

Single Family Residential Program Update

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EmPower +
Residential Energy Assessments (REA)
Comfort Home

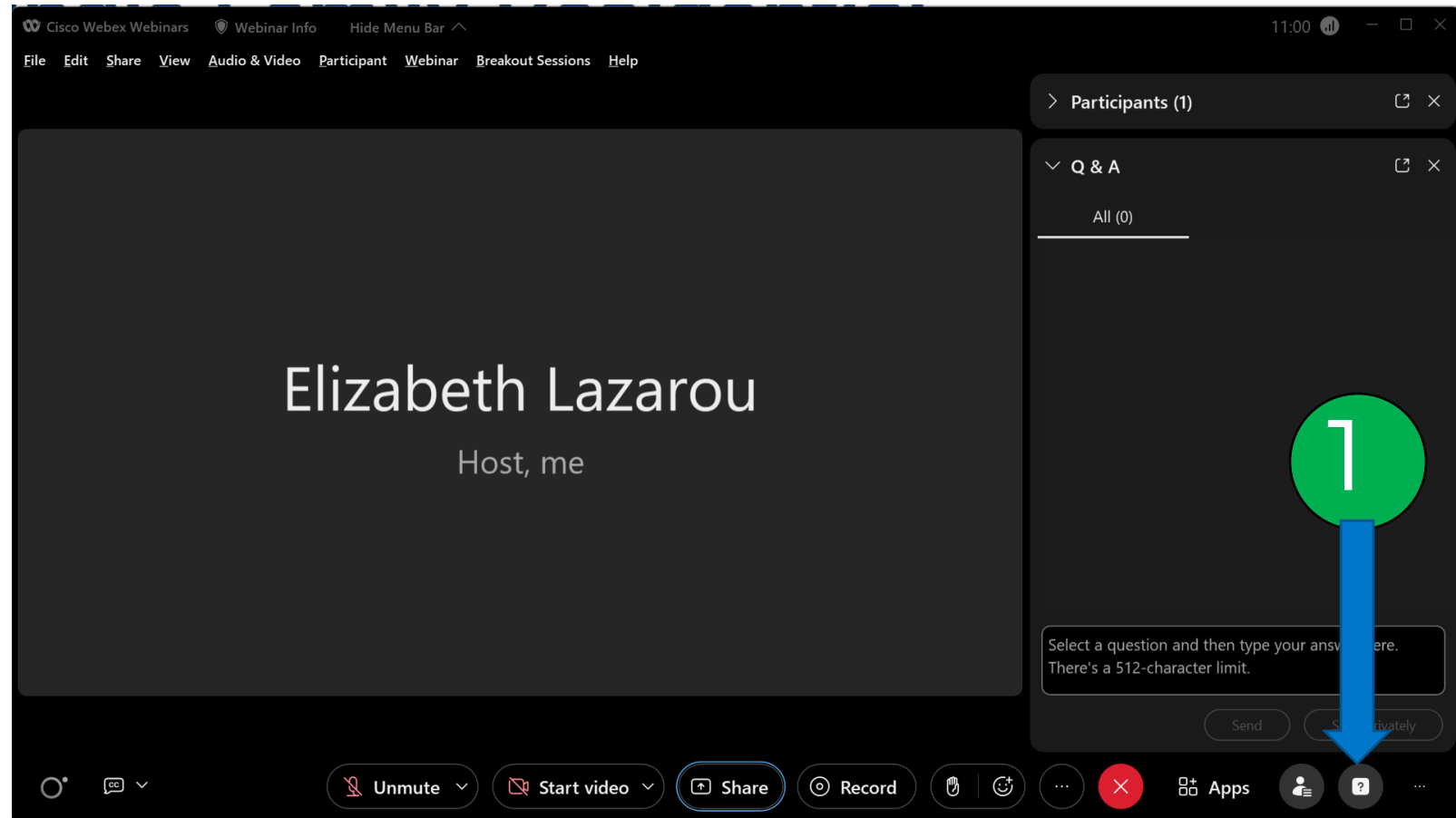
April 4th 2025



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."



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

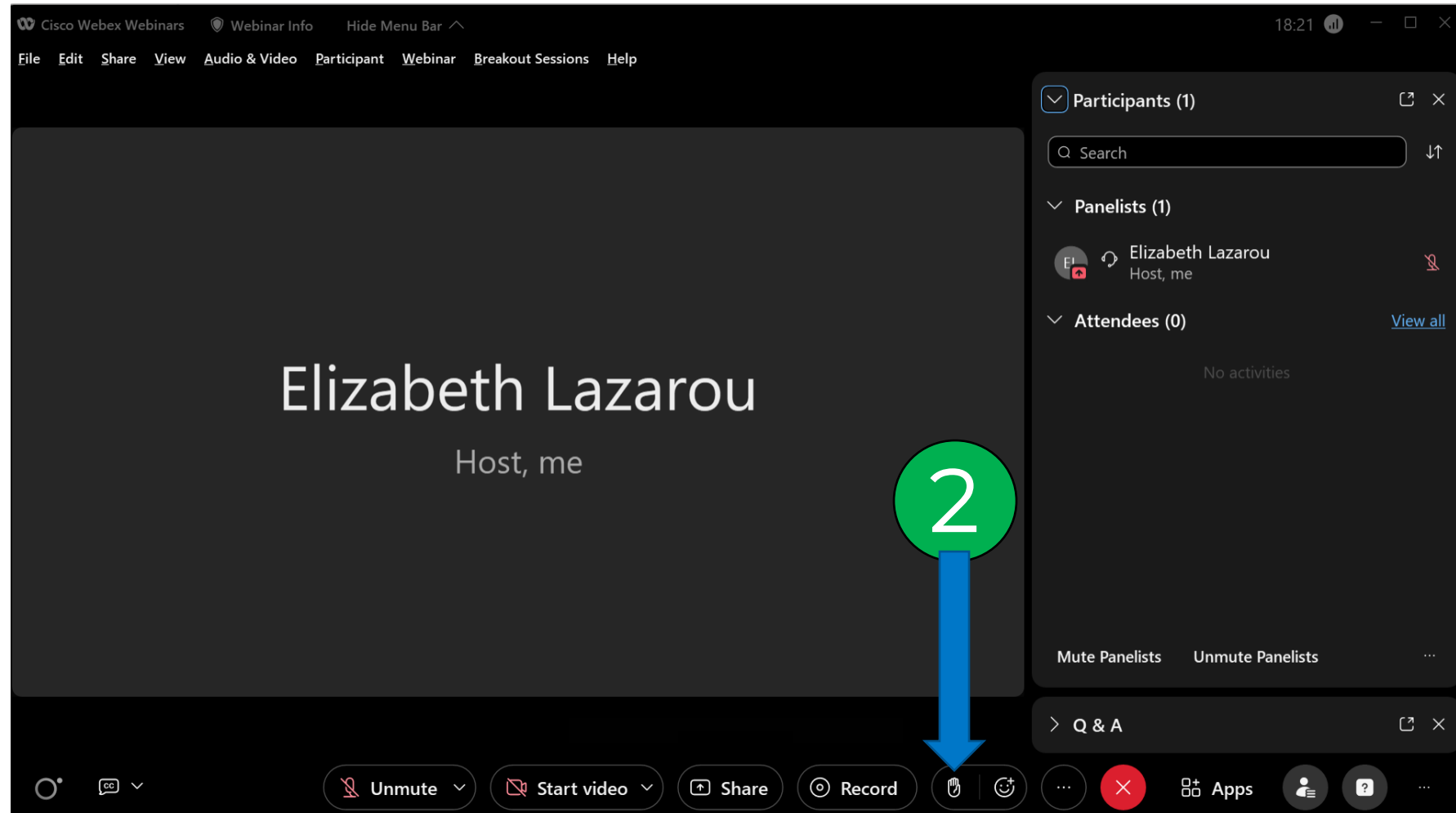


GJGNY:

Options for Q&A During Today's Webinar - Mic/Phone

OPTION 2 - MIC/PHONE

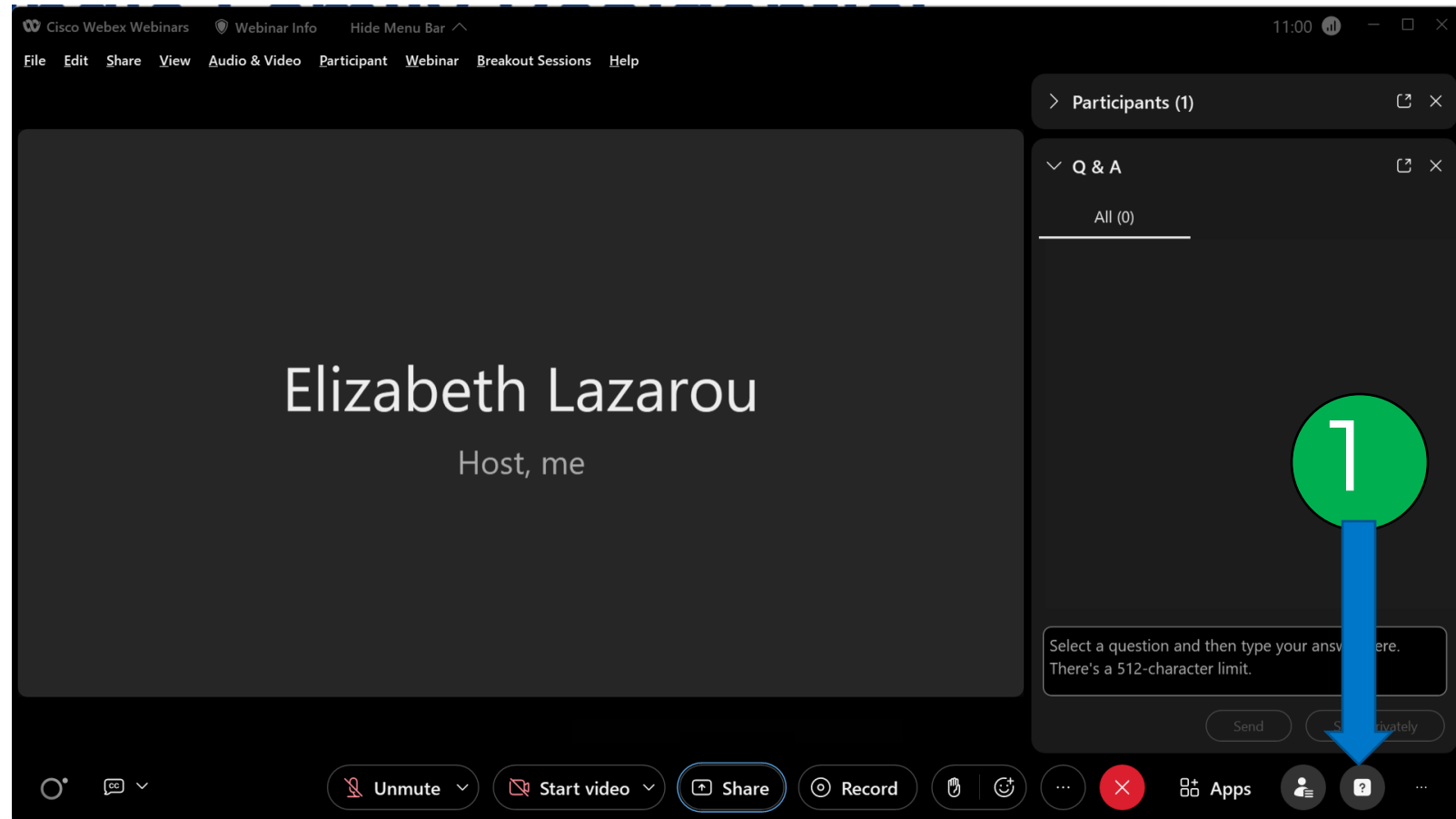
- > Locate the “raise hand” icon in the toolbar at the bottom of your screen.
- > Click on the raise hand icon to let us know you have a question.
- > The Host will indicate when you have been sent a request to unmute, click on the unmute request then ask your question verbally through your computer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



50 YEARS 1975-2025

Residential Energy Assessment

- REA to VEA

Comfort Home

- Workflow Platform

EmPower+

- Contractor Certs & Specialties
- Provisional Approval

Reminders

- HEAP Closing
- Spray Foam Training
- Refrigerator and freezer
- Income Documentation
- Energy Hub Coordination
- Paper Application

Today's Agenda:

Residential Energy Assessment

Virtual Energy Assessment Program Overview

- **What is a Virtual Assessment?**

- Software that collects and analyzes data sets to prospect for leads, develop a building model, prescreen customers, and/or develop preliminary energy efficiency and electrification recommendations.

- **What is the primary goal of the VEA Program?**

- Establish a standardized virtual energy assessment and customer engagement approach which can be used to rapidly scale delivery of energy assessments and improve the customer engagement process to put homeowners statewide on the path to a clean energy future.

Virtual Energy Assessment Experience

- Meant as first step for homeowner education
- Encourage homeowners to engage with contractors to experience an in-home audit and serve as an entry point for SFR programs.
- Homeowners will be directed to MyEnergy to learn more about NYSERDA's SFR programs and participating contractors
- VEA is not meant to be a direct one to one replacement for onsite energy assessments.

Virtual Energy Assessment Experience

- Assessments created by publicly available data and available to all NYS SFR with or without submitting utility data
- Resident ability to update incorrect or out-of-date home data.
- Resident ability to choose a limited number of basic home energy efficiency upgrades including but not limited to air sealing, insulation, other weatherization upgrades, and HVAC to see potential energy savings scenarios based on selections.
- Provide measure recommendations with a focus on beneficial electrification and highlight the benefits of beneficial electrification.

Connection to MyEnergy

- Upon initial launch the VEA software will stand alone. Long term plans include an API of building data transferred to MyEnergy profiles
- VEA software will contain site data and provide all referrals to MyEnergy.
- MyEnergy will manage program information, rebates, contractor information, etc...
- Considering contractor access to VEA profiles to gain information before in-home visits.
- Consistent updates and re-engagement

Residential Energy Assessment Program

- REA standalone energy assessment program will sunset as of Dec 31, 2025
- Encourage all contractors to familiarize themselves with the Comfort Home Program as the primary market rate program.
- By Q4 of 2025 we would anticipate all or most market rate audits being completed through Comfort Home.
- Comfort Home and Empower+ audits completed through NYHEP will comply with all GJGNY requirements. No gap for loan applications.
- Virtual Energy Assessments will not be required, but encouraged through marketing and coordination with My Energy

Potential Timeline

- 2025 Q2 – Q4 – REA Contractors should familiarize themselves with the Comfort Home Program and transition their market rate audits.
 - 2025 Q2 – REA Contractors familiar with Comfort Home
 - 2025 Q3 – REA Contractors new to Comfort Home
 - comforhome@nyserda.ny.gov
- 2025 Q2 – Q3 - VEA software selection and program design
- 2025 Q3 – Q4 - VEA program soft launch and adjustments
- 2026 - VEA program available statewide

Comfort Home

Comfort Home Workflow Platform Update

This information was shared in an email sent from the Comfort Home inbox on March 26.

Comfort Home will be migrating from the Compass workflow platform to NYHEP, the same workflow platform used for EmPower+ and the Residential Energy Assessment (REA) program.

May 1, 2025	NYHEP becomes available for Comfort Home use.
May 1, 2025 to June 1, 2025	<p>Contractors may use Compass or NYHEP to submit Comfort Home assessments and load reduction installations.</p> <ul style="list-style-type: none">• Projects started in Compass must be completed in Compass.• Projects started in NYHEP must be completed in NYHEP.• We are planning to migrate completed assessments from Compass to NYHEP for potential future project entry.
June 2, 2025	<p>NYHEP will be the only Comfort Home workflow system.</p> <p>Compass will no longer be available.</p>

**NYSERDA and
CLEAResult will
support
contractors
through this
transition in
numerous ways**

- **Live webinars hosted in late April and throughout May to provide training on NYHEP. Watch future program announcements for training dates and times.**
- **Email support at ComfortHome@nyserda.ny.gov.**
- **Phone support at (888) 406-4009.**

Workflow differences

Customer release forms will be uploaded into the NYHEP customer enrollment. SharePoint will no longer be used.

NYHEP will use more precise package energy modeling. Assessments entered into NYHEP will require additional inputs.

Additional Inputs

This list was shared in an email sent from the Comfort Home inbox on March 26.

- Total below grade square footage
- Orientation of front of home (North, South, East, West)
- Wind exposure
- Mold or moisture signs inside or outside the home (yes/no)
- Exterior drainage system condition (good/potential issues)
- CAZ Testing: venting, gas leak, spillage, ambient CO, undiluted CO (pass or not)
- Attic floor area
- If the attic is within the thermal envelope:
 - Gable wall area & insulation level
 - Knee wall area & insulation level
 - Roof deck area & insulation level.
- Exterior doors construction type
- If applicable, skylight(s) square footage
- Total window square footage for each wall (North, South, East, West)
- If the home has ducts: Level of duct sealing, level of duct insulation, duct location
- If applicable, presence of whole-house ventilation system,
- Water heater location
- Percent of total light bulbs by type (Incandescent / CEF / LED)
- Refrigerator size, age, configuration
- If applicable, dehumidifier size and ENERGY STAR rating
- Clothes washer and dryer types
- Type of stove/range/cooktop and fuel

NYHEP Q & A

Keith Bohling

keith.bohling@nyserda.ny.gov

Comfort Home Operations

1-888-406-4009

comforthome@nyserda.ny.gov

Pause for Questions

EmPower+

Contractor Certifications & Specialties

Contractor Specialties are now live on the EmPower+ website:

- Specialties are directly connected to the certifications held, and the supporting documentation required has been submitted.
- Please review your company listing by April 18.
- If you feel there are any discrepancies, please reach out to support.residential@nyserda.ny.gov

<https://www.nyserda.ny.gov/Contractors/Find-a-Contractor/Empower-Plus-Contractors>

Find a Participating EmPower+ Contractor

Find a Participating EmPower+ Contractor

When applying to [EmPower+](#), you will have an opportunity to choose a participating contractor from the list below or we can help assign one to you.

EmPower+ ContractorsSearch Company:

Enter Your Zip Code:

Supported Languages:

Select a Specialty

Show contractors per page of **223** result(s) Clear Filters

Company	Status	Specialties
Supportive Services Corporation 245 Elmwood Ave, Buffalo, NY 14222 (716) 881-6350 Supported Languages: English Contact Contractor		Residential Inspector, Energy Assessments, Air Sealing & Insulation, Manufactured Housing
Breathe Easy of CNY Inc. 1636 State Route 49, Constantia, NY 13044 (315) 623-2035 Supported Languages: English Contact Contractor		ASHP Installer, Energy Assessments, Heat Pump Water Heaters
Fulmont Community Action Agency, Inc. 20 Park Street, Fonda, NY 12068 (518) 853-5016 Supported Languages: English Contact Contractor	NYSERDA Quality Home Contractor	Energy advisor services, Residential Inspector, Energy Assessments, Air Sealing & Insulation

Provisional Approval Process

- Starting on April 2, 2025, all projects that have received technical approval at the Workscope Review step will move to the Provisional Approval step.
- These projects will be reviewed once a week by NYSERDA management and a weekly batch will be approved at that time. NYSERDA staff is aiming to complete this approval process by end of day on Mondays.
- When the projects are approved, an email will go out to the contractor, customer, and Hub letting them know the project was approved.

Provisional Approval Criteria

Projects will be selected for approval based on two major factors.

1. Priority Projects

The first group of projects to get approved will be priority projects that align with our statewide policy objectives to prioritize affordability for energy burdened households. These projects will include:

- A. Referrals from Utilities, OTDA, social service agencies, WAP
- B. Pilot projects such as Healthy Homes, KEDNY Health and Safety, Energy Affordability Guarantee

2. First-come, First Served

The remaining projects will be sorted chronologically based on the enrollment date of the project with the projects with the oldest enrollments being approved first. This will ensure that customers who applied to the program first get priority with completing their projects.

Pause for Questions

Reminders

HEAP Closing April 7, 2025

- The Regular and Emergency benefit components will operate through the close of business (COB), April 7, 2025
- Mail-in applications postmarked on or before the closing date meet the deadline and will be processed.
- Questions regarding the Regular and Emergency closing dates or the Advanced Nominal Benefit can be addressed with each district's HEAP Bureau liaison.

Spray foam "Don't Be Left Exposed" Trainings

Effective October 1, 2025 all participating contractors installing spray foam through Empower+ must complete trainings outlined in Section 5.2 of the program manual.

Contractors are required to submit a signed document that their company meets these training requirements.

The PSD “Don't Be Left Exposed” training is required for crew chiefs and auditors.

Training dates are on the next slide and are available in the program announcement section of the contractor support site.

Spray foam "Don't Be Left Exposed" Trainings

- **April 16, 2025:** Part 1 from 8:15 AM to 10:00 AM with a 15-minute break, followed by Part 2 from 10:15 AM to 11:30 AM.
- **June 27, 2025:** Part 1 from 8:15 AM to 10:00 AM with a 15-minute break, followed by Part 2 from 10:15 AM to 11:30 AM.
- **August 22, 2025:** Part 1 from 8:15 AM to 10:00 AM with a 15-minute break, followed by Part 2 from 10:15 AM to 11:30 AM.

4/16/25	8:15-10:00	R6.1 Part 1	Link
4/16/25	10:15-11:30	R6.2 Part 2	Link
6/27/25	8:15-10:00	R6.1 Part 1	Link
6/27/25	10:15-11:30	R6.2 Part 2	Link
8/22/25	8:15-10:00	R6.1 Part 1	Link
8/22/25	10:15-11:30	R6.2 Part 2	Link

Income Documentation Reminder: SSI vs SSA

SSI is a categorical income verification document, Supplemental Security Income

- This is DIFFERENT from regular Social Security Income

SSA encompasses Social Security Income from retirement, disability, or survivor benefits

- This is standard income, and ALL household income must be reported and supporting documents provided, not just social security income

Example of SSI vs SSA letter

SSI (Supplemental Security Income):

Social Security Administration
Supplemental Security Income
Important Information

SOCIAL SECURITY
7TH FLOOR
195 MONTAGUE ST
BROOKLYN NY 11201
Date: July 20, 2023
BNC#: [REDACTED]

0012898 00013194 1 AB 0.537 SN6LNA T49 P3
SSI MA2 07/12/2023 00013194 [REDACTED]


Your current monthly **Supplemental Security Income (SSI)** payment is \$914.00 for August 2023. You will continue to get this amount each month unless there is a change in the information we use to figure your payment.

When You Will Receive Your Payments

Your representative payee will receive your monthly payment of \$822.60 around August 1, 2023, and on the first of each month after that.

Information About Your SSI Payments

SSA (Regular Social Security Income):

 Social Security Administration
Benefit Verification Letter

Date: March 26, 2024
BNC#: 24V4155J10315
REF: A, DI

[REDACTED]
[REDACTED]
Buffalo NY 14211-2324

You asked us for information from your record. The information that you requested is shown below. If you want anyone else to have this information, you may send them this letter.

Information About Current Social Security Benefits

Type of Social Security Benefit Information

You are entitled to **monthly disability benefits.**

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.

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

Paper Application Reminder

- **If you are providing paper applications to customers there are a few things to keep in mind.**
 1. Make sure the application is the most recent version and not an outdated application missing crucial components i.e. the updated attestation.
 2. If you are encouraging customers to send completed EmPower+ applications through the mail, please be sure they are sending to the correct address:

TRC Companies 3 Corporate Drive, Suite 202 Clifton Park, NY 12065

Final Question Period