

EmPower+ Heating Systems Replacement Guidelines

Eligibility Criteria

- Propane, Kerosene, Oil and Natural Gas Heating Equipment
 1. Not eligible for incentives unless the home is in a no-heat situation during the heating season and the customer has been denied the Heating Replacement Repair and Replacement benefit. See Section 5.9 of the [Program Manual](#) for additional information.
 2. Customers with delivered fuels should be informed about clean heating options with heat pump technology. See Section 5.10 of the [Program Manual](#), Heat Pump Installation Requirements, for additional information.
- Pellet Stoves
 1. The pellet stove offering is outlined in Section 5.8 of the [Program Manual](#), Pellet Stove Guidance.
- In addition to the above, please refer to Section 5.15 of the [Program Manual](#), Eligible Measures and Accessories, for additional information on eligibility requirements.

Available Incentives

- Costs above the measure or program caps must be paid directly by the household and may be financed through available NYSERDA sponsored loan options or private lenders.
- Incentives for the heating system conversion include necessary distribution repairs, fuel tank decommissioning and removal.
- Participating Contractors serving income eligible rental units should also reference Section 5.19 -Services to Rental Properties in the [Program Manual](#).

Project Documentation

- It is advantageous to the household if the sizing of the heating system takes into consideration shell measures installed through the program. All projects receiving an incentive must include documentation of attic and wall insulation levels and approximate square footage of uninsulated areas in addition to any required program documentation.

Considerations in Developing a Workslope

- Heat pump technologies should be considered for the replacement of a fossil fuel heating system.

- Participating Contractor must consider the household's ability to maintain the installed system according to manufacturer's recommendations, including timely replacement filters, when proposing high efficiency equipment.
- NYSERDA reserves the right to obtain additional bids for all proposed work.
- Contractor must consider options for the home's hot water heater, including but not limited to:
 1. Ensuring that an atmospheric water heater that is orphaned due to the installation of a high efficiency heating system drafts into a lined chimney and drafts properly according to the current BPI standards.
 2. Water heaters that are dependent on or connected to the heating system (side-arms, etc.) are considered part of the heating system and incentives for replacement are subject to the heating system caps.
 3. Incentives are available for Heat Pump Water Heaters (HPWH) and electric resistance hot water heaters
 - a. Electric resistance hot water heaters should only be considered in the following instances:
 - A HPWH cannot be installed
 - The existing hot water heater is non-functional

Special Considerations for the National Fuel Gas (NFG) Conversion Program

- Participating Contractors should call (716) 686-6123 (Monday-Friday 7am-6pm) or for after hour emergencies (800) 444-3130 for NFG offerings for EmPower+ eligible households.
- More information about the program and the application can be found at <https://www.fuelingtomorrowtoday.com/residential-customers/about-the-residential-program/>

Revision History

June 2025, under **Eligibility Criteria, Natural Gas Heating Equipment**, 1. Added wording to refer contractors to Section 5.9 for all the information on No-Heat. Removed all other bullets in the section.

Under **Available Incentives**, removed wording on heat system caps and natural gas system as fossil fuels are no longer incentivized.

Under **Considerations in Developing a Workslope**, clarified that heat pump technology should be considered in all fossil fuels situations. Additionally, removed wording on two stage furnace installation.

Under **Special Considerations for the National Fuel Gas Conversion Program**, included a link to program information and application. Removed language on the specifics of National Fuel Gas' conversion program.