

Home Modernization Program Update

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EmPower +
Residential Energy Assessments (REA)
Comfort Home

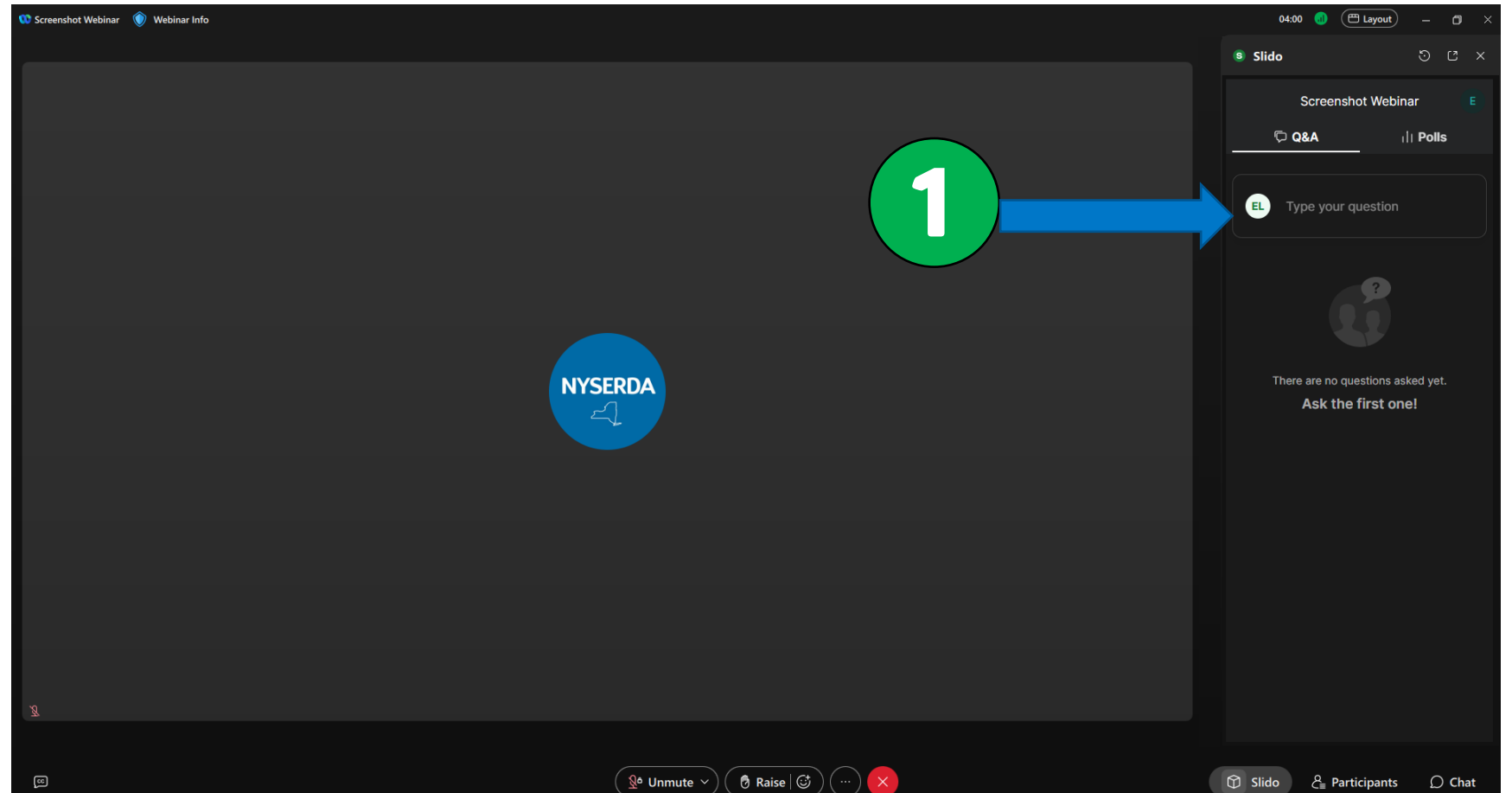
August 1, 2025



Options for Q&A During Today's Webinar - Text

OPTION 1 - TEXT

- > Locate **Slido** panel on in the right portion of your webinar panel.
- > Type your question as prompted into the text field and click “send.”



Topic Specific Questions are Encouraged

Feel free to ask any general questions related to the topics presented today.

Please note that specific inquiries and topics not covered during today's agenda, i.e., enrollment number or client name can be addressed through the standard customer or contractor support options.

Format of Q&A During Today's Webinar

Topic: [Type your question]

- > Please list your topic first followed by a colon sign.
- > Type your question pertaining to the topic after the colon sign.
- > This will allow the Host to align the questions 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

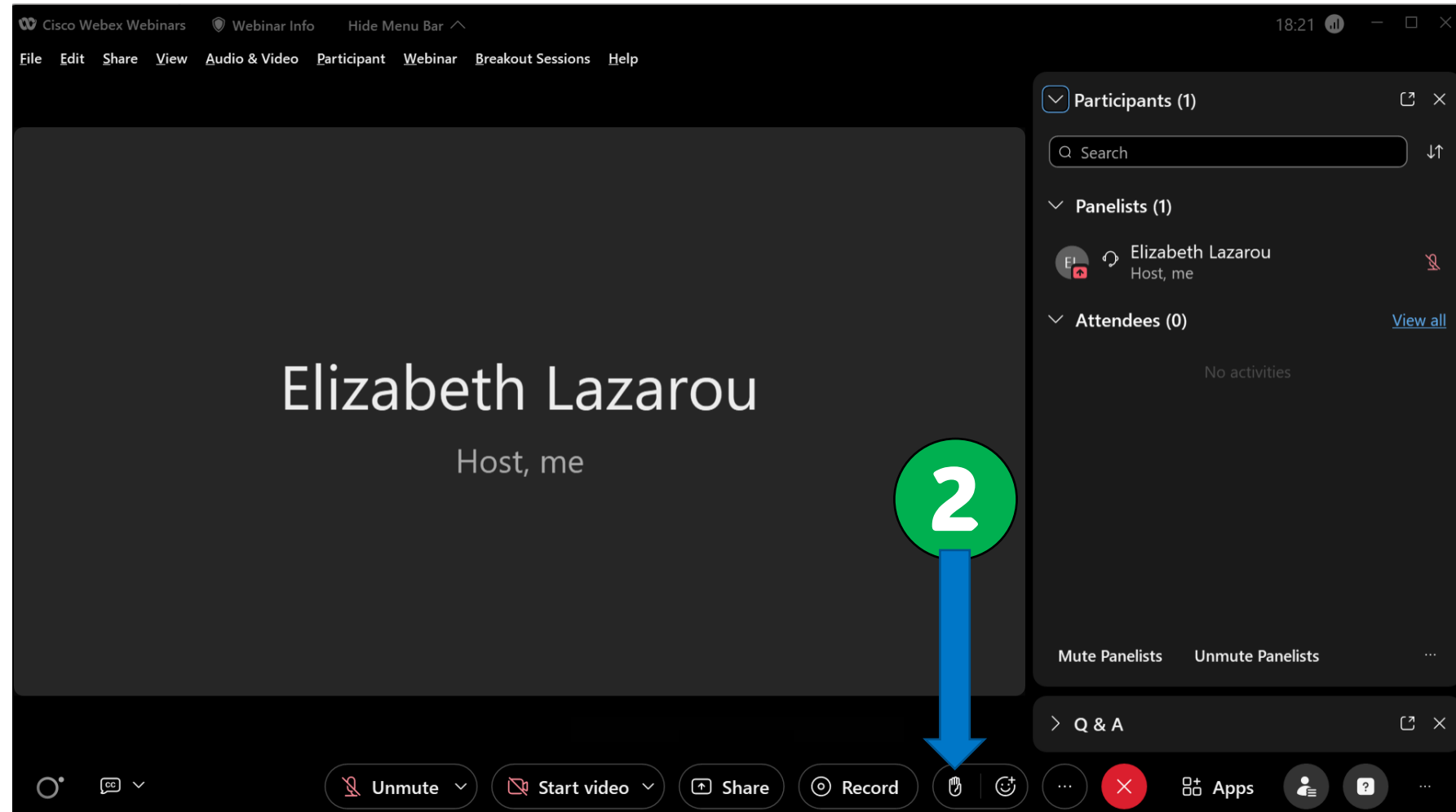
Topic

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 the host know you have a question.
- > The Host will indicate when you have been sent a request to unmute. Click on the unmute request to ask your question verbally.



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: **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 and Comfort Home programs.

TRC



CLEARresult



Residential Energy Assessments

1. Program Sunset
2. REA transition
3. GJGNY
4. REA to VEA

Comfort Home

1. Performance Criteria
2. Program Reminders
3. NYHEP Data Entry Requirements

EmPower+

1. Heating Measures for Loans
2. Weatherization Agency Applications
3. EAG Reminder

Reminders

1. QC Scheduling Process
2. Site Visits by Technical Services
3. Marketing Resources and Policies

Today's Agenda:

Residential Energy Assessments

REA Program Sunset

- All information available in the July Program Announcement and will be re-run through the end of the year.
- Last Day to submit an REA enrollment for incentives will be **Thurs. Dec 18, 2025**.
- The REA NYHEP portal will remain open for participating contractors to access their existing customer information.
- Contractors should review their websites and other marketing material over the next few months to either remove the REA program or replace it with information related to Comfort Home, if applicable.
- NYSERDA websites will be updated as well

REA → Comfort Home Transition

- We encourage all REA contractors to familiarize themselves with the [Comfort Home Program](#) as it will serve as the primary market rate program for assessments and incentives.
- By Q4 of 2025 all or most market rate audits should be completed through Comfort Home.
 - We encourage this transition sooner rather than later.
- Please refer to this [link](#) for information on becoming a participating Comfort Home Contractor.

GJGNY

- All Comfort Home and EmPower+ audits completed through NYHEP will comply with GJGNY requirements and provide the necessary data needed for GJGNY loan applications.
- The REA NYHEP portal will remain open if contractors need access to the Loan Proforma report for loan only projects.
- A user guide for market rate loan use cases will be available in a future Program Announcement.
 - Loan only scenario (no program rebates)
 - Comfort Home projects that require loans coupled with non CH measures

REA to VEA Transition

- NYSERDA has contracted with Climative to launch a Virtual Energy Assessment Program.
 - Pilot in a small area in late Sept.
 - Full NYS launch by Dec 31, 2025
- For additional information about the Virtual Energy Assessment Program or the sunset of the REA program, please email homeaudits@nyserda.ny.gov.
- For additional information about the Comfort Home Program, please email residential.support@nyserda.ny.gov.

Pause for Questions

Comfort Home

Comfort Home package incentives apply when the home is improved to meet the performance criteria.

The incentives are not based on how much of an area is treated. If the whole attic isn't improved, then the project isn't eligible for Comfort Home.

An exception of less than 10% may be allowed for an inaccessible area or small decked area of an attic floor.

Performance criteria:

- **Attic floor: R-49**
- **Attic walls: R-14**
- **Attic Roof: R-49 or to capacity**
- **Rim joist: R-14**
- **Walls: R-11**
- **Floors:**
 - **Climate Zone 4: R-19**
 - **Climate Zone 5/6: R-30 or to capacity**
- **At least 80% of the home's window area is ENERGY STAR-rated or equivalent**

Program Reminders

30 prompt submission policy

- Assessments
 - Don't wait until customer commits. You can adjust the actual work installed during the Installation workflow step.
- Projects

Blower Door Test Requirement

- There are many exceptions being used. Not all are legitimate.

NYHEP Data Entry Requirements

We have compared the NYHEP Comfort Home data entry screens to our current reporting needs.

We have a list of over 25 candidate fields that we think we can remove or make optional.

Once all approvals are obtained, we should be able to release this update shortly.

Pause for Questions

EmPower+

HEATING MEASURES FOR LOANS

With the cessation of incentives for furnaces and boilers, the program will be adding two new measures:

- **Furnace Finance Only (FRNC_FO)**
- **Boiler Finance Only (BOIL_FO)**

These measures are to be used only when a contractor submits the measure for a loan through GJGNY. The measures will not receive EmPower+ incentives.

HEATING SYSTEM REPAIRS

Heating System Repairs will continue to be a health and safety measure. If the total of all Health and Safety measures are greater than 30% of the project total, the cost of health and safety will count towards project level cost effectiveness.

When entering a heating or hot water heater repair, contractors will be required to list the issue and itemized costs in the notes section.

Example:

Furnace turns on and off. Home will not maintain temperature. New limit switch \$150, New inducer motor \$300

Per existing program requirements, maximum incentive for furnace or DHW repair is \$500 for low income and \$250 for moderate income.

The program is currently working with OTDA on a plan for working with low-income customers with no-heat situations during heating season.

WEATHERIZATION AGENCIES APPLICATIONS

On August 1, participating contractors will no longer be able to submit applications to the program. This will remain in effect through the end of 2025.

During this time, Weatherization Agencies participating in the Empower+ program can still use the combined Weatherization and EmPower+ application and submit it to the program.

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	Projects Needed
Central Hudson	83
Con Ed	89
Orange and Rockland	95
RG&E	38

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

Reminders

Site Visits by Technical Services Program Implementer

CLEAResult conducts on-site inspections to assist Participating Contractors and Customers for a variety of reasons including:

- Home Energy Assessments*
- Workscope Development Options*
- Quality Control (QC) of In-Progress Projects*
- Customer Concern Resolution
- Quality Assurance (QA) Resolution
- Internal Quality Management (IQM) Plans

*Required for New Contractors with Provisional Status

Please work with CLEAResult when they reach out to schedule a site visit. Contractors can also request on-site or remote inspections through Contractor Support.

support.residential@nyserda.ny.gov | (800) 284-9069

Remote Inspections Available

Live-service video solution to perform remote inspections.

- Call into Contractor Support
- Link is sent directly via SMS text to a phone number
- Join the live call without the need to register an account or download an app
- Embedded features such as guides, mark up tools, file sharing and chat enhance the interaction

Marketing Resources and Policies

Contractors in the EmPower+ program have exclusive access to a variety of marketing materials and the privilege of using the NYSERDA Participating Contractors Attribution Logo. [Program Manual Sections 2.3 & 12.1](#)

Marketing Materials

Materials are available on the [Contractor Support website](#) under Program Resources.

Terminology & Messaging

Based on research insights, NYSERDA developed messaging to speak directly to those most likely to engage with EmPower+. Use the recommend language and terminology in your messaging campaigns.

Any advertisements via mass media (such as TV, radio, print, online) must first be approved by NYSERDA by contacting David.Friello@nyserda.ny.gov.

To report misuse of logos, either through incorrect usage or by a non-participating contractor, please send an email to residential.programs@nyserda.ny.gov.

Logo Usage

Participating Contractors may not use NYSERDA's logo; however Participating Contractors are authorized to use the NYSERDA Participating Contractor Attribution Logo subject to the restrictions outlined in [Sections 2.3 & 12.1 of the Program Manual](#).



Paper Application

- 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

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

Final Question Period