

Single Family Residential Program Update

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EmPower +
Residential Energy Assessments (REA)
Comfort Home

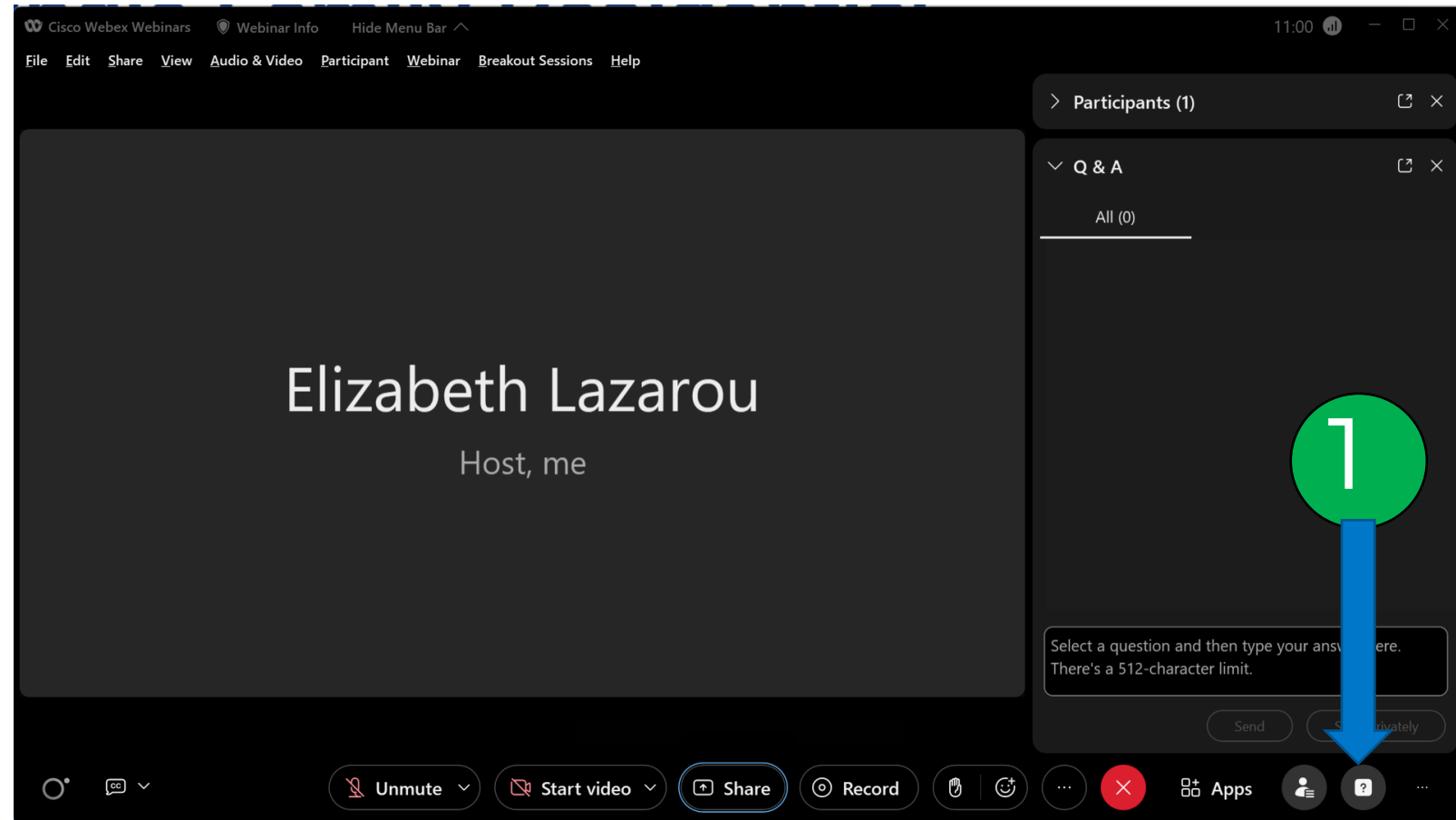
January 10th 2025



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."



The screenshot displays the Cisco Webex Webinar interface. The main content area shows the name "Elizabeth Lazarou" and the role "Host, me". On the right side, there is a sidebar with a "Q & A" section. A green circle with the number "1" is positioned over the question mark icon in the bottom right corner of the interface, with a blue arrow pointing down to it. The bottom toolbar includes buttons for "Unmute", "Start video", "Share", "Record", and "Apps".

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.

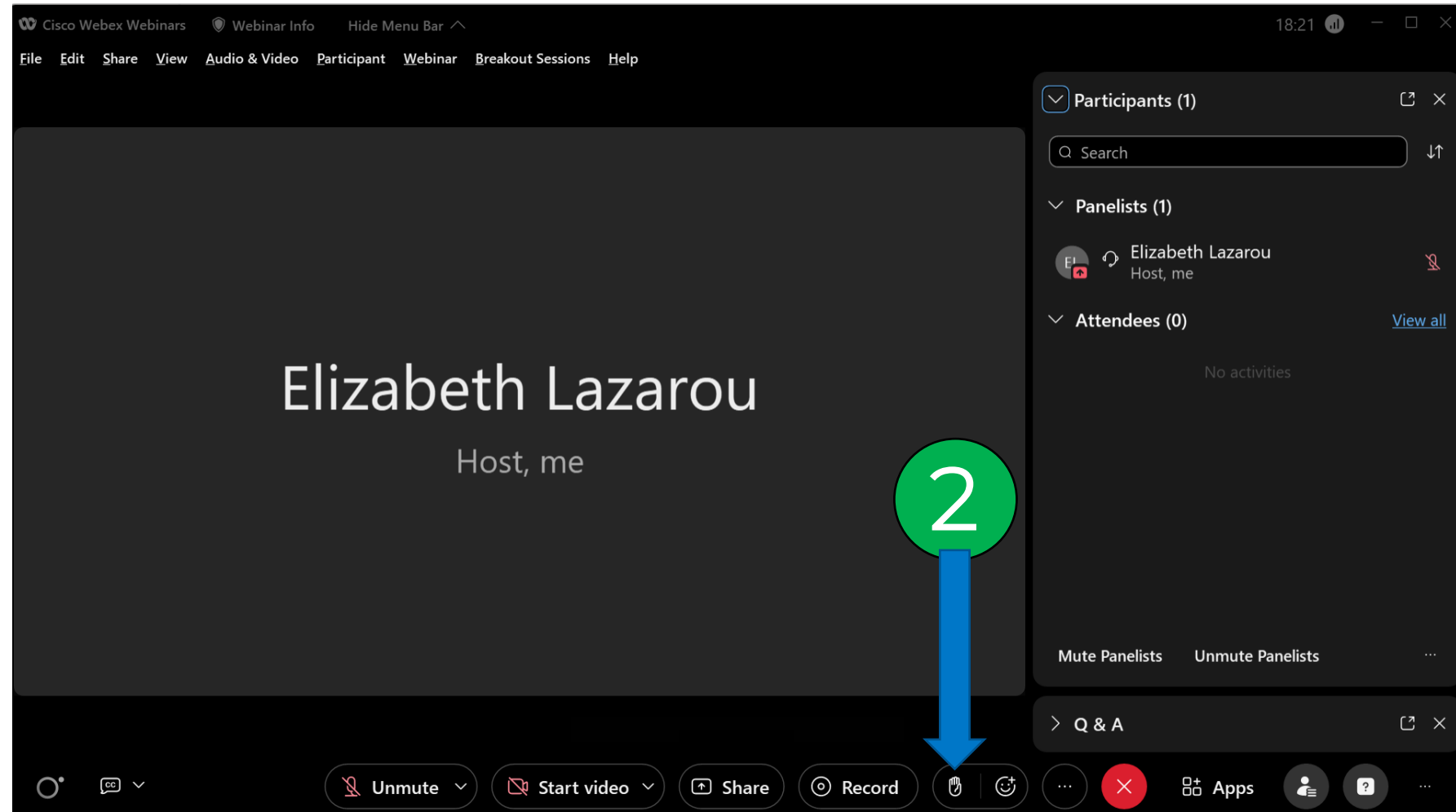


Comfort Home: will the deadline for the new incentives be extended?
from Uthman Aziz to everyone: 1:24 PM
EmPower+: How will new applications be processed after MyEnergy roll out?
from Uthman Aziz to everyone: 1:28 PM
NYHEP: How do we confirm if a customer is getting OTDA funding or IRA funding?
from 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

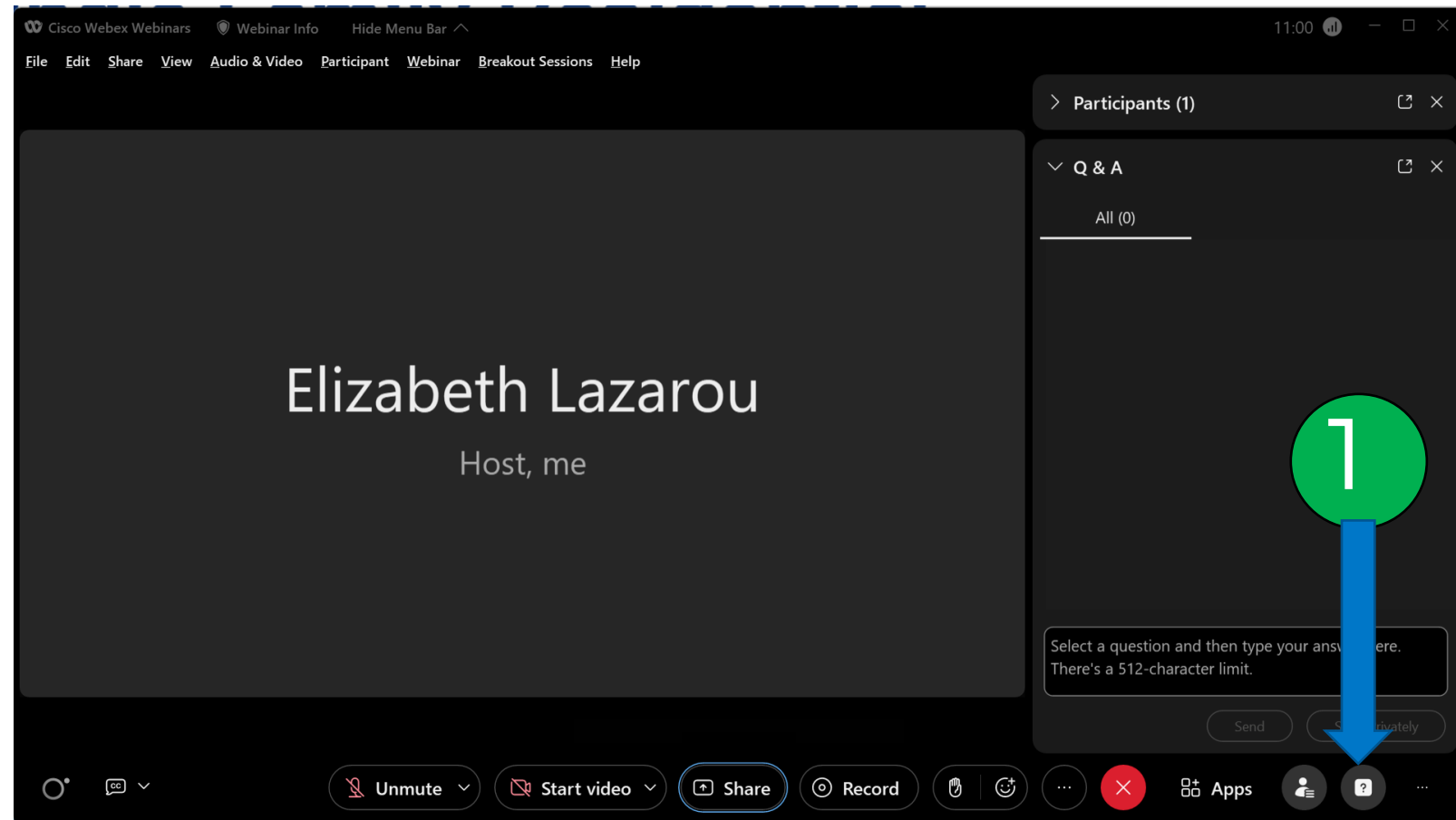
- > Locate the “raise hand” icon in the toolbar at the bottom of your screen.
- > Click on the raise hand icon to let us know you have a question.
- > The Host will indicate when you have been sent a request to unmute, click on the unmute request then ask your question verbally through your computer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



Topic Specific Questions are Encouraged

Feel free to ask any general questions related to the topics presented.

Please note that specific inquiries and topics not covered during today's agenda, i.e., enrollment number or client name can be addressed through standard customer or contractor support options.



Who Do I Contact?

> Support questions should be directed to:

Customer Engagement and Enrollment Contractor

- Implementor: TRC
- 1-866-NYSERDA
- 1-877-NYSMART (Customer Support)
- info.residential@nyserda.ny.gov
- 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



CLEARResult

Today's Agenda:

REA

2024 Year in review

EmPower+

2-4 Family best practices

Changes to Income Guidelines

Look Back Reinstatement

Energy Education

2024 Year in review

Reminders

Co-op Advertisement

Codes & Standards

Hub Coordination

Residential Energy Assessment

2024 Year in Review

Residential Energy Assessment (REA) Program

- 1,780 Residential Energy Assessments Completed
- Currently 175 participating contractors
- 28 new contractors added in 2024

2 year Remote/Virtual Energy Assessment Pilot Concluded in October of 2024

- 6 Vendors Participated
- Over 40,000 Virtual / Remote Energy Assessments Created
- Over 1,800 had a Customer Interaction
- RFP for a Virtual Energy Assessment Solution published in Jan, 2025

EmPower+

Project Volume & NYHEP Enrollment Review Times

CLEAResult has experienced a high volume of submissions in many NYHEP workflow queues. Enrollments are reviewed in the order they are received.

We understand that these delays are impactful for you and your customers and are diligently working to review them as soon as CLEAResult has experienced a high volume of submissions in many NYHEP workflow queues. Enrollments are reviewed in the order they are received.

We understand that these delays are impactful for you and your customers and are diligently working to review them as soon as possible. We appreciate your patience.

Expediting No Heat Enrollments

We are expediting no heat enrollments that need a workscope review completed. Be sure to follow the No Heat Guidelines per Section 5.9 of the Program Manual. This includes submission of a case to notify Program of the No Heat Emergency.

As a reminder, it is not appropriate for contractors to have customers call in to the Contractor Support line to request an update on their project's review status. We appreciate your patience.

Best Practices:

2-4 Family Project Submissions

What to include as part of the application submission

- In customer notes field, include the application and/or enrollment number of associated applications at the property, especially if the address numbers differ (i.e. 16 Main St. and 18 Main St. being a duplex)
- Always include the FULL address (including unit number)
- Always include landlord name and email or mailing address
- Label vacant units clearly, especially if submitting multiple applications under the landlord's name to avoid them being inadvertently cancelled as duplicates
- If obtaining LL agreement ahead of submission, ensure you are using the most current version of the form, and include proof of ownership
- If you intend to obtain the LL agreement after application approval, note this under customer notes so that it can be initially approved for audit, otherwise the application will be put on hold while we attempt to make contact with the landlord directly

Best Practices: 5+ units

Multi-family properties with between 5 and 100 units

- Properties with 5-100 units are eligible for audit ONLY
- One-off applications for units of this type can be approved
- If multiple applications are submitted for the same building, the applicants/contractor will be redirected to the multi-family program

Best Practices: Vacant Units

Eligibility and 50% rule

- Vacant units can be eligible for EmPower+ ONLY if at least 50% of units are occupied by income-qualified applicants that have current applications with the program
- Vacant units are considered “not income-qualified”, so they cannot count towards the 50% rule
- Vacant units that are serviced by EmPower+ must rent to income qualified tenants within 90 days of completion of work, or the landlord will be responsible for paying funds back on a pro-rated basis

Expectations and Tips

help us, help you...

- If information has been omitted, a member of the application processing team will reach out via email to inquire about the information or any inconsistencies, please respond promptly
- It may take up to 24 hours for your response to be processed-please do not open a case or email multiple times as it will further delay review and slow down processing
- Changes made post-approval can take up to 48 hours to be reflected in NYHEP, please refrain from opening cases until 48 hours has passed since the update in Salesforce

Income Verification Updates

Updates to the EmPower+ Income Guidelines have been made and will be effective with the launch of MyEnergy in the coming weeks.

Please review Section 3.6 in the [Program Manual](#) in its entirety.

Updates and Clarifications Include:

- The address on all proof of income must match the application address
 - If a customer has recently moved, they need to provide either a lease with their name on it, deed, or a driver's license/non-driver ID listing the application address as their address.
- If an applicant provides multiple income documents to the Program, NYSERDA will use the most recent for purposes of determining income eligibility

Income Verification Updates cont...

Full Time Students (18 years or Older)

- Full time students who are members of the household but who are not dependents of the applicant must list all sources of income. Loans (including student loans) will not be counted as income.
- For students residing in rental housing, income documentation must be provided (income from student loans is excluded.) Students who can be claimed as a dependent on another's tax return are not considered part of the household for the rental unit, and any countable income would be counted at their parent/guardian's home.
- Households that consist solely of a single full time student occupant with no proof of income may be required to show proof of full-time student status.

Project Look Back

Starting February 1, 2025, NYSERDA will reinstitute a project lookback for EmPower+ customers.

- Customers who have an approved EmPower+ application dated June 1, 2024, or later and completed a project up to Program incentive caps, will be required to wait one year from the NYHEP Funding Allocation date of their project before they can apply again to receive additional funding.
- Contractors with projects that require over the current \$5,000/10,000 incentive caps and the additional \$14,000 from IRA funding (especially those requiring whole home insulation) are encouraged to submit their whole-home work scopes for review.
- Projects with an approved EmPower+ Application date prior to February 1, 2025, will be allowed to move forward.

Energy Education

Starting February 1, 2025, NYSERDA will cease to provide an incentive for energy education during the home energy assessment.

- In lieu of the incentive, NYSERDA will include a link to the email or information mailed with the notice for applications approval/denial on different ways customers can save on their utility bills through actions they can take in their homes. The information is also mailed to potential applicants in the mailing to utility and OTDA referrals.
- The ability to claim the measure will be removed from NYHEP on February 1, 2025.
- This will impact enrollments submitted in NYHEP for Workscope Review for the first time on or after February 1, 2025.

2024 Year in Review

EmPower+

EmPower+	Tier 1	Tier 3	Total
Audit Applications	34,265		34,265
Completed Projects (Including Appliances)	29,275	1,289	30,564
Total Incentives	\$166,723,564	\$4,392,524	\$171,116,088
Annual Electric kWh Savings	14,130,125	370,982	14,501,107
Annual MMBtu Savings	581,622	20,751	602,373

Reminders

Co-Op Advertisement Fully Committed

Thank you to all participants in the Co-operative Advertising and Training Program for Clean Energy Partners. This program has now exhausted all available funding and has closed.

Previously approved applications should continue to submit a [payment request form](#) within 60 days of the completion of the advertising or training for reimbursement.

Since launching in August of 2020, the program was able to provide cost-sharing incentives to 194 participating partners across a total of 1,478 applications. Together, our combined efforts have grown the awareness of clean energy products and services as their related benefits. Thank you again for your participation in the program.

Codes, Regulations, and Standards

All Participating Contractors and any Subcontractor retained by a Participating Contractor must perform work in compliance with all applicable codes, regulations, laws, and standards in the jurisdiction where completing work. In instances where Program guidance may conflict with state and/or local code, code must take precedent. This includes obtain permits when required and obtain the required licenses to work in each jurisdiction.

Sections from the Participation Agreement:

3.3 Licensing - It is the sole responsibility of the Participating Contractor and its Subcontractors to obtain and maintain any required federal, state, county, or municipal government licenses required for installing measures and to not perform work for which they are not licensed, if licensing is required. The Participating Contractor shall produce evidence of current licensing upon request by NYSERDA or its Implementation Contractors. Failure to comply with licensing requirements may result in disciplinary action.

Codes, Regulations, and Standards

3.4 Permits - It is the sole responsibility of the Participating Contractor and its Subcontractors to obtain and comply with the terms of any required permits for installing measures or conducting Energy Assessments prior to the start of work. The Participating Contractor shall produce evidence of applicable permits upon request by NYSERDA or an Implementation Contractor. Failure to comply with permitting requirements may result in disciplinary action or termination from the Program(s).

Any contractors found not following these requirements will face disciplinary actions including probation, suspension or termination from the 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.
- <https://www.nyserda.ny.gov/All-Programs/Regional-Clean-Energy-Hubs>



**Regional Clean
Energy Hub**
Partnering Organization

Questions