

Home Modernization Program Update

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EmPower +
Residential Energy Assessments (REA)
Comfort Home

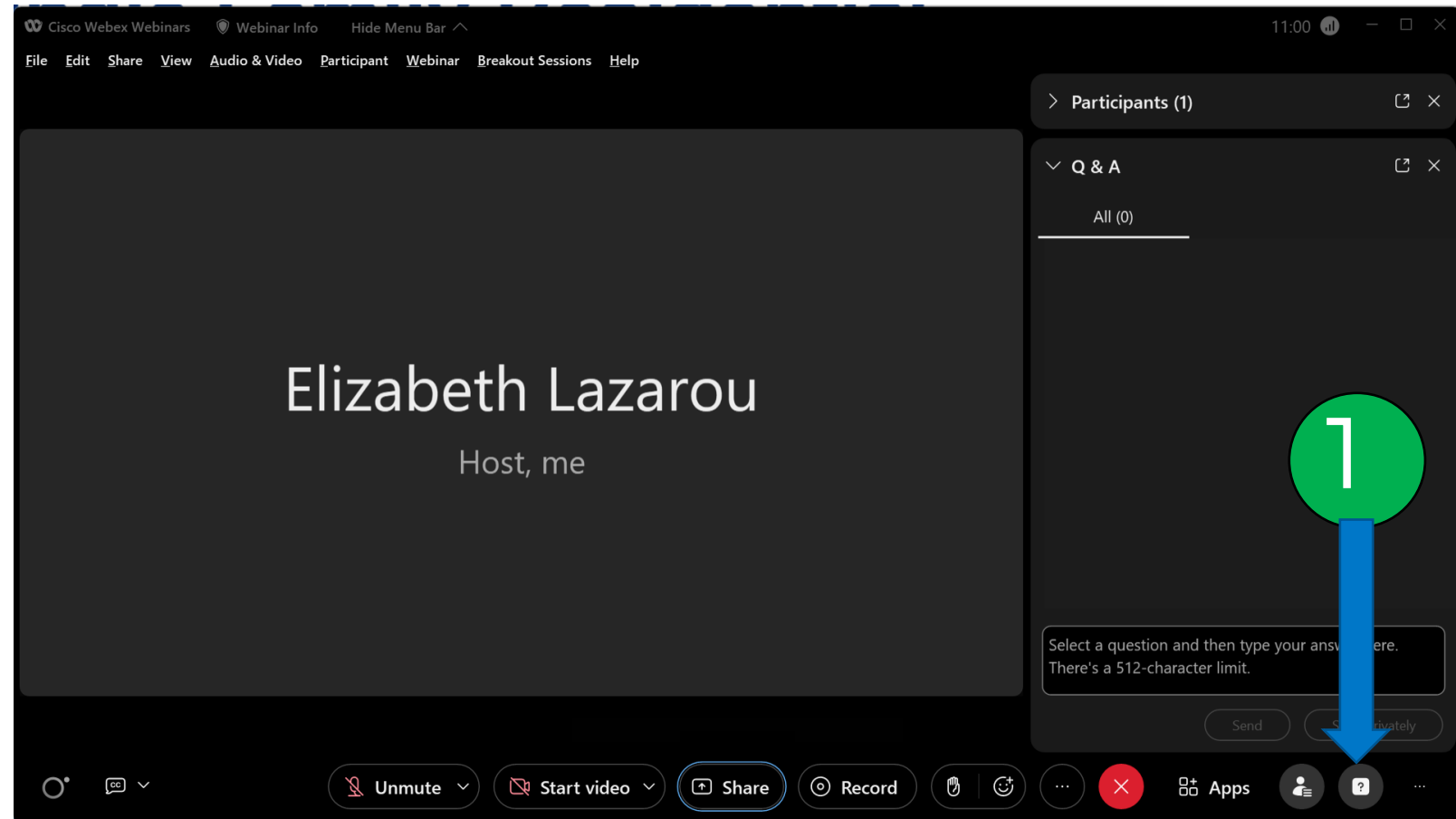
June 6, 2025



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

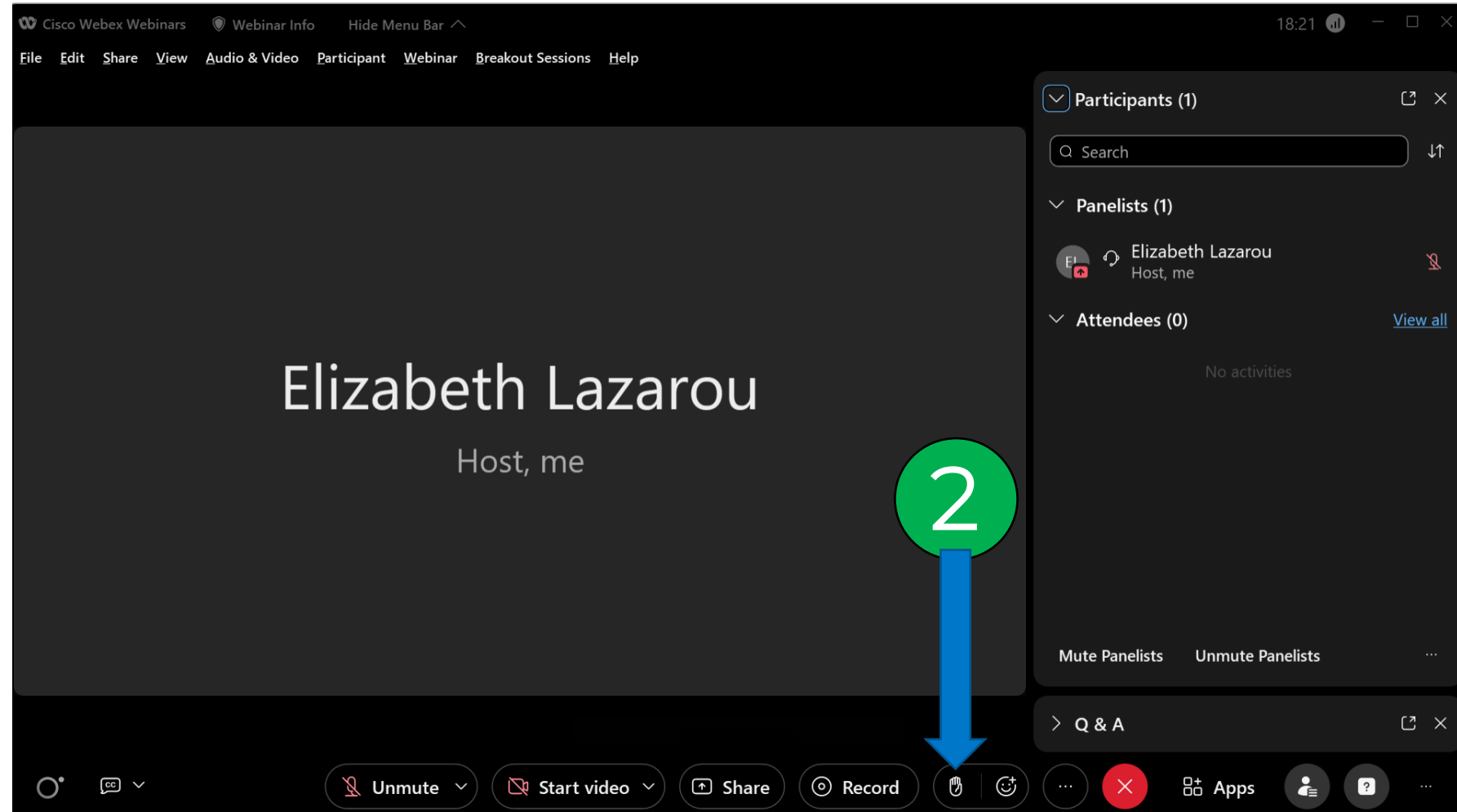


GJGNY:

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

OPTION 2 - MIC/PHONE

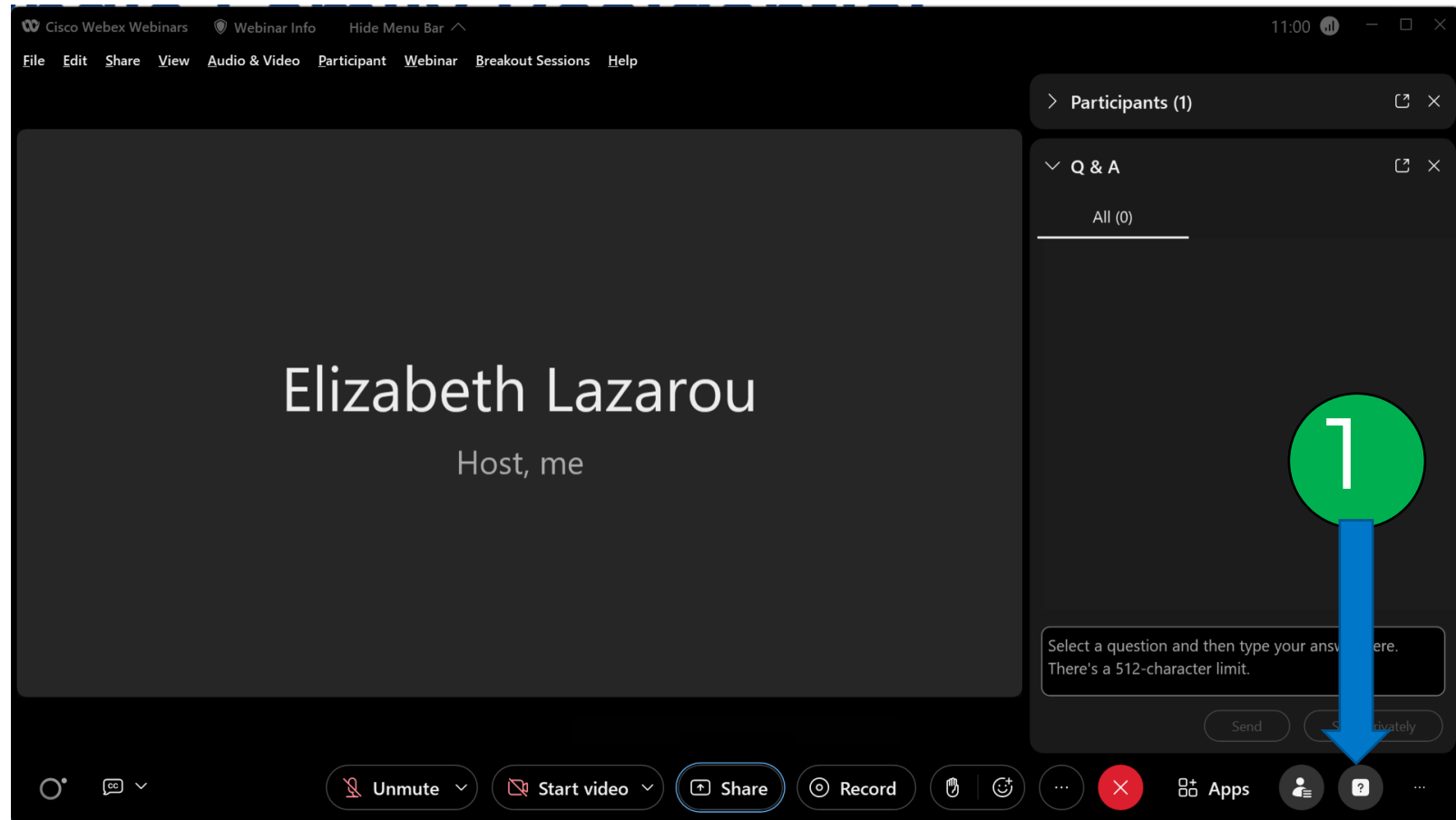
- > Locate the “raise hand” icon in the toolbar at the bottom of your screen.
- > Click on the raise hand icon to let us know you have a question.
- > The Host will indicate when you have been sent a request to unmute, click on the unmute request then ask your question verbally through your computer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

Please send your email to only ONE of the email addresses listed below, using both causes duplicative work for the implementation teams.

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: **CLEAResult**
- 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 and Comfort Home programs.

TRC



CLEAResult



50 YEARS 1975-2025

Multi-Family

- Multifamily Residential Energy Pathways (MERP)

Comfort Home

- Evaluation Study
- Customer Feedback
- Incentive Overview
- Blower Door Test Incentive
- Minimum Requirements
- NYHEP Transition
- Post Install Measure Report

EmPower+

- Multi Unit Measure Submissions
- Closing Aging Projects
- New Test-In Form
- Test-Out & Zero Cost Change Orders
- Provisional Approval Update

Reminders

- Income Documentation
- Refrigerators and Freezers

Today's Agenda:

Multi-Family

Multifamily Residential Energy Pathways (MREP) Participating Contractor Network - RFQL 5906

Establish a network of highly qualified firms who work directly with developers, building owners, and their representatives to plan and implement energy efficiency and beneficial electrification projects for Multifamily Residential programs

Create a more robust network of contractors

Simplified, centralized approach for customers

Replaces Multifamily Building Solutions Network

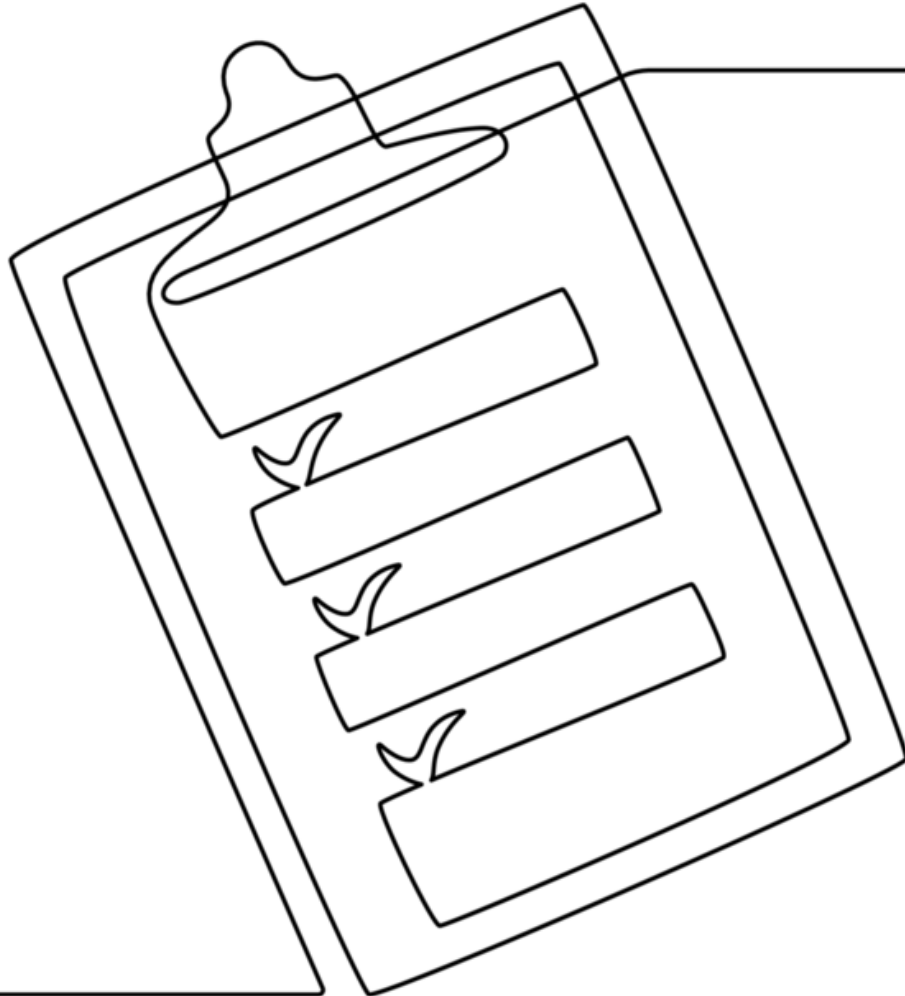


What's New?

- > **Service Categories**
- > **Increased Focus on Upstate and Small Multifamily Buildings**
- > **Common Application on Salesforce across multiple incentive programs**

Service Categories	Service Sub-Categories
Technical Assistance	Energy Assessor
Installer	ASHP Installer
	GSHP Installer
	Direct Exchange GSHP Installer
	Electricians
	Plumbers
	General Contractors
	Insulators – Shell/Envelope
	Insulators – Window/Storm Window

Benefits of Being in Network



- > **Access NYSERDA Multifamily Incentives**
- > **Build Skills & Network**
- > **Grow Customer Base**
- > **Enhance Reach & Reputation**
- > **Tap into Technical Assistance**
- > **Provide Feedback on Program Design**

Current Programs that Leverage Multifamily Residential Energy Pathways Network (MREP)

Organization	Program Name	MREP Interaction
NYSERDA	Low-Carbon Pathways for Multifamily Buildings https://www.nyserda.ny.gov/All-Programs/Multifamily-Buildings-Low-Carbon-Pathways-Program	Must work with FlexTech Consultant or MREP
NYSERDA	FlexTech (Multifamily) https://www.nyserda.ny.gov/All-Programs/FlexTech-Program	Can work with FlexTech Consultant, MREP, or an independent service provider
NYSERDA	On-site Energy Manager (Multifamily) https://www.nyserda.ny.gov/All-Programs/On-Site-Energy-Manager	Can work with FlexTech Consultant, MREP, or an independent service provider
Utilities	The Affordable Multifamily Energy Efficiency Program (AMEEP) https://www.nyserda.ny.gov/All-Programs/Residential-and-Property-Owner-Income-Eligible-Programs/LMI-Stakeholder-Resources-New-Efficiency-New-York/NYS-Affordable-Multifamily-Energy-Efficiency-Program	MREP Consultants can provide tech assistance through FlexTech as Energy Service Providers in AMEEP.
NY Affordable Housing Agencies and NYSERDA	Integrated Physical Needs Assessment (IPNA) https://www.nyserda.ny.gov/All-Programs/Multifamily-Building-Programs/Integrated-Physical-Needs-Assessment	Energy Assessor for all multifamily IPNA teams must be a FlexTech Consultant or MFBSN. Upcoming RFQLs will include MREP as a pre-requisite to replace MFBSN

Future Upstate Multifamily Program that Will Leverage Multifamily Residential Energy Pathways Network (MREP)

> Primary NYSERDA Upstate Multifamily offering through 2030

Invest in pipeline development

Upstate Public Housing Authorities (PHA)

Leverage projects already happening

Weatherization Assistance Program (WAP)

Empower networks & develop local partnerships

Regulated, mid-cycle*

Naturally occurring affordable

Increase Support for Small Multifamily

- Expand Services offered to 2 – 4 unit properties
- Work With Empower+ Team
- Rely on feedback from Small Multifamily Providers

Small Multifamily Buildings Underserved by Existing Programs

- **Building size underserved by existing programs**
 - 1.5 million buildings 2-19 units statewide
 - **2-4 units buildings are underserved in Single Family programs.**
 - 5-20 unit buildings are underrepresented in Multifamily programs.
 - Property management companies focus on larger properties to maximize savings.
 - Contractors focus on larger properties that tend to receive larger incentive allocations.
- **Smaller properties can use existing residential contractor network**

Region	Total housing units (primary residence & vacant/secondary residence)					
	Building size					
	2-4 units	5-9 units	10-19 units	20-49 units	50+ units	Total
Capital District	96,755	26,094	17,109	11,813	21,258	173,029
Central New York	44,164	15,225	12,399	9,630	14,138	95,556
Finger Lakes	65,458	29,753	11,765	12,213	21,352	140,541
Mid Hudson	66,245	29,797	18,090	12,981	17,478	144,591
Mohawk Valley	39,209	6,550	3,607	3,342	5,858	58,566
North Country	23,882	7,915	3,561	3,915	4,141	43,414
Southern Tier	43,567	13,167	7,119	6,495	7,797	78,145
Western New York	131,340	28,916	12,724	13,405	22,758	209,143
Total	510,620	157,417	86,374	73,794	114,780	942,985

Region	Projected number of buildings					
	Building size					
	2-4 units	5-9 units	10-19 units	20-49 units	50+ units	Total
Capital District	40,020	3,728	1,181	343	283	45,555
Central New York	18,193	2,175	856	278	188	21,690
Finger Lakes	25,999	4,251	812	355	286	31,703
Mid Hudson	25,800	4,257	1,249	375	233	31,914
Mohawk Valley	16,631	935	248	98	79	17,991
North Country	9,075	1,130	245	113	56	10,619
Southern Tier	18,331	1,881	493	190	104	20,999
Western New York	57,975	4,131	878	389	305	63,678
Total	212,024	22,488	5,962	2,141	1,534	244,149

How To Apply

- > Applications will be completed through Salesforce
- > Applications will generally be reviewed in 6-8 weeks (depending on volume)
- > Launch Date – LIVE NOW!
- > Program Materials/Resources: Resources posted on Contractor page including link to solicitation page
 - RFQL Solicitation
 - Participation Agreement
 - Management Plan Reference
 - User Guide



APPLY NOW

Contractor Application – Shortened

- > **Shortened Application** – Does not require case studies, customer references, technical expertise documentation.
- > **Eligibility** - Providers in good standing that joined one of the eligible networks in past 3 years or had a project complete construction in MPP, AMEEP, WAP or LCP since then are eligible. Will be asked for documentation to confirm they meet this status.
 - **Eligible networks**
 - MF Building Solutions Network
 - Comfort Home Contractor
 - [EmPower+ Contractor](#)
 - FlexTech Consultant
 - NYS Clean Heat Participating Contractor
 - AMEEP Participating Contractor
 - WAP Subgrantees
 - HPD Pre-Qualified Vendor
 - NYC Accelerator Service Provider
 - NYCHA PACT Developers and General Contractors

Scoring Details for the Shortened Application	
Available Points	Evaluation Criteria
0	Profile and Minimum Requirements <ul style="list-style-type: none">• Certifications, Accreditations and Licenses• Insurance• W-9 Form• Proof of Existing Network Membership• Signed Participation Agreement
0	Business Qualifications <ul style="list-style-type: none">• M/WBE, SDVOB Certifications• Industry Experience
20	Management Plan <ul style="list-style-type: none">• Customer Service Plan• Quality Control Plan• Geographic Coverage• Staffing Plan
<u>20 Total Points Available</u>	

For More Information

Website: nyserdera.ny.gov/multifamilycontractornetwork

Email: mrepnetwork@nyserdera.ny.gov

Multifamily Residential Energy Pathways Participating Contractor Network

The Multifamily Residential Energy Pathways Participating Contractor Network (Contractor Network) is a roster of highly qualified firms and organizations who work directly with developers, building owners, and their representatives to plan and implement energy efficiency and carbon reduction projects in multifamily buildings. The Contractor Network replaces NYSEERDA's Multifamily Building Solutions Network and includes expanded service categories (see below) to ensure the full scope of multifamily property needs are being addressed with any energy retrofit project.

Joining the Contractor Network offers contractors the opportunity to support NYSEERDA's multifamily programs. Benefits of participating in the Contractor Network include:

- **Access NYSEERDA Incentives:** Deliver incentives to eligible customers through the [Low-Carbon Pathway Program](#) helping close the deal on potential projects.
- **Grow your customer base and generate leads:** Get listed on NYSEERDA's contractor page, where participating contractors will be highly visible to a steady stream of clients/projects and have the ability to capture leads through NYSEERDA.
- **Enhance your reach and reputation:** Leverage marketing collateral, case studies, and web-based resources that demonstrate the benefits of working with NYSEERDA's Contractor Network.
- **Build your skills and network:** Join Network Quarterly Webinars and any technical conferences, webinars or trainings regarding new technologies and methodologies in the field organized by the NYSEERDA Multifamily team.
- **Tap into technical assistance:** Utilize the Energy Use Snapshot, NYSEERDA's baselining services, for any eligible project.



Service Categories and Minimum Requirements



Application Portal and Application Resources

Pause for Questions

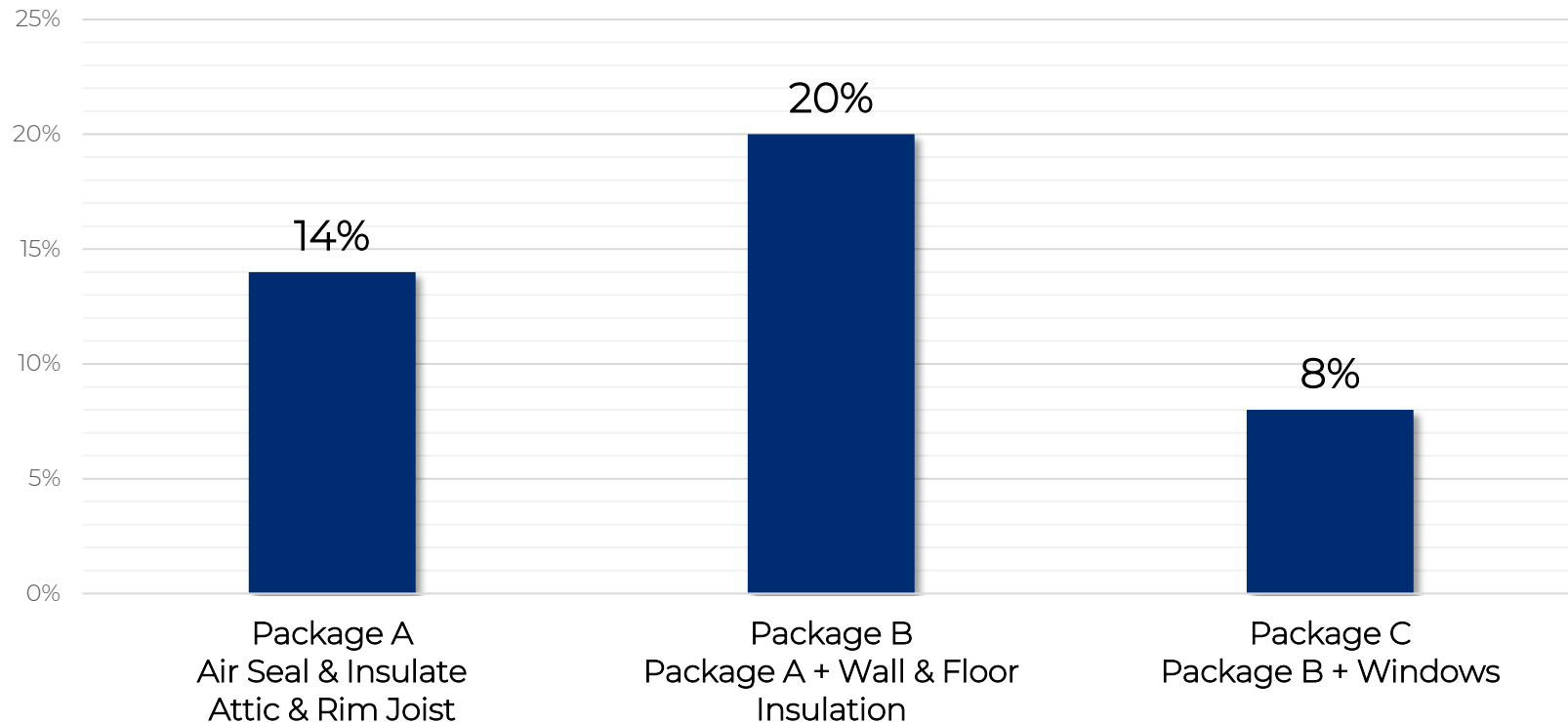
Comfort Home

- Evaluation results with savings
- Survey results
- Updated incentives
- Package B
- Updated resources
- Blower door test incentive
- Minimum production requirements
- Post-install measure report
- NYHEP FAQ
- New support contacts
- Q&A

COMFORT HOME EVALUATION STUDY

Overall program average evaluated savings = 15% of baseline heating energy consumption.

Evaluated Heating Savings



Third-party evaluation of customers' heating energy consumption before and after Comfort Home project.

Analysis of actual billing data requires the signed Utility Release Form.

While only heating consumption was evaluated, these savings carry over to reductions in cooling consumption as well.

CUSTOMER FEEDBACK

Primary customer drivers for program participation:

90% - Increase home's comfort

86% of customers report home comfort benefits

84% - Reduce energy costs

53% of customers reported lower energy bills

59% - Reduce energy consumption for environmental reasons

This jumps to 88% for those who installed a heat pump within 24 months

- **“Comfort Home was easy to use, not too much overhead in terms of paperwork, and it cut the project cost in half. Thanks!”**
- **“Great opportunity to increase energy efficiency and lower energy bills.”**
- **“It's a great program to get what you need. I couldn't have gotten my insulation otherwise and I am thankful that my family wasn't cold this winter”**

CUSTOMER FEEDBACK

Top drivers of satisfaction:

- Communication with contractor
- Contractor's knowledge about the program

Top driver of dissatisfaction:

- Resolution of issues

87% of program participants would recommend Comfort Home to a friend or family member.

95% are satisfied or very satisfied with the quality of the contractor work.

COMFORT HOME PACKAGE OVERVIEW FOR WORK SUBMITTED ON OR AFTER 6/1/25

Select an Insulation Package			Windows Add-On
	Good	Better	
Upgrades	Seal and insulate attic and rim joist	Good Package plus insulate walls and floors	After air-sealing and insulating, upgrade windows to ENERGY STAR
Value	The average home saves 14% on their heating and cooling consumption after installing this package.	The average home saves 20% on their heating and cooling consumption after installing this package.	For homes with upgraded air-sealing and insulation, upgrading the windows saves an average of an additional 8% on heating and cooling consumption.
NYSERDA Incentive Multiple Comfort Home Projects Over Time	\$2,500	\$3,000	\$2,000
	Customers who received Comfort Home incentives for a package within the past year are eligible for a total of \$1,000 toward another package. Customers who received Comfort Home incentives for a package more than a year ago are eligible for total of \$2,000 toward another package.		

COMFORT HOME INCENTIVES

Select an Insulation Package			Windows Add-On
	Good	Better	
Upgrades	Seal and insulate attic and rim joist	Good Package plus insulate walls and floors	After air-sealing and insulating, upgrade windows to ENERGY STAR
Value	The average home saves 14% on their heating and cooling consumption after installing this package.	The average home saves 20% on their heating and cooling consumption after installing this package.	For homes with upgraded air-sealing and insulation, upgrading the windows saves an average of an additional 8% on heating and cooling consumption.
NYSERDA Incentive	\$2,500	\$3,000	\$2,000
Multiple Comfort Home Projects Over Time	Customers who received Comfort Home incentives for a package within the past year are eligible for a total of \$1,000 toward another package.		
	Customers who received Comfort Home incentives for a package more than a year ago are eligible for total of \$2,000 toward another package.		

The Westchester incentive is unchanged: \$1,000 is applicable for load reduction packages installed in Westchester County in homes that are not eligible for ConEd’s Weather Ready program.

After careful review of program activity and current market incentives, and to continue to focus the program’s support on load reduction work, NYSERDA will no longer provide a Comfort Home heat pump incentive effective June 1, 2025.

PACKAGE B- WALLS AND FLOORS

Section 4.2 of the Comfort Home Program Manual describes the requirements to include above grade walls and

- Floors over uninsulated spaces

Or

- Foundation walls down to at least 18" below grade

NYHEP, with the additional inputs, is providing more visibility into the details of projects.

Compass didn't provide the same visibility.

NYHEP is configured to show package eligibility or existing condition compliance automatically based on the program rules.

<https://hpwescontractorsupport.com/program-resources/comfort-home-resources>

UPDATED COMFORT HOME FACT SHEET

Comfort Home

For Homeowners

MAKE
smart investments

IMPROVE
home comfort

RECEIVE
incentives
up to \$3,000

Improve your home's comfort and save money with seal and insulate packages

Do you want your family to be more comfortable in your home, lower your energy bills, and get on the path to a clean energy future? Save money and improve your home's comfort year-round with seal and insulate packages. NYSERDA's Comfort Home program makes it easy to make smart investments for a more efficient home now, while paving the way for the latest clean energy heating and cooling options.

The Importance of load reduction

When a home's load is reduced, the amount of heat needed to make a home comfortable is reduced, saving energy and money.

NYSERDA's program offers incentives for standardized and pre-screened home improvement packages. These packages range from sealing and insulating an attic and rim joists (good package) to sealing and insulating attics, walls, and windows (best package). By pre-packaging home improvements, NYSERDA makes it easier for homeowners to bundle services and create a clean, comfortable home environment.

Three tiers of load reduction packages*

Package	Description	Value	Incentive
★ ★ ★ Good	Seal and insulate attic and rim joist	The average home saves 14% on their heating and cooling bills after installing this package.	\$2,500
★ ★ ★ Better	Good Package plus insulate walls and floors	The average home saves 20% on their heating and cooling bills after installing this package.	\$3,000**
★ ★ ★ Windows Add-On	After air-sealing and insulating, upgrade windows to ENERGY STAR®	For homes with upgraded air-sealing and insulation, upgrading the windows saves an average of an additional 8% on heating and cooling bills.	\$2,000**

*Dollar amounts shown reflect incentive amounts, total package costs to be discussed with contractor
**Additional incentives available for homeowners located in Westchester County

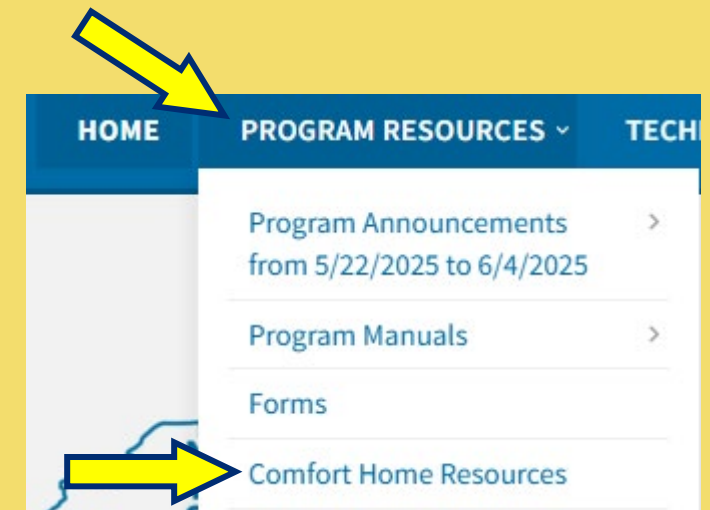
visit:
nyserdanysgovcomforhome

call:
(866) NYSERDA
or (866) 697-3732

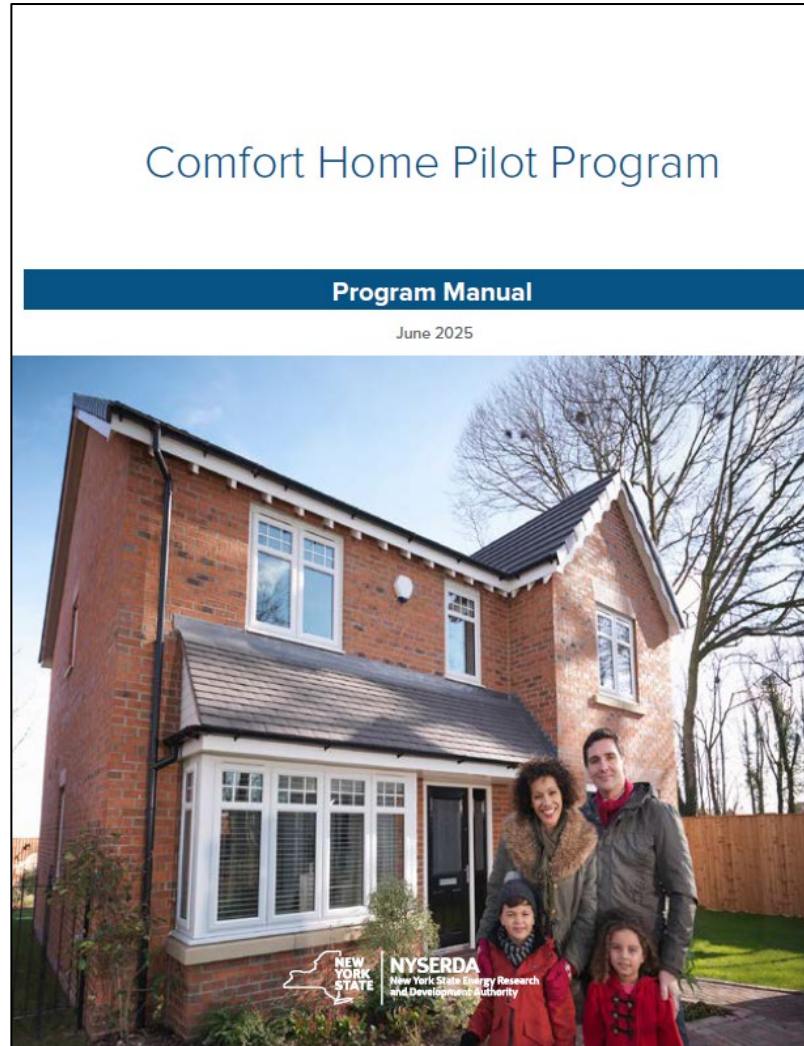
NYSERDA
New York State Energy Research and Development Authority

PDF copy available for download from:

- Comfort Home SharePoint site
- Comfort Home Resources page on the Contractor Support site at <https://hpwescontractorsupport.com>



UPDATED PROGRAM MANUAL



PDF copy available for download from:

- **Comfort Home SharePoint site**
- **Comfort Home Resources page on the Contractor Support site at <https://hpwescontractorsupport.com>**



BLOWER DOOR TEST INCENTIVE

Existing Conditions page:

Shell - Air Infiltration

**Pre Work Blower Door Test Complete?

Yes

Measures page:

Enrollment Measures

#			Measure Name	Measure			Measure Cost		Incentive	
				Unit	P Qty	I Qty	Unit Price	Amount	Unit Price	Amount
1	▼	✗	Package A - Attic & Air Sealing (PACK_A)	Per Home	1		\$6,800.00	\$6,800.00	\$2,500.00	\$2,500.00
2	▼	✗	Package B - Walls & Floors (PACK_B)	Per Home	1		\$0.00	\$0.00	\$0.00	\$0.00
3	▼	✗	Package C - Windows (PACK_C)	Per Home	1		\$0.00	\$0.00	\$0.00	\$0.00
4	^	✗	Blower Door Test - Assessment (CH_BDT_AS)	Each		1			\$100.00	\$100.00
Test In Date:				06/02/2025						
Blower Door Testing Notes:										
5	^	✗	Contractors Assessment Fee (CH_FEE)	Each		1			\$200.00	\$200.00
**Was an assessment for this home submitted and paid in Compass?:				No						

Starting June 1, Comfort Home Participating Contractors are eligible for an additional \$100 assessment incentive if a blower door test is competed at the time of assessment.

MINIMUM PRODUCTION REQUIREMENTS

Minimum production requirements ensure that participating contractors are familiar with offering the program to the customers, proficient with the workflow, and aren't creating excessive support needs.

In 2025, Participating Contractors are required to complete a minimum of 12 projects.

Starting January 1, 2026, Participating Contractors are required to complete a minimum of 24 projects per year.

For Participating Contractors performing work in both Comfort Home and EmPower+, projects completed in either program count toward the minimum production requirement.

A Post-Install Measure Report is available from the Reports tab.

6.4.2. Installation

After the standard load reduction package is completed in the home, the participating contractor will conduct a post-work blower door test, then enter the installation details into NYHEP and produce a Comfort Home Post-Install Measure Report for discussion and signature by the customer. The contractor must keep a copy of the signed Post-Work Completion Form on file for audit or inspection.

NYHEP TRANSITION

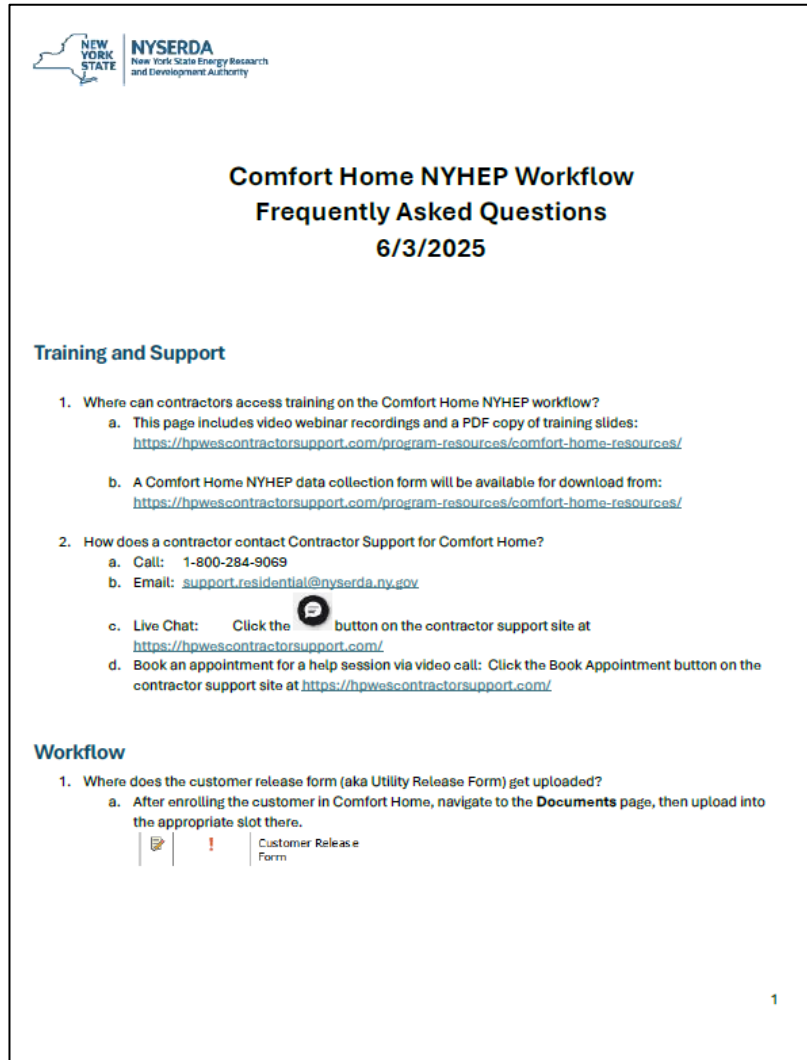
Starting June 1, 2025, NYHEP is the only workflow platform for Comfort Home.

If you need access to something in Compass, please email Keith Bohling at keith.bohling@nyserda.ny.gov

Q: I submitted work last week, but on Friday, May 30th they were in Submitted status in Compass. Do I need to resubmit those in NYHEP?

A: No, those don't need to be re-submitted in NYHEP. Those Compass submissions will be reviewed this week and you should receive automated emails as they approved.

COMFORT HOME NYHEP FAQ



FAQ document for Comfort Home NYHEP is being maintained.

PDF copy available for download from:

- **Comfort Home SharePoint site**
- **Comfort Home Resources page on the Contractor Support site**



<https://hpwescontractorsupport.com/program-resources/comfort-home-resources>

CONTACT INFORMATION

Contact information for Comfort Home support is now the same as for REA and EmPower+.

Call: 800-284-9069

Email: support.residential@nyserda.ny.gov

On the Contractor Support site:

Web chat: 

Book an appointment: [Book Appointment](#)

Pause for Questions

EmPower+

NYSERDA is asking for Clean Energy Hubs and Participating Contractors working with applicants to ensure these fields are correct prior to application submission

- For 2-4 family homes, the EmPower+ program has identified a significant number of enrollments with incorrect, missing, or mismatching building type and/or unit numbers. It is important that these fields are correct as they impact NYSERDA's mandatory reporting requirements.
- **Ex: application with a *building type listed as “single-family” and an address indicator of “Unit-2”***
- **It is understood that many of these are the result of applicants incorrectly identify the building type or omitting unit numbers.**

Multi-Unit Measure Submissions: 2-4 Units

Measures must be specific to the individual unit and modeled on the unit that receives the benefit of the installed measure. See example on right.

NYHEP modeling should be accurate to the unit, not the building.

All enrollments in a 2–4-unit dwelling need to be submitted at the same time.

- Doing so limits review delays.
- Each unit should be clearly marked with unit number.
- Identify which, if any, of the units are owner-occupied.
- Additional notes about the unit/property are encouraged.

Example:

Two unit – Upstairs/Downstairs

Attic insulation and 2nd floor wall insulation benefits the 2nd floor unit

Basement work, such as Rim joist insulation and moisture barriers or 1st floor wall insulation benefits the 1st floor unit.

Where possible, submit all applications in the same multi-unit building together

- It is imperative to select the correct property type. 2-4 family units should always be labeled as such, regardless of ownership status or how many units applied
- Multi-unit addresses require the COMPLETE address (including unit number)
- If, during a field visit, it is discovered that an address is incomplete, or property type was mislabeled, it should be immediately reported to Contractor Support to rectify-prior to work being done

Closure of Aging Projects Older than 1 Year

Per [Section 3.6](#) of the EmPower+ program manual, income qualification for the EmPower+ program qualifies the applicant for one year.

Starting on July 1, 2025, the EmPower+ program will close all projects that have an enrollment date (*Contractor Assignment - Start Date*) over 1 year old and do not have a workscope submitted.

Projects with a submitted workscope can continue to proceed through the program.

The program team will evaluate the status of projects in a quarterly cycle and continue to close all projects without workscope submission that are over 1 year old.

Enrollment Profile - Workflow

View Lead

Add Workflow

Cancel Enrollment

Close

Double Dip Report

Workflow Step	Trade Ally	Disposition / Status	Start Date	End Date	Total # Days	
Enrollment						
Contractor Assignment	CLEAResult	Closed - Work Completed	6/28/2024	7/1/2024	3	

Enrollment Closure Schedule

- Review date:** Time range
- Jul 2025:** Jun 30, 2024, and earlier
- Oct 2025:** Sep 30, 2024, and earlier
- Jan 2026:** Dec 31, 2024, and earlier
- Apr 2026:** Mar 31, 2025, and earlier
- Jul 2026:** Jun 30, 2025, and earlier


Enrollments at the Workscope Submission, Contractor Acceptance or Contractor Assignment steps would be closed with a note.

NEW TEST-IN FORM

New Test-In form is now live in production.

The form can also be generated in NYHEP

TEST-IN FORM
EmPower+

**NYSERDA**
New York State Energy Research
and Development Authority

Name

Address

Enrollment ID

Contractor

Direct Install Measures Installed: ☒ Yes ☐ No

Measured Installed	Audit Activities

Contractor: I, attest that all measures installed meet EmPower+ guidelines and for all EmPower+ projects, I have conducted the appropriate Combustion Appliance Zone (CAZ) testing and left the home in a safe condition as per program requirements.

Contractor Signature

Date

PROPERTY OWNERSHIP
Is the customer the owner of this property? ☐ Yes ☒ No
If yes, customer must sign below.
 certify that I am the owner of the property located at:
 and I further certify that I have given permission for New York Energy Research Development Authority (NYSERDA) and/or its independent contractors to work on the property listed above. NYSERDA retains the right to require proof of building ownership from the customer in the future and if requested I will provide that documentation.

Customer Signature

Date

Page 1 of 2

ENERGY USAGE
Electric Utility account number:
Electric Utility:
Estimated Yearly Usage:
Fuel Account number:
Fuel Provider:
Fuel Type: ☐ Natural Gas ☐ Oil ☐ Propane ☐ Wood ☐ Pellets ☐ Coal ☐ Kerosene ☐ Other:

I understand that participating EmPower+ contractors are independent contractors and provide a one-year warranty on labor and materials for work completed. I further understand that contractors and vendors will provide information on all existing manufacturer warranties for any equipment installed.

I certify that the energy usage information provided above is accurate to the best of my knowledge. I understand that NYSERDA requires 12 to 24 months of energy usage data in order to provide the most accurate savings and payback information for all proposed work to my home. All materials that include savings, calculations, payback schedules, or that are derived from my current energy usage will not necessarily reflect actual savings. I consent that NYSERDA and its designers have the authority to estimate my energy usage information.

I attest that my home was left in good condition. I will make my best effort to complete the energy savings actions that I listed above. As part of the comprehensive home energy assessment, the contractor installed the energy saving and/or direct install measures listed above unless I declined or there was no opportunity to install the specific measure requirements.

Customer Signature

Date

**NYSERDA**
New York State Energy Research
and Development Authority

U28-0087-01-0001-Rev. 11-22-25

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EmPower+ Test Out Form: Project Changes to Workscope

- All changes to the approved workscope need to be recorded on the Test Out form in Section 2: Post Installation.
- Any \$0 changes need to also be included.
 - For example, a change to Heat Pump equipment (i.e., brand, model number) due to equipment availability.
- Any required documentation associated to the changes should also be included at time of Final Project Submission (i.e., Updated Manual S, NEEP Sheets).

APPROVED MEASURES AND TEST OUT EmPower+ Program



Customer Information

Section 2: Post Installation

Items changed from initial scope during installation			
Measure	Quantity Change	Customer Initial	Contractor Initial

Total Federal Incentives

The following incentives may be provided from Federal Funds through the Inflation Reduction Act and applied to approved measures in your project. A summary of all Federal funds received through this project will be sent to you after project completion.

Total Possible Federal Incentives

EmPower+ Test Out Form: Project Signatures

- Incentive payments cannot be made without signatures on the Test Out form.
- Obtain signatures on documentation while at the home pre/post installation or final test out.
- Leverage Regional Clean Energy Hub to assist with obtaining signatures.
- If multiple attempts to obtain signatures are unsuccessful the contractor can enforce the contract.
- Contractors should review and update customer resolution policies to include instances when signatures are unable to be obtained.
- Contractors should review internal processes as to how and when signatures are being obtained to ensure program requirements are being met so that payments are not delayed.
- In situations that elevate to a Customer Concern status, CLEAResult can help facilitate obtaining signatures.

Section 1. Pre-Installation

Customer Affirmation – read and sign before work begins.

Participating in the EmPower+ Program is an important step to reducing your energy costs and creating a healthier, more comfortable home. Your contractor has submitted a work scope to NYSEERDA, and the above measures have been approved for installation in your home. By signing below, you are giving consent to install these measures in your home.

Homeowner

Date

Tenant on Application

Date

Tenant on Application

Date

(If additional tenants live in the building, use additional forms. All tenants must sign this form.)

Customer

Date

Page 2 of 5

Customer affirmation – read and sign after work is complete.

Customer to initial: I have received a copy of the Home Energy Assessment report for my home that includes possible ways for me to reduce energy usage. Initial here: _____

Customer's Name (Print)

Signature

Date

Contractor: I _____ attest that all measures were installed through EmPower+ and adhere to current EmPower+ Program guidelines.

Contractor's Business Name (Print)

Signature

Date

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Provisional Approval Criteria - Update

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

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. **Sorted to approve the oldest project for each Contractor listed.**
- B. Referrals from Utilities, OTDA, social service agencies, WAP
- C. 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

When submitting Standard Income Documentation ALL household income must be submitted at time of application submission

- All income sources listed on the application should have supporting documentation provided
- The most recent year's 1040 is the most comprehensive document for this and is most preferred for efficient processing
- If the address on the income documentation does not match the site address, proactively providing supplemental documentation demonstrating the address change supports more efficient processing
- Social Security income that is not attributed to Supplemental Security Income is considered standard income and any additional income (paystubs, pension, IRA distributions, etc.) must also be reported

Refrigerators and Freezers

- Effective March 14, 2025, incentives are no longer provided for refrigerator and freezer upgrades through the EmPower+ Program.
- Appliance orders are no longer being placed. In addition, closed enrollments will not be reopened/launched for appliance order replacement.
- Enrollments currently open in the pipeline should be **delivered and invoiced by June 15th**.

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

- 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

<https://www.nyserda.ny.gov/All-Programs/Regional-Clean-Energy-Hubs>

Final Question Period