDA to share my customer information and project information with the utilities listed above and the U.S. Department of Energy. I hereby consent and authorize the electricity and fuel suppliers named above to release any and all energy usage information, including account numbers, related to the above property address, to representatives of the New York State Energy Research and Development Authority (NYSERDA), and/or its designated representatives for the period beginning two years prior and ending three years after the date this form is completed. I understand that this information will be kept confidential, to the extent permitted by law, and used only for the purpose of determining program eligibility, estimating energy savings, program implementation, and evaluation, including the evaluation of achieved energy savings. I will provide NYSERDA with information about any energy efficiency upgrades made to this home within the next three (3) years by submitting a completed form online or mailed survey. I understand that the energy savings numbers provided to me are estimates only and are not guaranteed by either my auditor or NYSERDA. I acknowledge that the energy savings information from the Report may vary from energy savings calculations provided by my contractor through energy modeling simulation tools. I certify that all information provided on this form is true and correct to the best of my knowledge. By submitting this form, I authorize NYSERDA to add me to the mailing lists and to share my information with New York State government and other entities doing business on NYSERDA's behalf. I reserve the right to unsubscribe at any time.

Printed Name _____ Date _____

Signature _____



SFR-CH-UtilityInfo form 1-17 8/24

Walls in Attics Qualifying for Package B Incentives

Adding wall insulation to a job with attic and rim joist work can make the project eligible for Package B incentives.

Package B requirements:

Insulate the above grade walls and floors above unconditioned space so that the end condition of **the home's combined wall and floor area is 100% insulated.**

Note that this includes all above-grade walls.

Insulating attic gable end walls can be classified as wall insulation when:

- The roof deck is also insulated or part of the project work scope.
- All above-grade walls are insulated to program minimums (R-11 or R-14)

Package	Requirements	Homeowner Incentives
Package A	<ol style="list-style-type: none">1. Air Seal Attic2. Insulate Attic3. Air Seal/Insulate Rim Joists	\$1,600
Package B	<ol style="list-style-type: none">1. Air Seal Attic2. Insulate Attic3. Air Seal/Insulate Rim Joists4. Insulate Above Grade Walls5. Insulate Floors Above Unconditioned Spaces	\$3,000
Package C	<ol style="list-style-type: none">1. Air Seal Attic2. Insulate Attic3. Air Seal/Insulate Rim Joists4. Insulate Above Grade Walls5. Insulate Floors Above Unconditioned Spaces6. Upgrade Windows to ENERGY STAR	\$4,000

Attic gable wall insulation is not appropriate for this house.

A home with a cold ventilated attic doesn't benefit from gable wall insulation.



These are examples where gable end wall insulation is appropriate and would qualify a home for package B.



Moving forward, installations submitted for package B where attic gable walls are included will require photos in order to be approved.

Photos must show the attic walls being insulated, the adjacent spaces (if wall insulation is to insulate an adjacent conditioned space)



Compass to NYHEP Update

- Current focus: Customer-facing reports, load calculations, and savings calculations.
- Our original schedule has moved outward to early 2025.
- We are still planning for a soft transition period during which contractors can use NYHEP or Compass before the firm cutover to NYHEP.

Thank you!

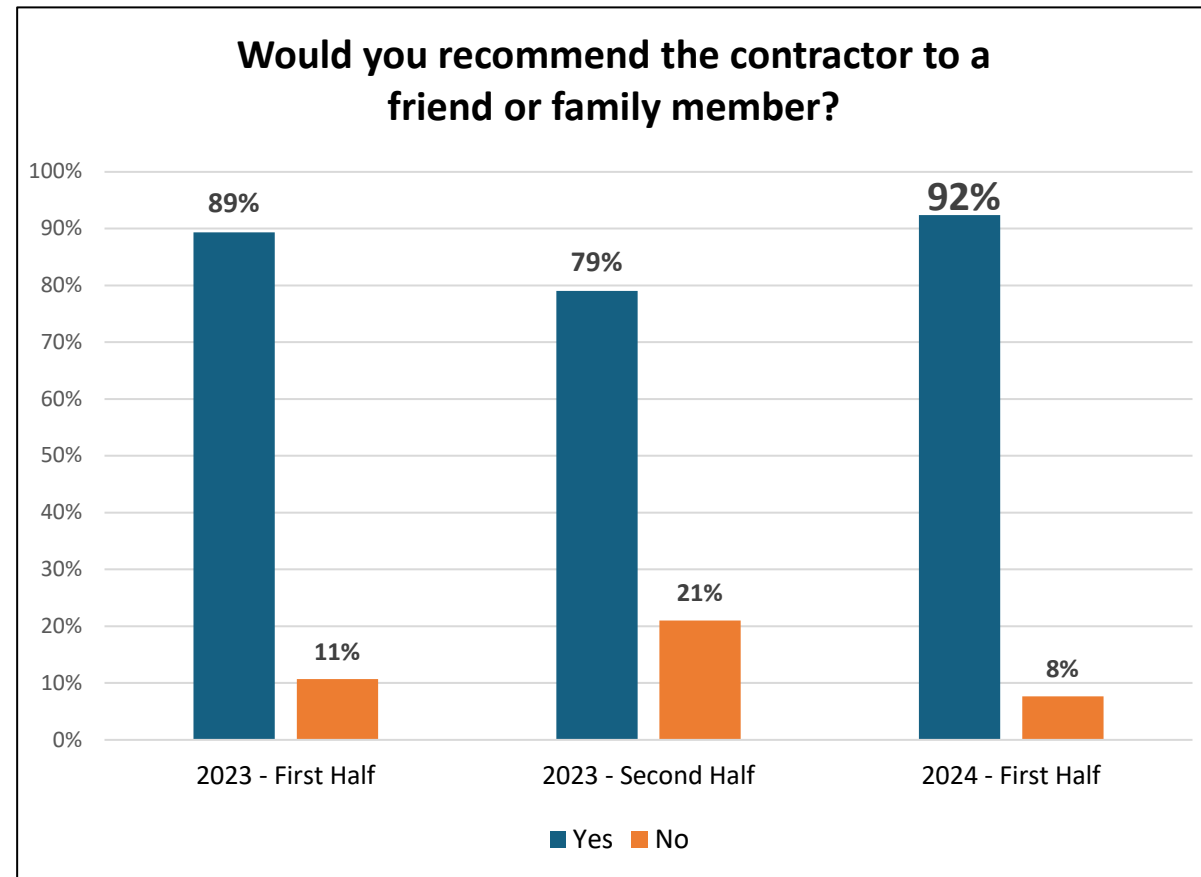
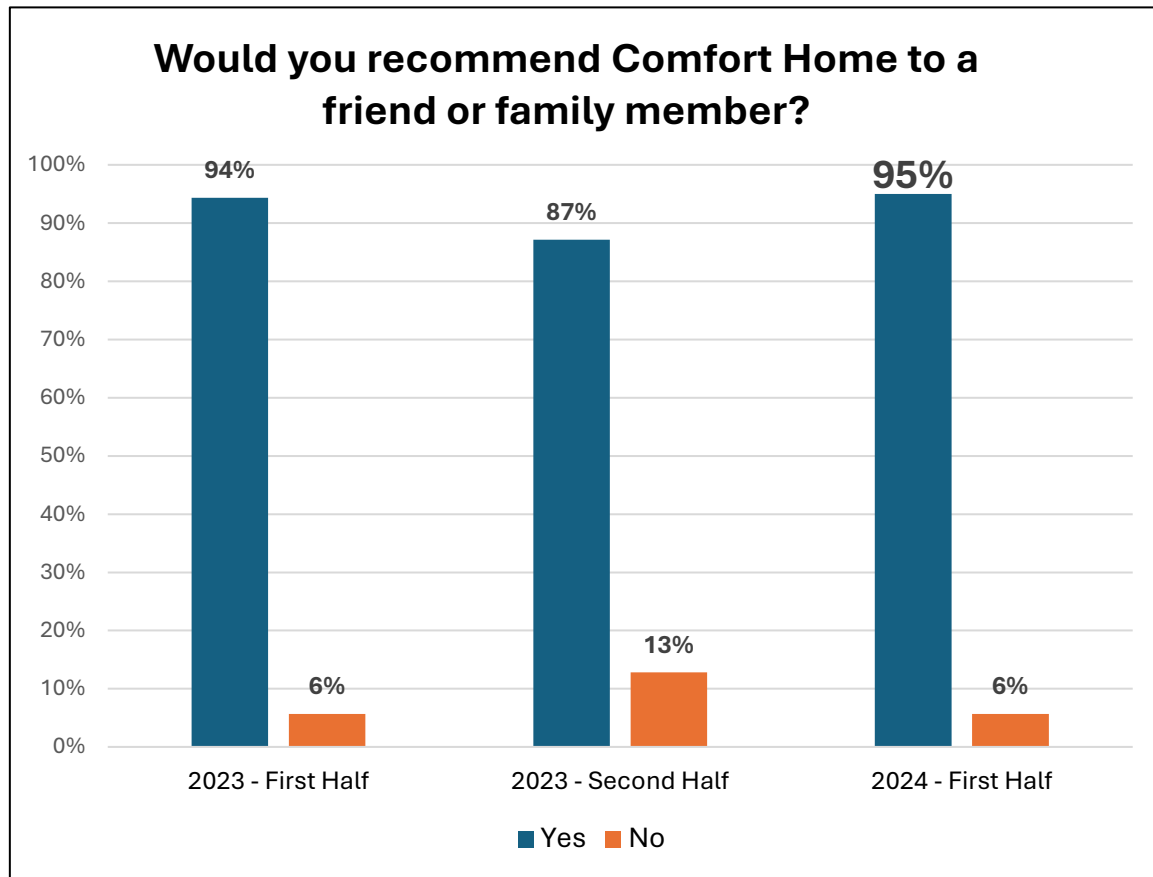
Comfort Home has grown thanks to your efforts:

1,000 installations in 2022

2,000 installations in 2023

2,800 installations in 2024 (projected)

Congratulations!



EmPower+

Call Volume to Residential Customer Service

Total Call Volume through October 2024

- 26,591 Calls Received
- 24,426 Calls Answered

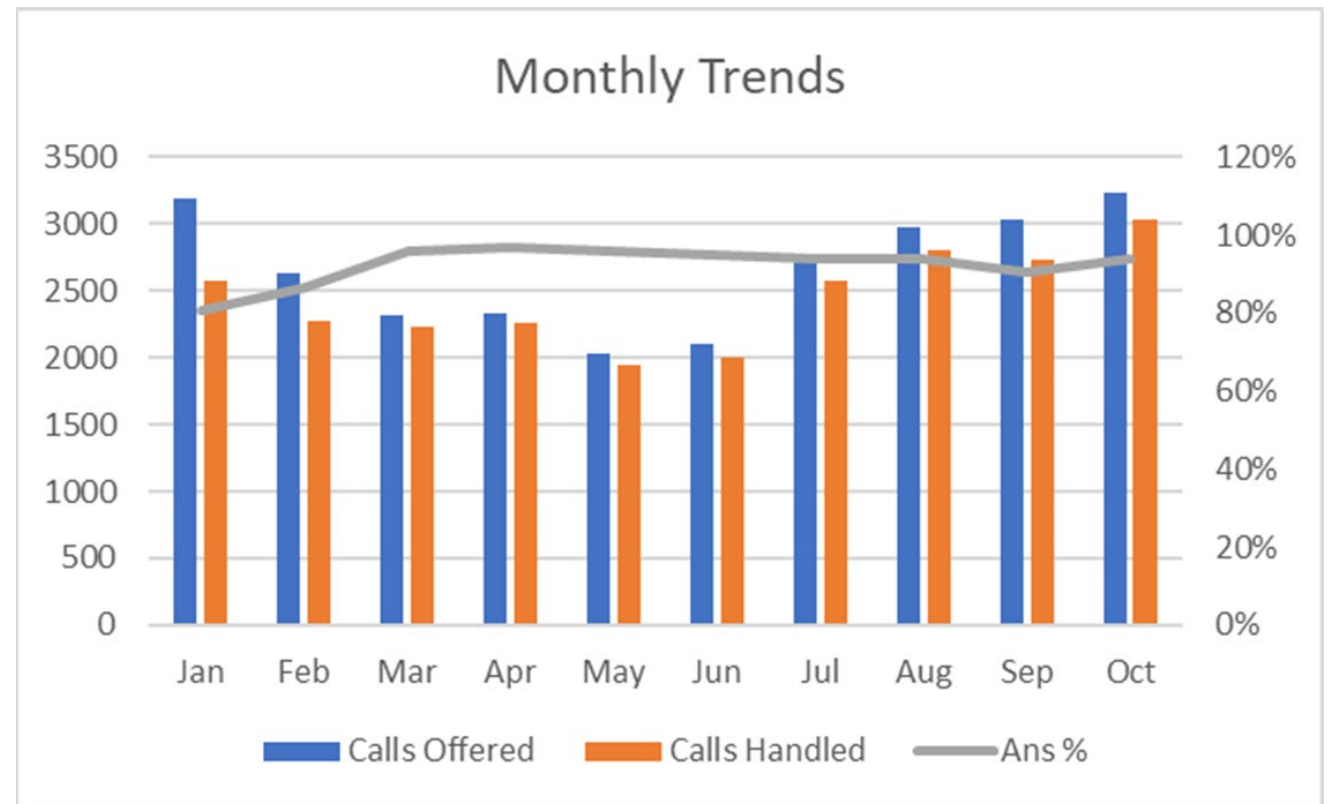
What are the busiest times?

Avoid calling during these times unless necessary as longer wait times could occur.

- Days: Mondays
- Times: 10:00 AM – 2:00 PM

The Residential Customer Service Phone Line is available Monday to Friday from 8:30-5:00.

Callers: Customers and Contractors
Implementer: TRC



Call Volume to Contractor Support

Callers: Customers, Contractors, Vendors, Program Partners

Implementer: CLEAResult

Total Call Volume through November 2024

- 39,596 Calls Received
- 32,942 Calls Answered
- 83% Answer Rate
- Volume is split evenly between customer and contractor

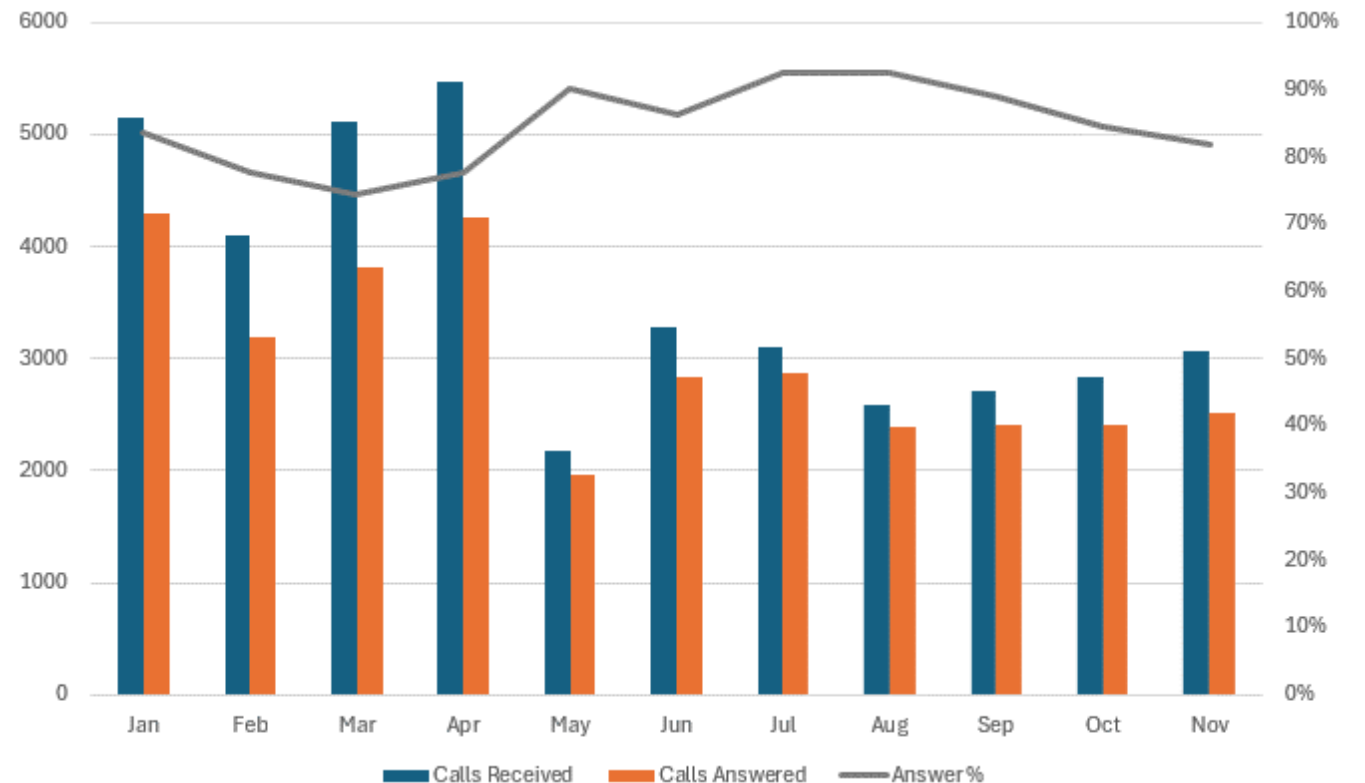
What are the busiest times?

Avoid calling during these times unless necessary as longer wait times could occur.

- Days: Monday, Tuesday, Wednesday
- Times: 9:30 AM – 11:30 AM, 12:30 PM – 2:00 PM

The Contractor Support Phone Line is available Monday to Friday from 8:30-5:00.

Monthly Call Volume from January to November



Expectations and Tips

help us, help you...

- Each line is responsible for specific questions/tasks, please be sure to call the correct number so that your question can be answered.
 - TRC and CLEAResult work together behind the scenes to ensure calls are returned and customers/contractors are triaged to the appropriate place.
 - If you've called one number and left a voicemail to request a call back, do not call the other line and make the same request.
 - Do not call and email for the same reasons.
 - This duplicates efforts which further increases volumes, hold times, and response rates.
 - Refrain from emailing individual team members and contact only Program emails.
 - Allow at least 24 hours/1 business day before following up.
- ! If inquiry is sent to CLEAResult incorrectly, then CLEAResult has to re-triage to TRC and vice-versa (this resets the clock)
- ! Pro tip: If you call 11am-2pm, you are likely to have a longer hold time



Who Do I Call?

> Support questions should be directed to:

Customer Engagement and Enrollment Contractor

- Implementor: **TRC**
- 1-866-NYSERDA
- 1-877-NYSMART (Customer Support)
- Call-center support for customers to answer questions about program offerings and assist with customer enrollment and applications to EmPower+. Process customer applications for EmPower+ and provide income verification services for program incentives.

Program Operations and Technical Support

- Implementor: **CLEARresult**
- 1-800-284-9069, calls will be routed to person best able to assist
- support.residential@nyserda.ny.gov
- Customer support once an application has been approved as well as programmatic and technical support for contractors in the EmPower+ and Residential Energy Assessment programs.

TRC



Reminders



NYSERDA

Dense Packing Reminder

Policy Update – **Effective December 1, 2024**

- Beginning December 1, 2024, the EmPower+ and Comfort Home program will no longer provide incentives for the dense packing of wall cavities or ceiling slopes in instances where the cavity includes pre-existing insulation that does not allow for the proper installation of the proposed material to achieve the final R-value according to the insulation manufacturer specifications and workscope submitted to program.

When does this become effective?

- New enrollments submitted to Workscope Review on or after December 1, 2024.
- In NYHEP this is the Application Submission Date on the Enrollment Summary page.



Main Menu >> Enrollments >> Enrollment >>

Enrollment Summary

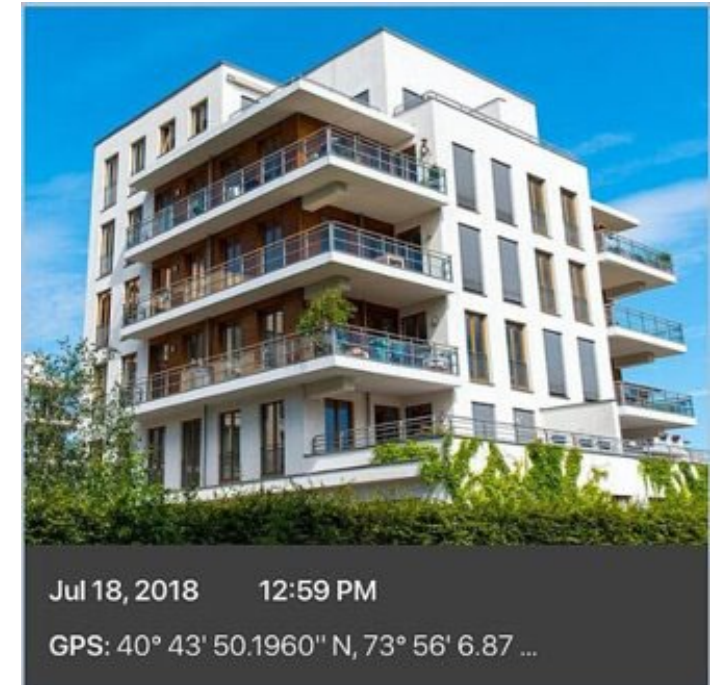
Program
[EmPower+](#)

Account #: [REDACTED]
Enrollment #: [REDACTED]
Reference #: [REDACTED]
Status: Open
Contractor
Reassignments: 0

Application Submission
Date: 10/31/2024

Geo-tagged Photos Reminder

- Effective for EmPower+ project enrollments accepted by contractors on or after January 1, 2025, **all pre and post installation pictures** submitted as part of an EmPower+ project will need to be time-stamped and geo-tagged.
- Section 8.2 of the Program Manual will be updated to reflect this change.



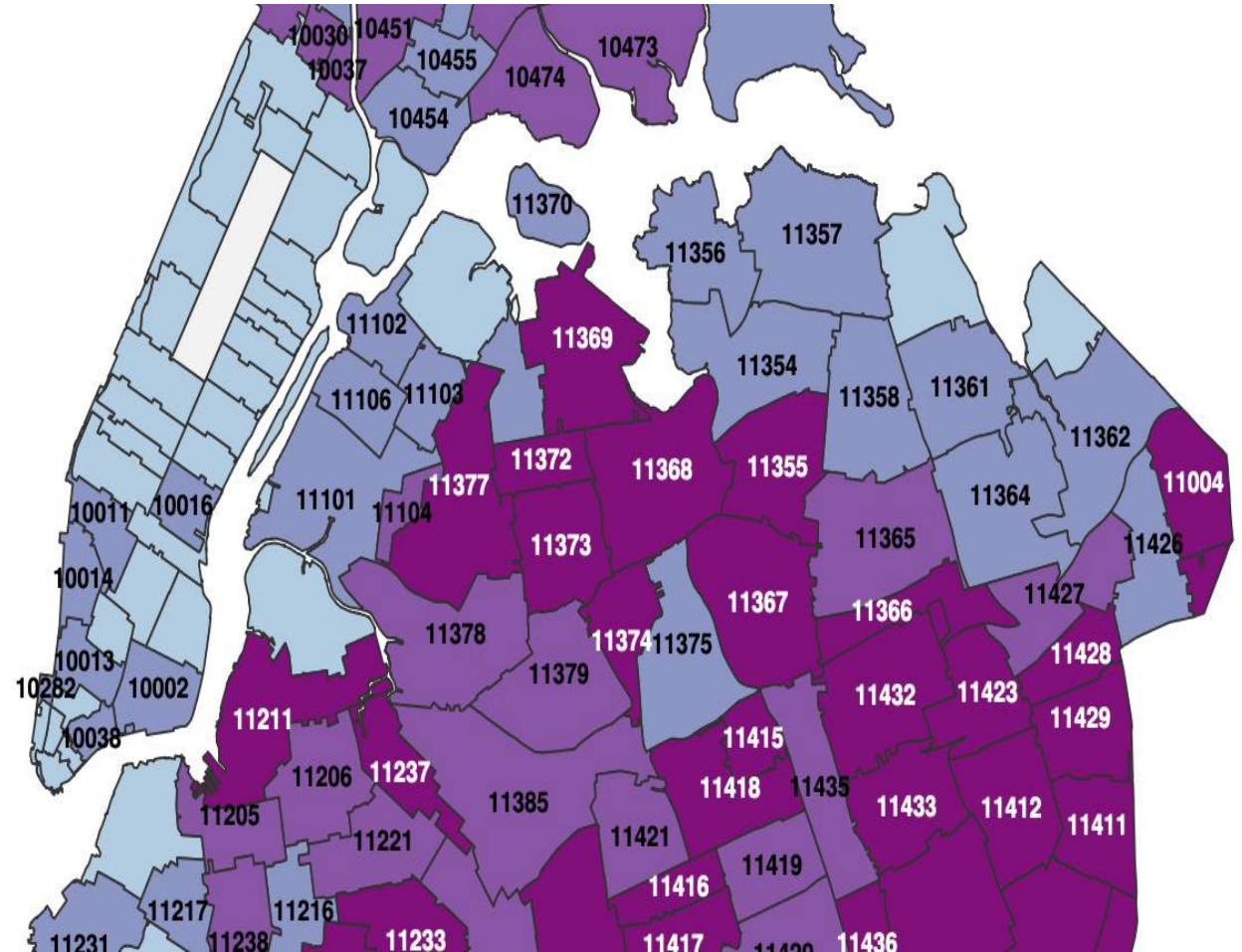
Bridge Loans

- We are no longer offering Bridge Loans as of 12/1/2024
- Any application that was completed by a customer and received by Slipstream prior to 12/1/2024, indicating that the customer would like a Bridge Loan, is still eligible to move forward with said Bridge Loan application
- Reminder-No prepayment penalties on Smart Energy Loans or On-Bill Recovery Loans
- Decision was made with the best interest of both customers and the health of the loan fund in mind



Coverage Area Updates

- Participating Contractors who make changes to their **service territories** need to communicate those changes to Contractor Support.
- Participating Contractors should communicate any changes that effect their status in Single Family Residential program participation.
 - Example: *Telling a customer or Regional Hub that you no longer participate in the EmPower+ program.*



Clean Energy Hub Coordination

- Coordinating with your Clean Energy Hub where possible, helps make your job easier!
- The Hubs have been tasked with assisting NY residents navigate this space. If you are reached out to by one of the Hubs, please be responsive.



**Regional Clean
Energy Hub**
Partnering Organization

Questions?



NYSERDA