

Single Family Residential Program Update

Scott Oliver, Program Manager

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EmPower +
Residential Energy Assessments (REA)
Comfort Home

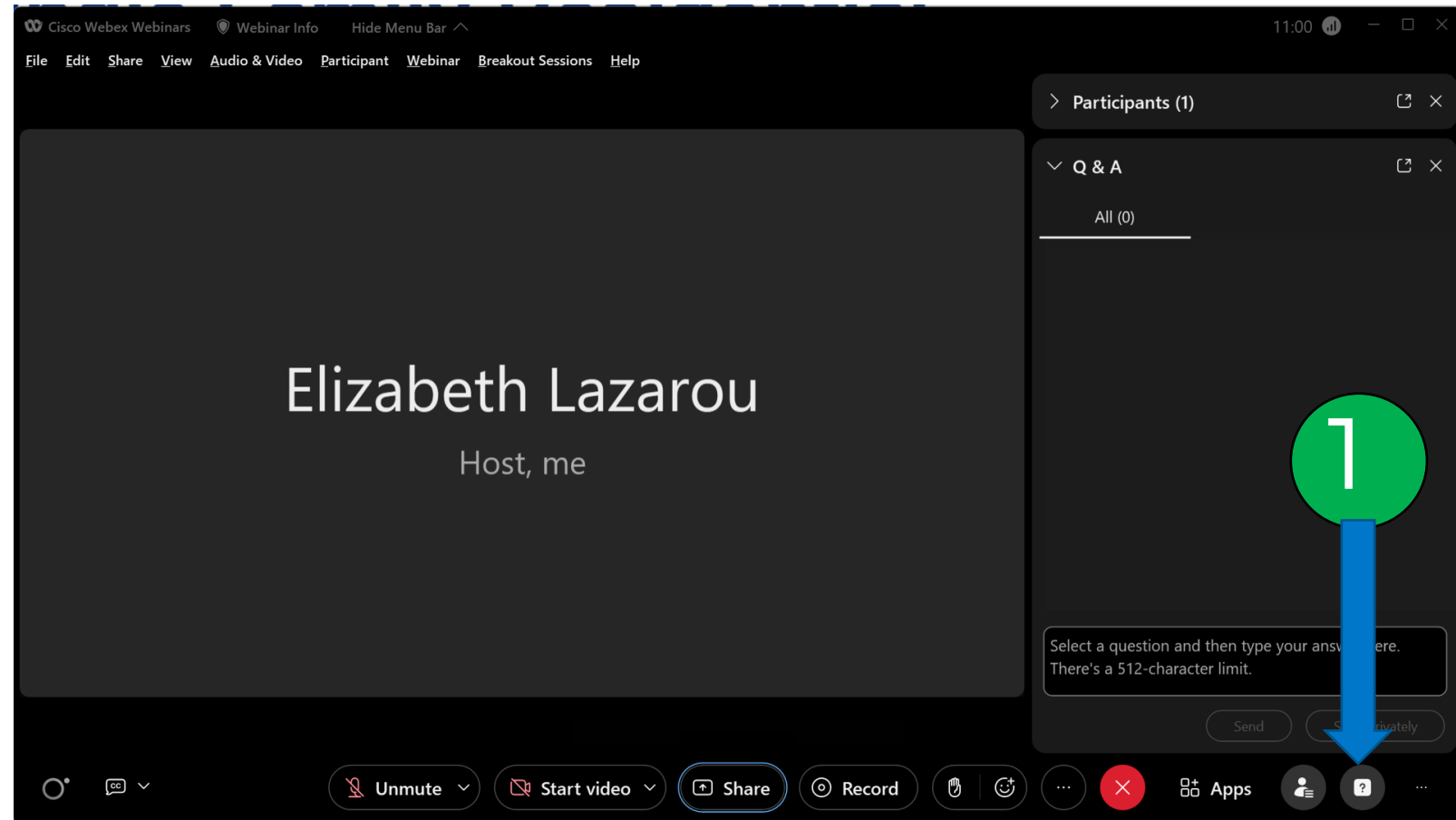
March 7, 2025



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."



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 the "Q & A" section. The "Q & A" section is currently empty, showing "All (0)". Below the "Q & A" section, there is a text input field with the placeholder text "Select a question and then type your answer here. There's a 512-character limit." and buttons for "Send" and "Send privately". The bottom toolbar includes icons 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

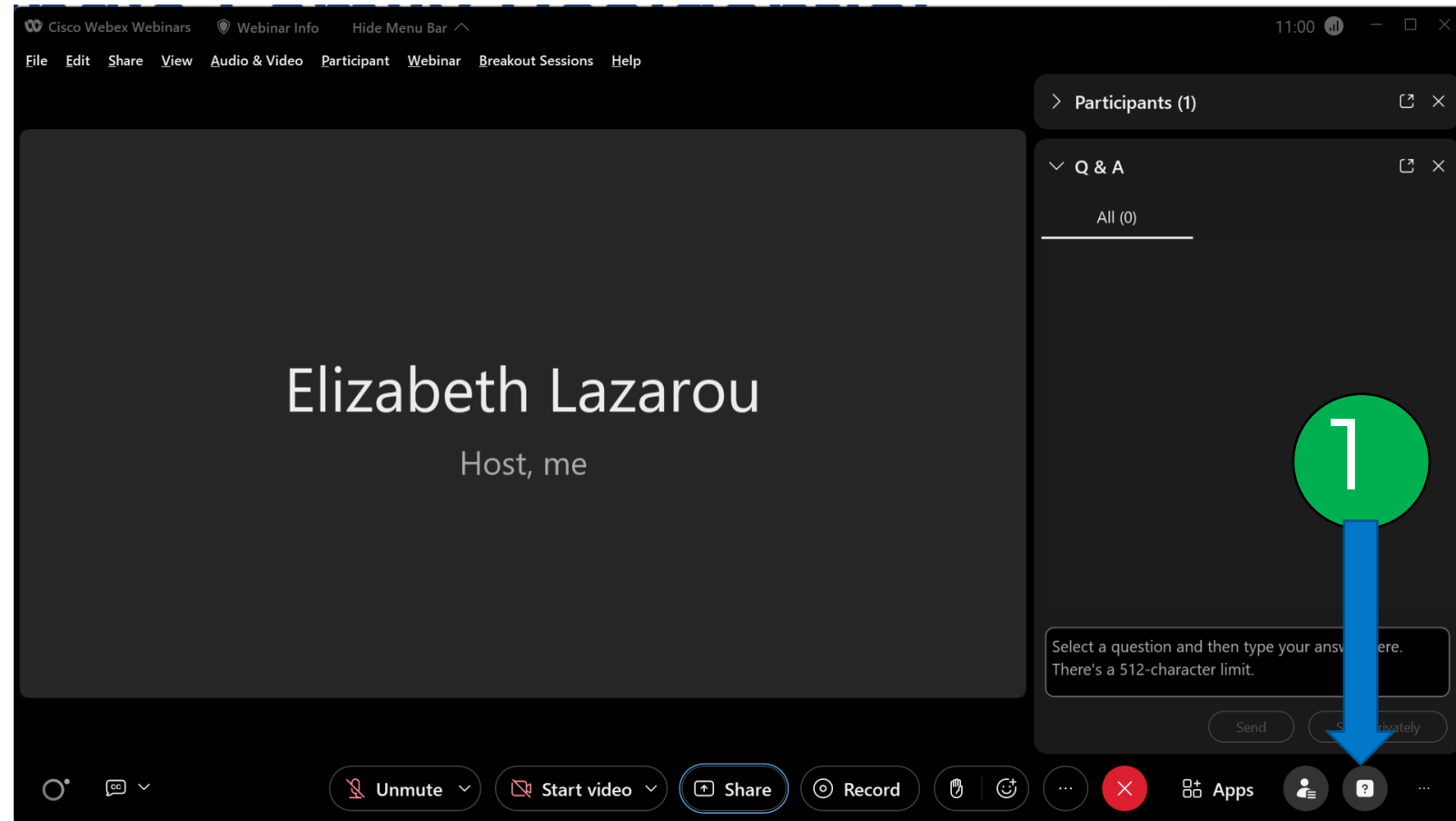
- > Locate the “raise hand” icon in the toolbar at the bottom of your screen.
- > Click on the raise hand icon to let us know you have a question.
- > The Host will indicate when you have been sent a request to unmute, click on the unmute request then ask your question verbally through your computer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

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 'Participants' section shows a search bar and a list of participants. The 'Panelists' section shows 'Elizabeth Lazarou' as the host. The 'Attendees' section shows 'No activities'. At the bottom of the screen, there is a toolbar with icons for 'Unmute', 'Start video', 'Share', 'Record', 'Raise Hand', and 'Smile'. A green circle with the number '2' is placed over the 'Raise Hand' icon, and a blue arrow points from the circle to the icon.

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



GJGNY

- Financing Update

NYHEP

- 10.0 Updates

EmPower+

- Pipeline Management
- HPWH Eligibility Update
- Web Communication
- EmPower+ Pricing

General Updates

- Energy Pricing
- QA Inspection Follow-up

Reminders

- Round 2 Heat Pump Series
- Energy Hub Coordination

Today's Agenda:

**Green Jobs Green New
York GJGNY**

GJGNY Residential Financing Program Changes

Updated fuel rates

- NYS Clean Heat and PSEG LI Home Comfort projects need to use the updated ASHP, GSHP and AWHP savings calculators starting today – March 7th
- Savings calculators are version v03.03.2025
- Savings calculators are on the Resources for Contractors webpage

GJGNY Residential Financing Program Changes

Utility bill submittal.

Due to an increase in the submittal of incorrect utility information, customers applying for an On-Bill Recovery Loan must submit their most recent utility billing statement to Slipstream before loan documents can be issued.

Photo identification submittal

As an increased protection for applicants, the submittal of photo identification (i.e. driver's license) will be required for all customers applying via a paper application.

These changes will come into effect on March 17, 2025, and will apply to all loan applications received on or after this date.

NYHEP Updates

NYHEP10.0 Updates

NYHEP Version 10.1 was released on February 19, 2025. Below is a summary of the updates:

1. Expand/Collapse Measure Grid with 0 for measure quantity
 - All properties will be collapsed by default
 - The measure will appear 'greyed out' but the user can still access it
2. Update Drop down list for 'Project Deferral' reasons
 - The drop-down list will contain the following options: Roof Leaks, Mold-Like Substance, Asbestos-Like Substance, Extreme Clutter, Extreme Moisture, Structural Issue, Unsafe to Inspect, Pest Infestation
3. EmPower+ Appliance Enrollment Email Notification
 - Email notification sent to contractors/trade allies when an appliance enrollment is sent back to them for revisions

Pause for Questions

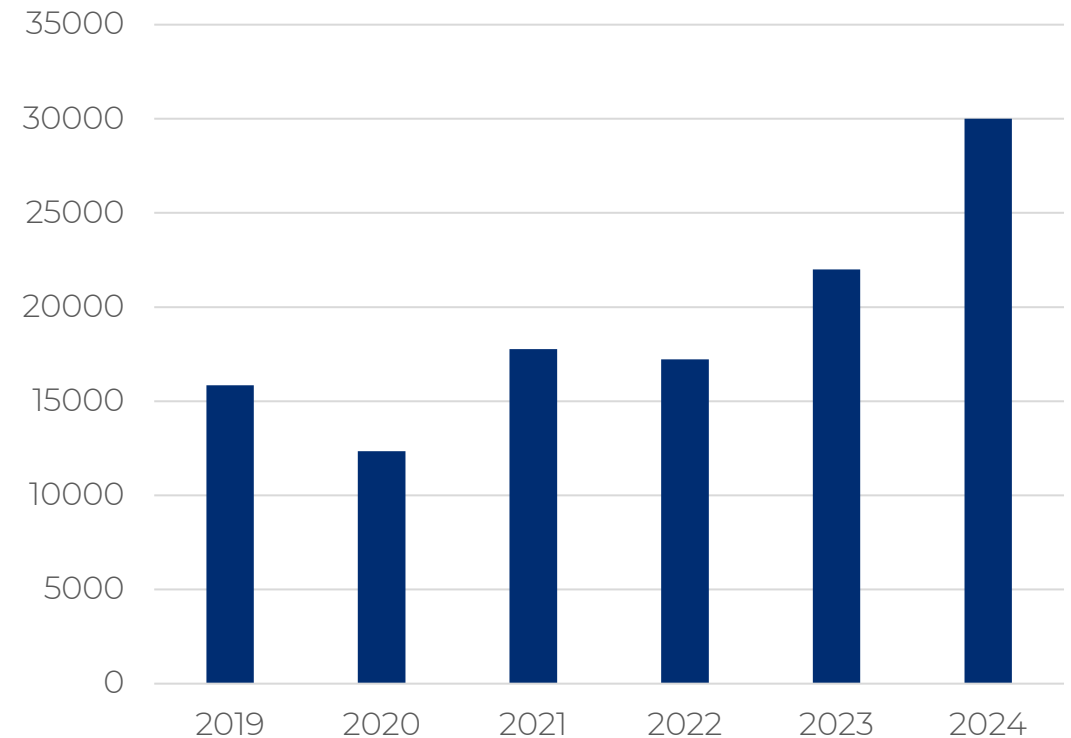
EmPower+

EmPower+ Pipeline Management

The EmPower+ program has seen 30% year over year growth over the last two years.

To improve pipeline management, NYSERDA is implementing measures to help staff manage the distribution of projects and maximize the impact of the program.

LMI Projects Completed
By Calendar Year



EmPower+ Pipeline management steps

1. Manage production through implementing a provisional workflow step starting April 2, 2025.

- A. Create a queue for work scopes approved but not yet installed
- B. Approvals, based on prioritized criteria, will be released on a weekly schedule

2. Consumer appliance industry has embraced the adoption of ENERGY STAR standards, improving the overall efficiency of appliances found in the marketplace and reducing the incremental energy savings available to the program through incentives for upgraded replacements.

As a result, NYSERDA will reallocate funding to higher impact measures and no longer provide incentives for refrigerator and freezer upgrades through the EmPower+ program, effective 3/14/25.

EmPower+ Pipeline management steps

- 3. NYSERDA is working to ensure the equitable distribution of projects supported through EmPower+ and will be focusing the onboarding of new contractors to geographic regions that may be deemed underserved, as indicated by lower program participation rates relative to existing LMI 1-4 unit housing density.**

These areas include:

1. North Country
2. Capital Region
3. Hudson Valley
4. New York City

Proposed Provisional Approval Workflow Stages

Application, Assessment, and Work scope Submission
Contractor submits work scope to the program



Project Review
Implementation staff review and approve project based on program requirements



Provisional Approval
Project stays in this stage until approved by staff



Final Project Submission
Project is approved for installation based on defined prioritization criteria

Provisional Approval Work Scope Criteria

- **NYSERDA team will review work scopes on weekly basis.**
- **Criteria used for determining prioritized approval will be discussed at a later date.**
- **Direct installs will proceed automatically.**
- **No-heats need to get NYSERDA management permission to proceed as soon as they are approved at work scope approval.**
- **This new workflow step will go live on April 2, 2025.**

Refrigerators and Freezers

- NYSERDA will reallocate funding to higher impact measures and no longer provide incentives for refrigerator and freezer upgrades through the EmPower+ program, effective 3/14/25.
- Appliances submitted in the current pipeline will be fulfilled.
- As a reminder, vendors have 90 days to install appliances. If there is an issue, they need to contact CLEAResult.

Pause for Questions

Heat Pump Water Heater Clarification

- In the EmPower+ Program Manual, it was indicated that a natural gas to Heat Pump Water Heater conversion was not eligible for Program incentives; however, this **is** an allowed measure through EmPower+.
- If you have an open EmPower+ project that you wish to add a Heat Pump Water Heater to, please submit an email to support.residential@nyserda.ny.gov with the enrollment number and water heater details so the project can be rolled back to work scope submission.
- Section 5.15 of the Program Manual has been updated to reflect this clarification.

If you have any questions, please contact Contractor Support at 800- 284–9069 or email at support.residential@nyserda.ny.gov.

Web to Case Functionality

The image shows a screenshot of the NYSEDA Contractor Support Site. The top navigation bar includes links for HOME, PROGRAM RESOURCES, TECHNICAL RESOURCES, SALESFORCE, NYHEP, EMPOWER+ KNOWLEDGE ARTICLES, and PROGRAM C. The main content area features the NYSEDA logo and the text 'CONTRACTOR SUPPORT'. A search bar is visible on the left. The central banner reads 'Welcome to the Contractor Support Site' and '2023 EmPower+ Program Manual'. A 'Submit a Case' button is highlighted with a yellow border. To the right, a 'Submit a case' form is shown with fields for CONTACT NAME*, EMAIL*, PHONE*, SUBJECT*, and DESCRIPTION*. Below these are fields for APPLICATION NUMBER and ENROLLMENT NUMBER, along with a reCAPTCHA checkbox and a 'Submit Query' button. An arrow points from the form to a 'Thank you!' confirmation page with the message: 'Thank you for your case submission! Someone from our team will reach out to you directly.'

Click **Submit a Case** on the Contractor Support Site to use the web form. A confirmation email will be sent to you after case creation and an agent will reach out to you directly.

Chat Functionality



Chat

* First Name
John

* Last Name
Smith

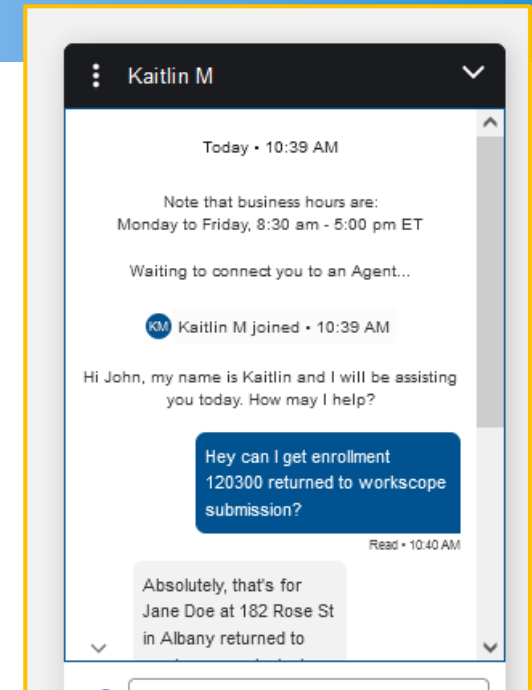
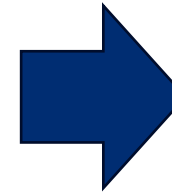
* Email
jsmith@contractor.com

* Phone Number
8321230000

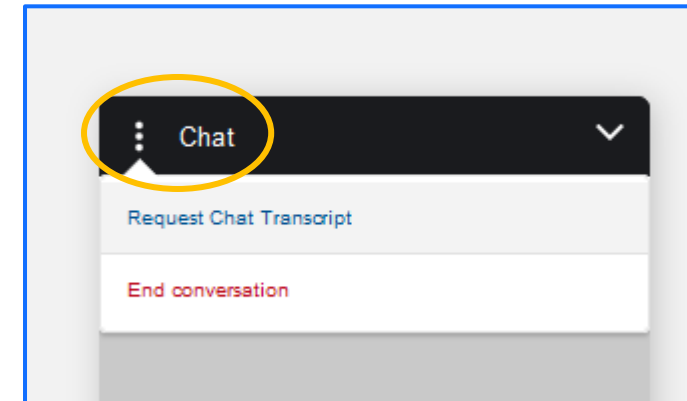
* Subject
Roll back project to workscope

Application Number

Start Conversation



Click the **chat button** in the **lower right corner** of the Contractor Support Site to begin a chat session with an agent. When completed with the chat, click the three dots at the top and select **End conversation**.



EmPower+ Measure Pricing

- EmPower+ pricing was reviewed and updated to reflect changes to several variables including national inflation and consumer price index (CPI) data, and market price research. The updated list can be found in Section 5.5 of the Program Manual on the Contractor Support site.
- EmPower pricing has been updated in the NY Home Energy Portal (NYHEP) and will be effective for any new project entered in NYHEP beginning March 7, 2025.
- Please reach out to Contractor Support at 1-800-284-9069 with any questions

Pause for Questions

General Updates

Fuel Rate Pricing

- Fuel rates for EmPower+ and Comfort Home have been updated and are effective as of March 7, 2025.
- For EmPower+, updated pricing is posted on the Contractor Support website in Section 5.12 of the EmPower+ Program Manual. Fuel rates been updated in the NY Home Energy Portal (NYHEP) currently and will be effective for any new project entered in NYHEP beginning March 7, 2025.
- NYSERDA finance has also updated their Proforma tool to reflect the updated fuel pricing.
- For Program fuel rates, natural gas and electricity rates are based on the Joint Utilities 2022-2024 SC1 3-year average. Delivered fuels are based upon the NYSERDA New York Home Pricing Monitoring Program 2022-2024 averages. For cost-effectiveness calculations, NYSERDA uses volumetric charges including supply (commodity), transmission and distribution, and other charges applied based on the supply volume.

EmPower+ & Comfort Home Quality Assurance

[Program Manual Section 10.3 Quality Assurance Inspection Checklist](#)

Shell Measures (continued)			
Measure	Task Description	Non-Conformance Category	Reference
Insulation (continued)	Exposed rigid foam board or spray foam has required thermal and ignition barrier.	Major	NYS RC R316.4, R316.5.11, Program Requirement Section 5.15

Ignition Barrier Vs Thermal Barrier

- NYS Residential code section R316 Foam Plastic covers all plastic type insulation.
- Section R316.4 covers thermal barriers, section R316.5.3 and R316.5.4 covers attics and crawl spaces.
- Section R316.5.11 covers sill plates and headers (rim joist). Rim joists do not require a thermal barrier if the foam plastic is not more than 3.25 inches thick and meets the density and flame spread index requirements.
- Section R316.6 covers specific approval (intumescent coating).
- Contractors should always confirm with the local Authority Having Jurisdiction (AHJ) to ensure that all local codes and requirements are being met when installing Exposed Rigid Foam Board or Spray Foam.

Corrective Action Report (CAR) Timeline when Unresponsive

Day 1

- All non-conformances are required to be addressed within 30 days of issuing Correction Action Report (CAR).
- All non-conformances require a response through the link sent with the report.

Day 30

- **Unresponsive contractors** will receive an *Unresponsive Contractor Letter* via email and certified letter.

Day 37

- Follow up email sent requesting an update and/or timeline for resolution to issued CAR.

Day 44

- Phone call notification to contractor that their **ability to accept new enrollments has been turned off** in NYHEP.
- Follow up email requesting an update or timeline for resolution to issued CAR.

Day 60

- **Contractor status changed to Active-Voluntarily Withdrawal** (Program Manual 10.1.3a)
- Letter for Inactive-Voluntarily Withdrawal sent via email and certified letter.
- Phone call notification to contractor confirming status change.

Reminders

Heat Pump Training Series II

NYSERDA Heat Pump Training Series
Fridays 8:00 a.m. – 9:00 a.m. ET
To register for the series, please click [here](#).

Contact with Questions:
max.ciovacco@nyserda.ny.gov

DATE	TOPIC	PRESENTER
03/14/25	Manual J – Overview, including inputs & data gathering -Take offs	Matt Christie/TRC+
03/28/25	Equipment Selection/ Manual D & S (NEEP tool) -Determine design heating capacity, select equipment -Avoiding oversizing -When/how to use supplemental systems- guidelines of minimum size	NYSERDA/Max Ciovacco or TRC – Manual D
04/11/25	Over-sizing, Over-zoning, under-sizing with back up heat (5kw up to 20% of heating load)	SWA – Robb Aldrich
04/25/24	Design and placement of the system, Value engineering principles and practices	TRC – Matt Christie
05/09/24	Office Hours/feedback	TRC – JJ Sawicki
05/23/25	Ancillary/Miscellaneous – Exterior Equipment Placement Snow shields Condensate lines Dehumidification Avoiding mold growth in heads Manufacturer commissioning checklist	TRC – Chrissy Thisse
06/13/24	Using Manual J in Design- Putting it all together	TRC – TBD

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>



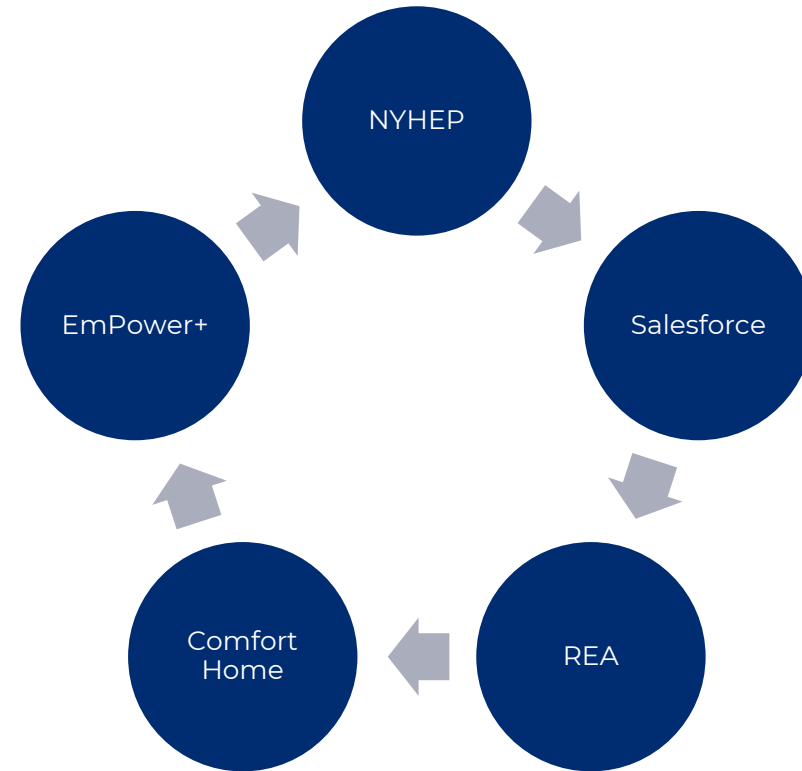
**Regional Clean
Energy Hub**
Partnering Organization

Training Coming Soon

General Queue management

- Training on searching projects.
- Putting projects on hold.
- Quick tips on queue management techniques.

Possibly 2 half hour sessions will be offered for participating contractors



Questions