

Home Modernization Program Update

Scott Oliver, Program Manager

David Friello, Senior Project Manager

Keith Bohling, Senior Project Manager

Steve Wagner, Senior Project Manager

EmPower +
Residential Energy Assessments (REA)
Comfort Home

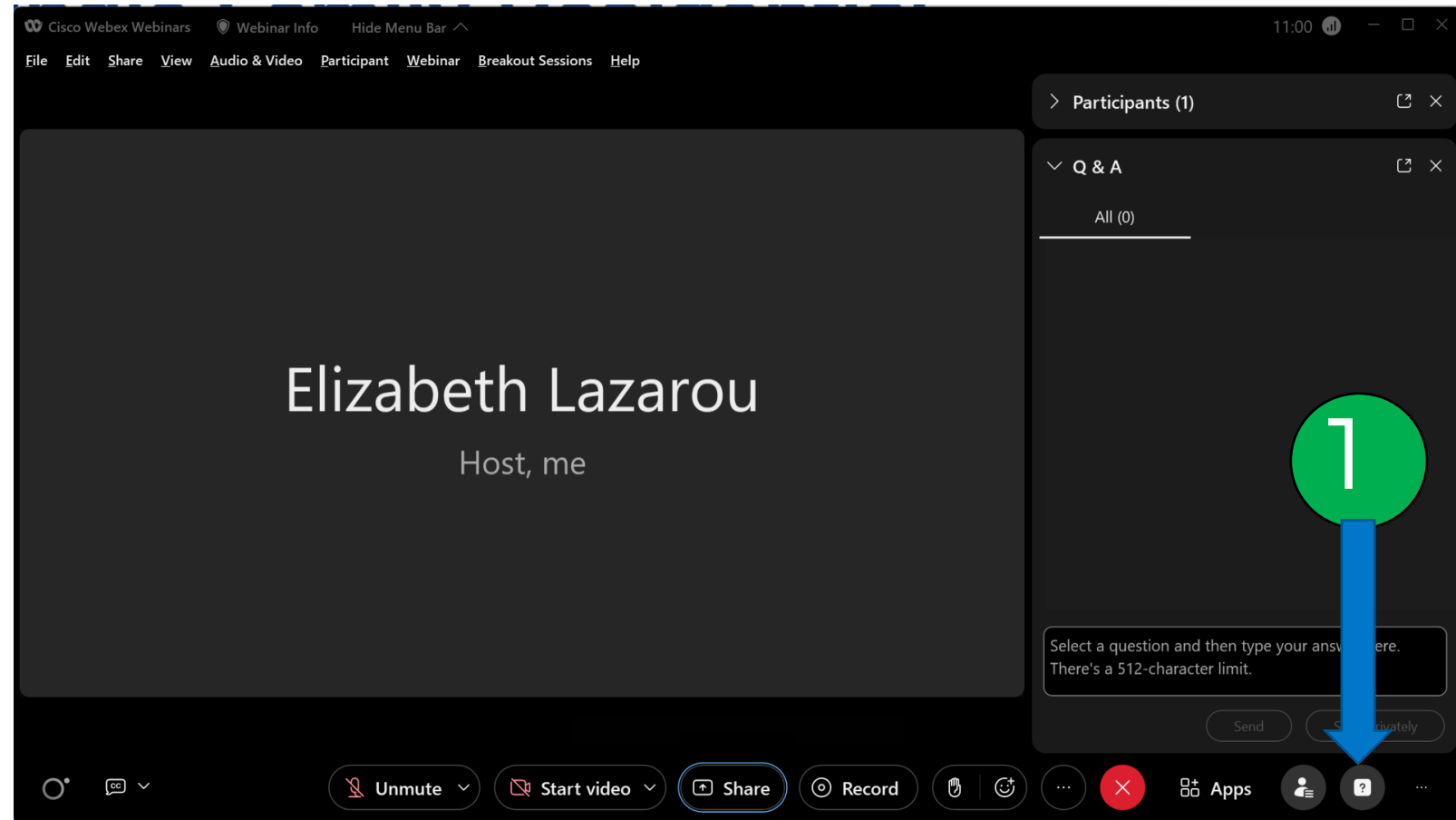
July 11, 2025



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

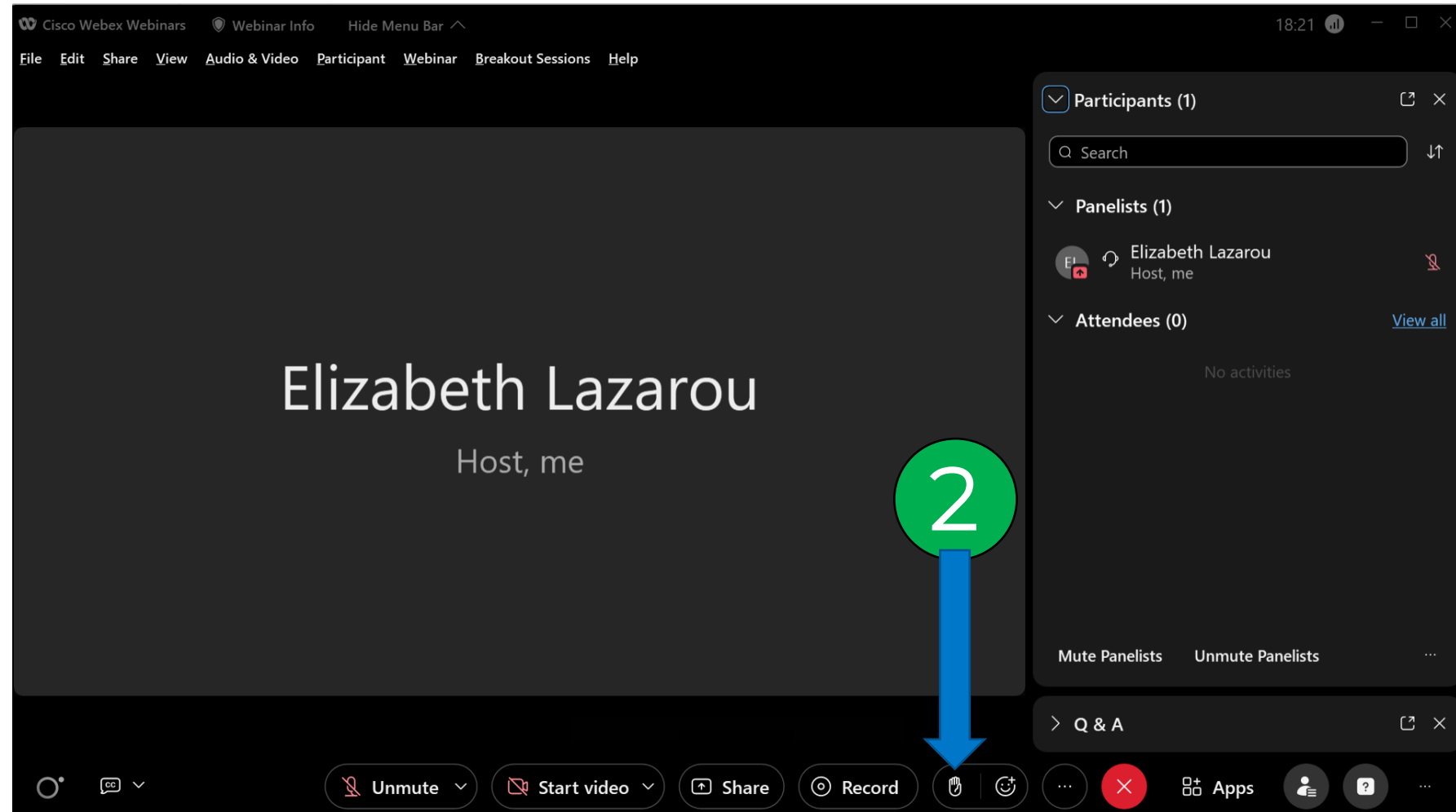


GJGNY:

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

OPTION 2 - MIC/PHONE

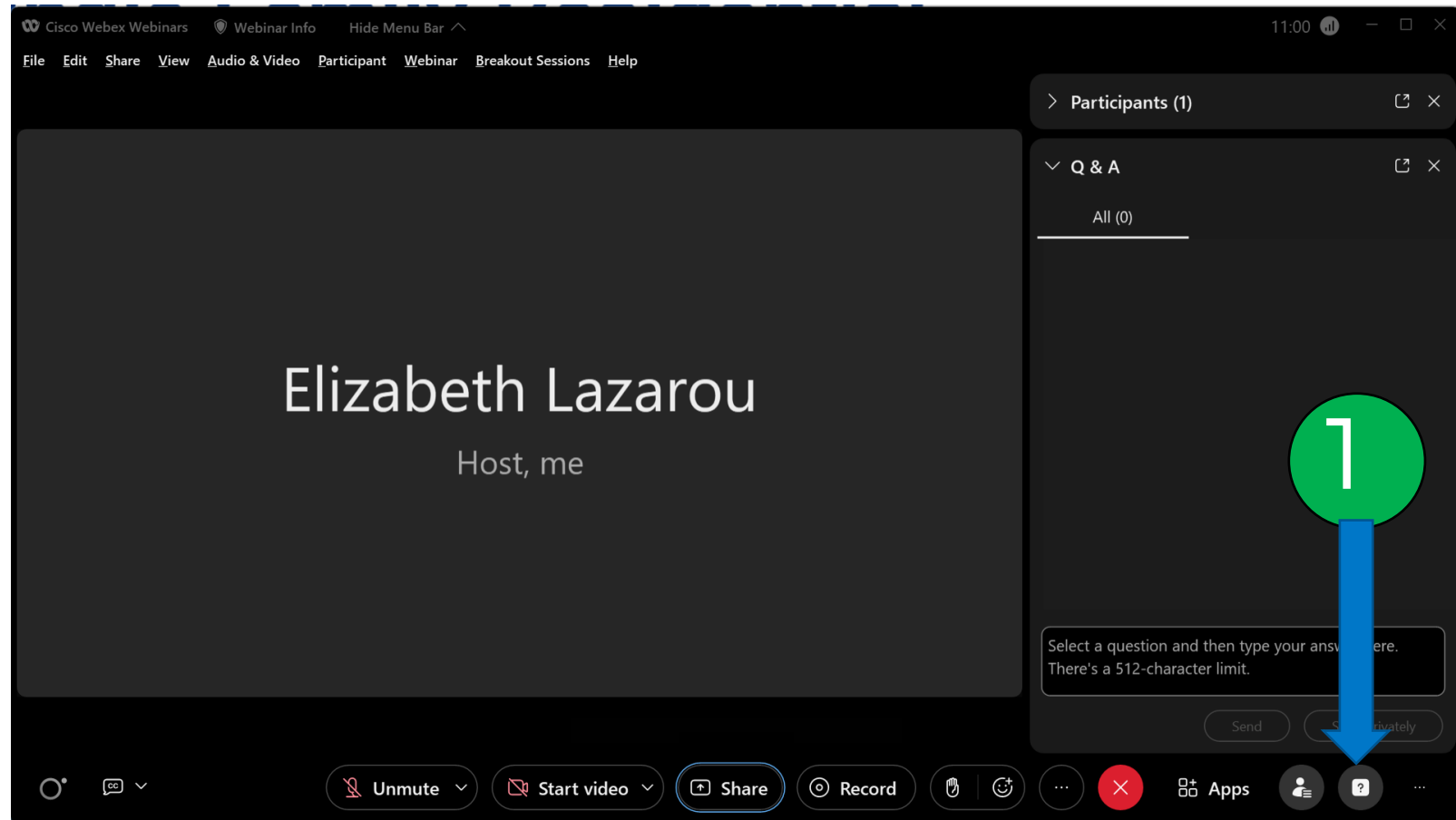
- > Locate the “raise hand” icon in the toolbar at the bottom of your screen.
- > Click on the raise hand icon to let us know you have a question.
- > The Host will indicate when you have been sent a request to unmute, click on the unmute request then ask your question verbally through your computer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



Comfort Home EmPower+

- Energy Affordability Guarantee
- Program changes – Fossil Fuel Heating Equipment, Project Caps, Contractor Applications

Reminders

- Locating Oldest Projects


Today's Agenda:

Comfort Home

The Comfort Home FAQ & Tips Document has been updated.

Download a copy from the Contractor Support Site at <https://hpwescontractorsupport.com>



- **Call:** 1-800-284-9069
- **Email:** support.residential@nyserda.ny.gov
- **Live Chat:** Click the  button on the contractor support site
- **Book help session:** Click the **Book Appointment** button

EmPower+

Energy Affordability Guarantee Pilot

The Energy Affordability Guarantee is a program being run by DPS that will provide homes that have been electrified through the EmPower+ program with a utility bill subsidy to ensure the homes energy burden is not greater than 6%.

The goal for the Pilot is to serve at least 100 homes in each major utility territory. Municipal electric customers will not participate in this Pilot. Homes that have had projects completed after 5/1/23 will be eligible. NYSERDA is seeking to increase the numbers of heat pump installations in certain utility areas.

Current project statuses

Utility Territory	Homes with ASHP and HPWH installed	Homes with electric water heaters and ASHP Installed	In Progress homes with HPWH and ASHP	In Progress ASHP only	Current total possible projects	Projects need to reach 100 for territory
Central Hudson Gas and Electric	1	8	3	8	20	80
Consolidated Edison	6	0	1	1	8	92
Municipal Electric	2	25	1	5	33	0
National Grid - Upstate	47	155	8	44	254	0
New York State Electric and Gas	36	161	7	60	264	0
Orange and Rockland	0	2	0	0	2	98
PSEG	65	58	59	63	245	0
Rochester Gas and Electric	12	34	1	13	60	40
Grand Total	164	443	80	194	881	310

PILOT GUIDELINES

- 1. The DPS EAG assistance pilot is only available to Tier 1 / low-income customers in SBC territories.**
- 2. Only homes in the following electric territories Central Hudson, Consolidated Edison, Orange and Rockland, and Rochester Gas and Electric will be eligible to install heat pumps using the modified rules below**
 - a. Homes that are served by all fuel sources including natural gas will be eligible.
 - b. The maximum allowable ACH50 for homes will be increased to 10.
 - c. The home's existing heating systems must be removed, and the heat pump should be sized to cover the full heating load. The water heating system must either be a HPWH or electrical resistance if the electrical resistance heater was already present.
 - d. Projects participating in the pilot will have priority at provisional approval.
- 3. Contractors may return to a home that has a heat pump installed to install a HPWH, to qualify for the pilot.**
- 4. Homes participating in the pilot must agree to allow having energy monitors installed on the electrical panel boxes.**

PILOT PROCESS

- 1. A pilot application will be available on the contractor support site. This application must be filled out and submitted to Matt Houle. Matt will review the application to ensure it meets program requirements and notify the contractor that they can proceed to submit the work scope.**
- 2. CLEAResult will identify and tag the project in NYHEP as eligible for the pilot.**
- 3. The work scope will be submitted per normal EmPower+ program processes and given priority at provisional approval.**
- 4. After the project is complete, NYSERDA will provide the data for the project to the Implementation Contractor at DPS so they can contact and enroll the customer in the EAG assistance pilot.**

PILOT PROCESS

5. NYSERDA will be hiring a contractor to be responsible for the installation of energy monitors and data analysis.

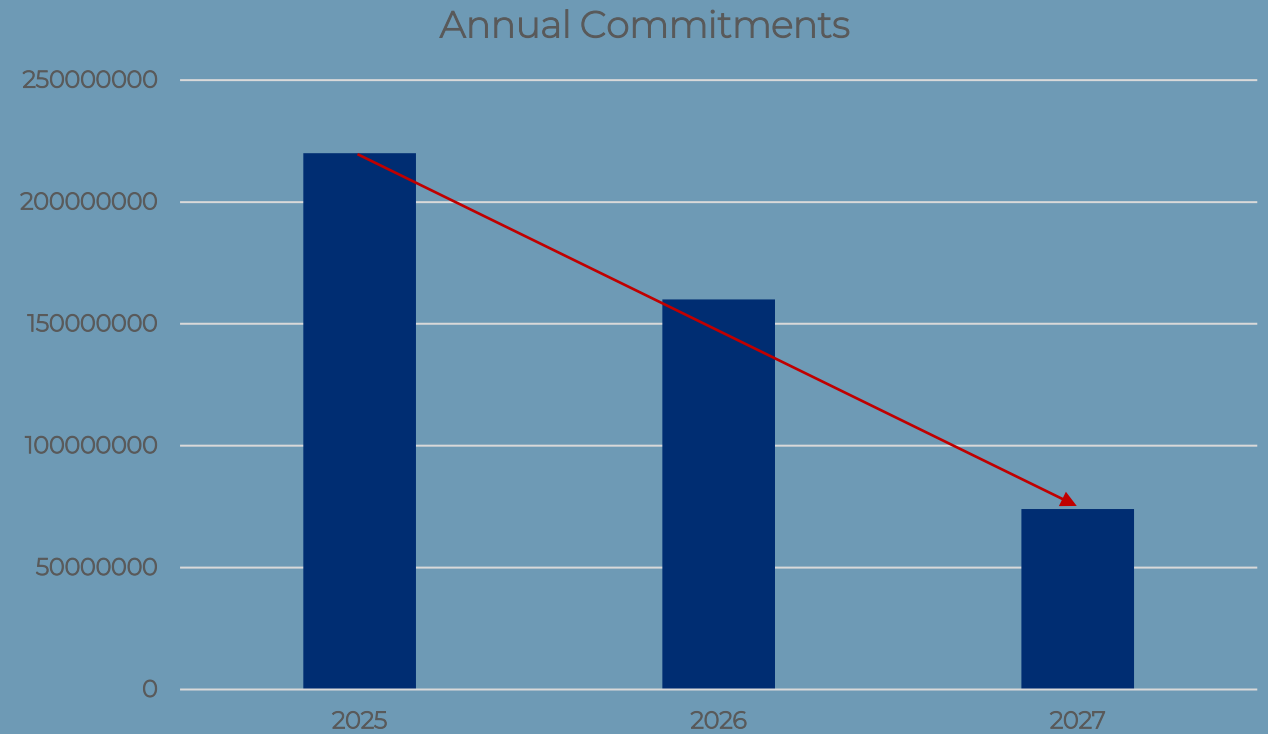
6. NYSERDA will provide a tracker on the contractor support site indicating how many projects will be eligible in each utility territory.

The information from this pilot will be used to help inform future utility bill subsidy programs and the energy cost impact on homeowners of a gas to heat pump conversions in certain markets.

The goal of the pilot is to have the remaining electrification (heat pump and heat pump water heater) installation projects in process by December 31, 2025 so customers are ready to enroll in the EAG assistance pilot by January 31, 2026.

Pause for Questions

EMPOWER+ FUNDING FORECAST AND PROJECT ELIGIBILITY ADJUSTMENTS TO MANAGE PIPELINE AND BUDGETS



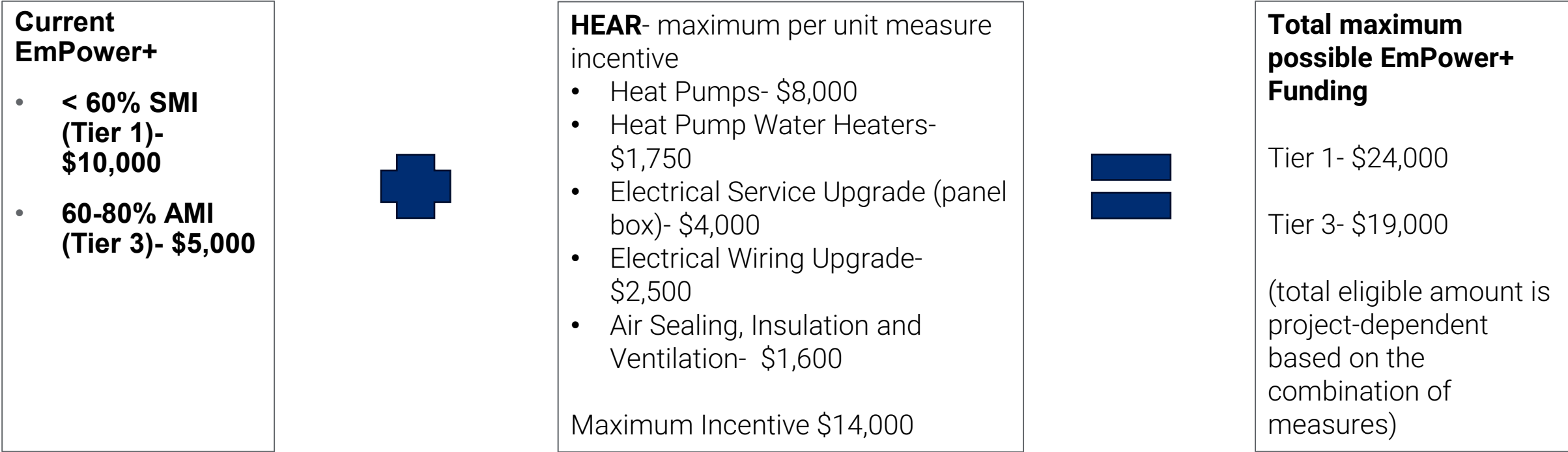
Due to reduced overall funding Empower+ needs to decrease annual commitments ~\$140M by 2027

Furnaces and Boilers

- Starting August 1, 2025, the EmPower+ program will no longer provide program incentives for fossil-fuel heating equipment for the following measures:
 - Boilers and Furnaces
 - Clean and Tunes
 - Heating System Repairs
- Participating Contractors with fossil-fuel heating measures have until August 1, 2025, to submit these projects to the Program.
- NYSERDA is exploring options to offer a limited budget No-Heat Program for the upcoming heating season and will provide additional information in a future announcement.

Project Level Caps

Effective for work scope submissions beginning August 1, 2025, EmPower+ Program funding caps will be enforced per the table below. There will be no exceptions for exceeding the EmPower+ funding caps (**Tertiary approvals will no longer be available**)

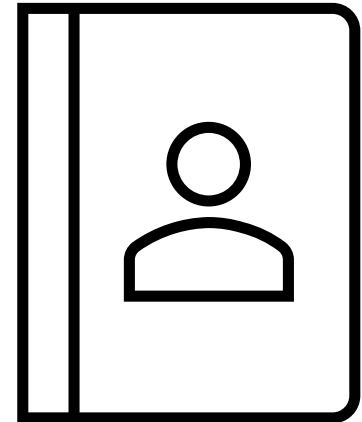


Project Level Caps

- The Program expects contractors to use the least cost insulation that is appropriate to the application to help keep total project costs and customer co-pays as low as reasonably possible.
- In the event the household needs work that exceeds the EmPower+ Program funding caps above, potential options to address the funding gap are provided below:
 - Leveraging low-interest financing through Green Jobs Green New York
 - Consult the local Clean Energy Hub for additional funding opportunities in your area.
 - Encourage the household to apply to the Weatherization Assistance Program (WAP) for project coordination with EmPower+

Applications from contractors

- Effective August 1, 2025, participating contractors will no longer be able to submit an EmPower+ application on behalf of a customer. This includes through the Salesforce portal, MyEnergy, or via mail.
- Customers may still select a Participating Contractor as part of the application process, and CLEAResult will assign the customer to the selected contractor accordingly.
- We will reassess the application submission process based on feedback gathered through upcoming stakeholder engagement sessions.

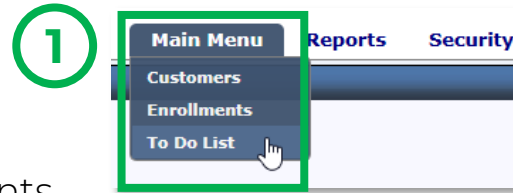


Pause for Questions

Reminders

How to Locate Older Enrollments in NYHEP

The program team will evaluate the status of projects in a quarterly cycle and close all projects without workscope submission that are over 1 year old. Use the steps to the right to locate older enrollments.



To Do List

Print Selected Work Orders Bulk Reassign Cancel Appointment Export Save Search

Click to Hide Search Details...

Account Number

Enrollment Number

Reference Number

Invoice / Payment Request Number

Customer Name

Applicant First Name

Applicant Last Name

City

Zip

County

Phone

Created Date

Due Date

Program

Trade Ally

Employee

Community Hub - Trade Ally

Community Hub - Employee

Workflow Step

Workflow Step Status

Workflow Step Reason

Service Provider

Project Type

Approved Income Tier

Referral Source

Search

Enroll. #	Ref. #	Invoice / PR #	Program	Enrollment Status	Customer Name	Applicant Name	Applicant Address	ZIP	County	Service Provider	Workflow Step	Project Type	Approved Income Tier	Referral Source	Created Date	Initial Process Date	Due Date
			EmPower+	Open					Kings	Consolidated Edison	Workscope Submission New	Full Comprehensive	Tier 1 - Low Income	Self Referral	6/27/2024	2/17/2025	7/27/2024

1. Navigate to Main Menu

- Select *To Do List*

2. Adjust Filters

Created Date

- From: 1/1/2020
Use an early date to capture all past enrollments
- To: 6/30/2024 (1 year prior)
Use the last day of the quarter to capture enrollments with applications over 1 year old

Program

- EmPower+

3. Search & Review Results

4. Export to Excel

- Use *Created Date* column to identify enrollments over 1 year old

MyEnergy Portal Training Session

A training session will be held in late July for Regional Clean Energy Hubs on MyEnergy Portal.

To register for the session:

Regional Clean Energy Hubs

Wed, July 30, 3-4 pm

MyEnergy is a platform designed to enhance residential customer engagement with home and building clean energy improvements.

The initial rollout of MyEnergy will support New York households by enabling residents to find clean energy home improvement incentives and connect with a participating contractor.

- 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