

Home Modernization Program Update

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EmPower +
Residential Energy Assessments (REA)
Comfort Home

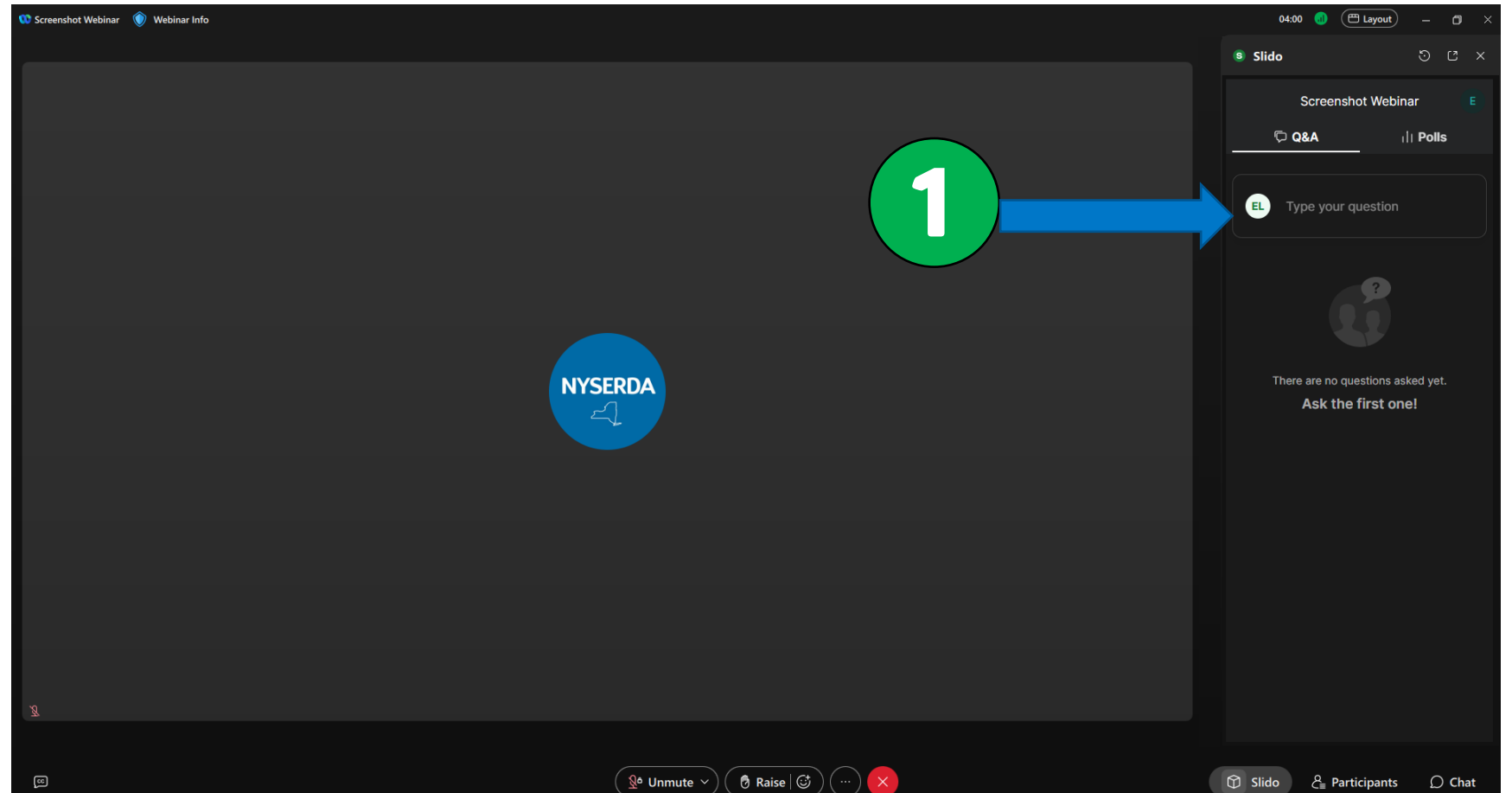
September 5, 2025



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

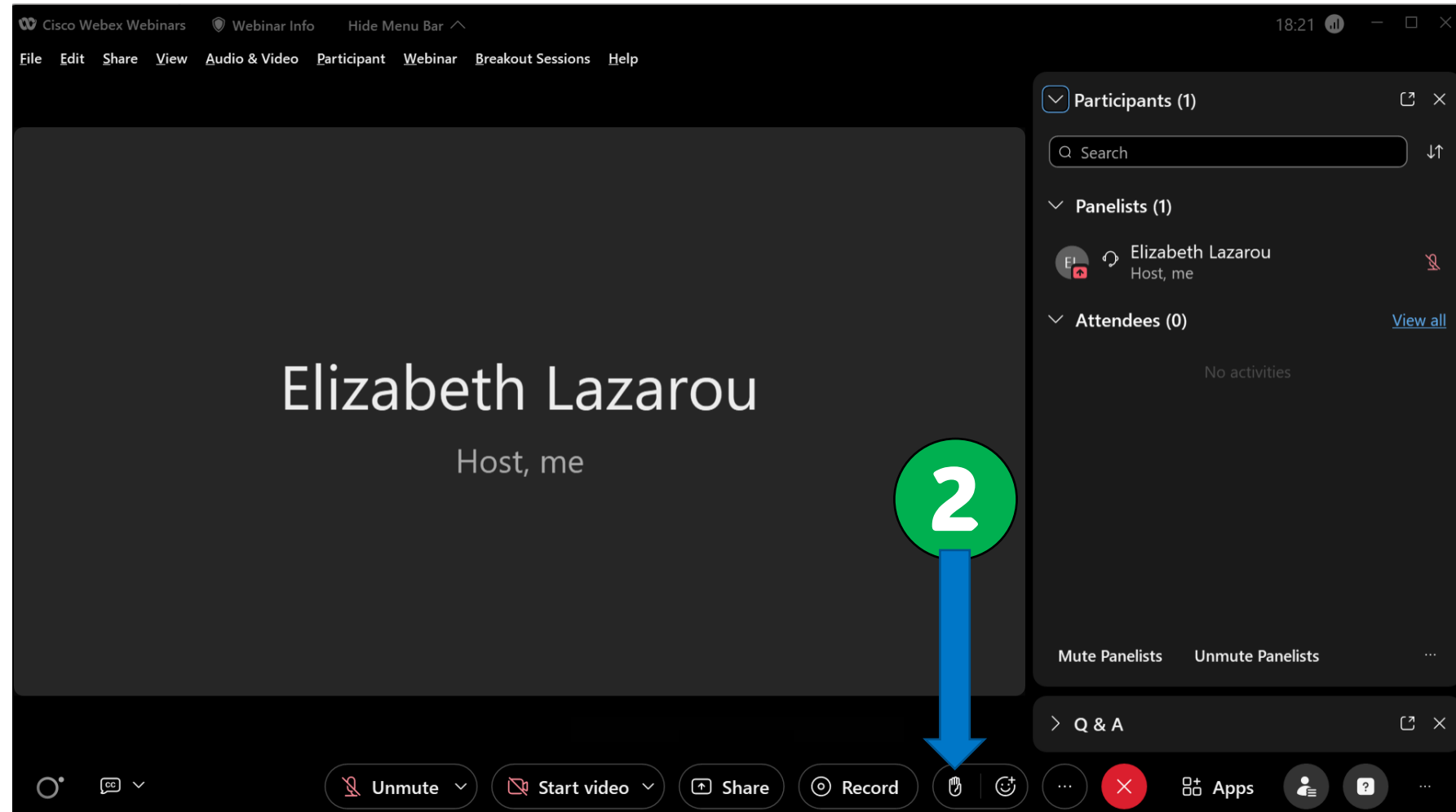


GJGNY:

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: **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



Residential Energy Assessments

- Virtual Energy Assessment Program

EmPower+

- No Heat Guidelines
- NYHEP Permit & Licensing Process
- Accessing Campaign Codes

Reminders

- Vacant Unit Clarification
- Site Visits by Technical Services
- TRC/CR Ideal Call Times
- Required Spray Foam Training
- Find a Contractor Site - Review
- Clean Energy Hub Coordination

Today's Agenda:



NYSERDA
New York State Energy Research
and Development Authority

50 YEARS 1975-2025

Virtual Energy Assessment Program



MyEnergy Assessment

Steve Wagner

Sept 2025



Virtual Energy Assessment Program

1. Collect and analyze public data sets to develop a basic building model, deliver an assessment report, and develop preliminary energy efficiency and electrification recommendations.
2. Increase residential energy efficiency market engagement and lead to sales of energy efficiency and clean energy home improvements.
3. Support contractors and homeowners in identifying efficiency opportunities using methods that reduce time, effort, and in-person contact.
4. Connect residents to the MyEnergy Platform to help customize a clean energy roadmap.

Virtual Energy Assessment Program Timeline

- Pilot launch planned for Sept 30, 2025
- Orange, Putnam, Ulster Counties
- Hubs, Utilities, and other stakeholders are being made aware
- Working within an existing NYSERDA marketing plan to promote
- Pilot will include a brief survey to gather feedback which will be incorporated for a full NYS launch planned for Jan 1, 2026
- NYSERDA Press Release and Marketing will follow

Customer Advantages

- Used as a market engagement tool to educate residents
- Provide a path to relevant programs
 - Remove tire kickers from time-consuming in-home experience
- Participate at your own pace. More efficient use of time.
- Fill an education gap by providing concise standardized information.
- Provide a more cyclical program experience.

Identical customer experience. A positive one!

Contractor Advantages

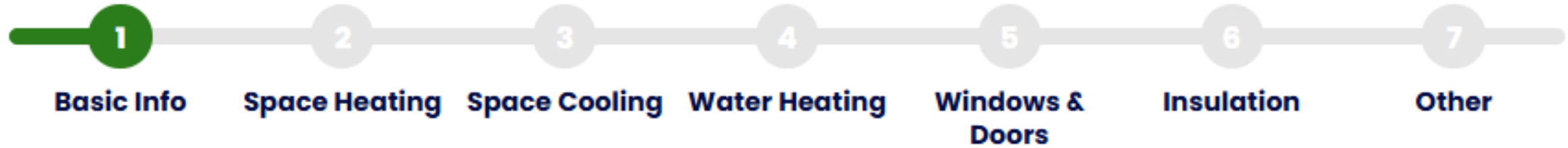
- VEA is not meant to be a replacement for onsite energy assessments.
 - Ability for contractors to review housing data before visiting the home.
 - Residents can communicate comfort and performance issues to assist contractor in providing an appropriate visit.
 - Ability for residents to invite contractors to view their home
- Can be used to assist residents who live in underserved areas
- Encourage residents to engage with contractors and schedule an in-home audit.
- Residents will be directed to MyEnergy to learn more about NYSERDA's programs and participating contractors

VEA Experience

- Assessments are created through public data and available to all NYS SFR.
- Residents can update incorrect or out-of-date home data.
- Residents can choose a limited number of basic home energy efficiency upgrades including but not limited to air sealing, insulation, and HVAC upgrades to see potential energy savings scenarios based on selections.
- Provide measure recommendations with a focus on beneficial electrification.
- Call to action will connect residents to MyEnergy

Future enhancements

- API connection to MyEnergy
- Provide a more comprehensive customer profile
- Contractors can better educate themselves about the home before conducting an in-home energy assessment
- Beneficial Electrification Tracking
- Incorporate simple Health & Safety education
- Exploring the pro/con of displaying potential dollar savings
- Adhering to GJGNY audit requirements



What type of house do you have?


Single Detached


Double or Semi-Detached


Row house - Middle unit


Row house - End unit


Duplex


Mobile Home

What year was your house built?

Enter year

1950

If you are unsure, you can select from the following estimated year ranges below

2011 to present 2001 to 2010 1981 to 2000 1961 to 1980 1941 to 1960 1940 or before

How many floors above ground level does your home have?

Do not count basement/ crawlspace.

For split-level homes, include the lower level.

1

1.5

2

2.5

3

3.5

4

Is your basement finished?

Yes

No



What is the total floor area of your home? Only include areas you heat.

Area (ft²)

2500

If you are unsure, you can select from the following estimated area ranges below

4000-5000 ft²

3000-4000 ft²

2000-3000 ft²

1500-2000 ft²

1000-1500 ft²

less than 1000 ft²

[< Home Energy Report/](#) Home Questionnaire[>| Skip to End](#)

Do you have a cooling system/ air conditioning?

☒ Yes☐ No

What type of cooling / air conditioner do you have?

If you don't see your system type, choose the most similar

☒ Central single package system☐ Central Split System (Ducted)☐ Conventional A/C☐ Mini-split Heat Pump (ductless)☐ Window A/C☐ Not Installed

Do you know when your cooling system was last upgraded?

Enter year

If you are unsure, you can select from the following estimated year ranges below

☐ 2011 to present☒ 2001 to 2010☐ 1981 to 2000☐ 1961 to 1980☐ 1950 to 1960



Ceiling/Attic Insulation

Was your ceiling/attic insulation ever upgraded?

Yes

No, it is original

I think so

I don't know



Foundation Insulation

Was your foundation insulation ever upgraded?

Yes

No, it is original

I think so

I don't know



Wall Insulation

Was your wall insulation ever upgraded?

Yes

No, it is original

I think so

I don't know

Do you know when your wall insulation was upgraded?

Enter year

YYYY

If you are unsure, you can select from the following estimated year ranges below

2011 to present

2001 to 2010


1981 to 2000

1961 to 1980


1950 to 1960

When making decisions about energy efficiency upgrades, what is most important to you?

Most important to me

↓  Reducing my Energy Use ↑

Important to me

↓  Saving Money ↑

↓  Reducing Carbon Emissions ↑

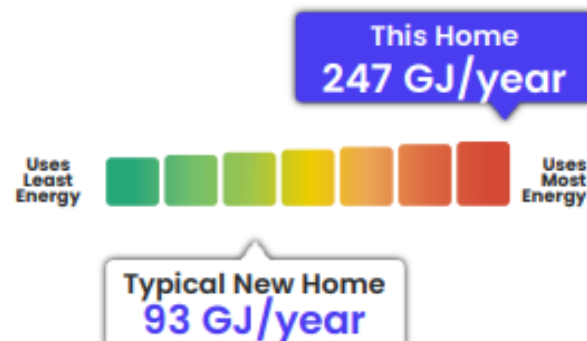
Somewhat important to me

↓  Improving Comfort ↑

Does not affect my decisions

This Section is Empty

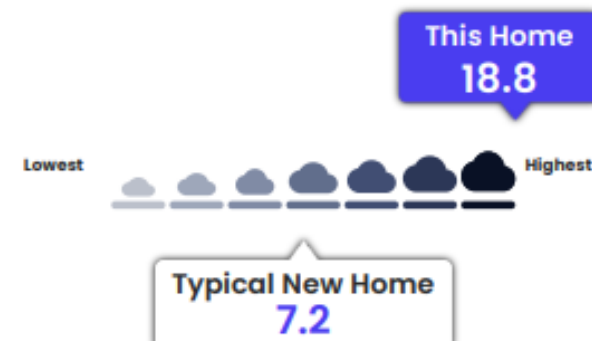
ENERGY RATING



ENERGY USE BREAKDOWN



EMISSIONS RATING



18.8 tonnes CO₂e/ year
Carbon Emissions



It takes It takes trees to clean that much carbon from the air trees to clean that much carbon from the air

Upgrade Scenarios

[? FAQ](#)

Select or Create Scenario

Medium Upgrade Scenario

↓ **24%** EMISSIONS

↓ **24%** ENERGY USE

Included Upgrades



Ceiling/Attic
Insulation



Air Sealing



Water Heater



Foundation
Insulation



Drain Water
Heat
Recovery



Heat
Recovery
Ventilation
unit (HRV)

Upgrade Scenario Details

Personalize my Recommendations

Pre Existing Upgrade Packages
Create Your Own

Attic, Wall, Foundation Insulation
Air Sealing
Heat Pump
Water Heater
Other Measures are still TBD

The different levels of energy assessments are described below.

PRELIMINARY ★☆☆

A great starting point for every home in the State. This Home Energy Report level represents a typical home like yours (using averages and assumptions based on common scenarios), before any upgrades are made.

QUESTIONNAIRE-BASED ★★☆

This assessment level provides you with a tailored Home Energy Report based on the information you know about your home. For example, letting us know things like you use propane as your heating fuel, you've added extra insulation, or installed a new front door can make big changes to your Home Energy Report.

PROFESSIONAL ★★★

This is the top-tier assessment level. Get a custom detailed Home Energy Report with a no-cost in-home energy assessment.

A NYSERDA participating contractor will find all the places your home could be wasting energy and help you make a personalized plan to prioritize any energy upgrade projects. They'll also outline any energy bill changes and incentives, rebates, or tax credits available to help you pay for the upgrades.

GET MY IN-HOME ASSESSMENT

Pause for Questions

EmPower+


No-Heat Guidelines

- NYSERDA has updated the No-Heat Guidelines, found in Section 5.9 of the Program Manual, to provide guidance on the submission of No-Heat projects through EmPower+. These guidelines are effective beginning October 1, 2025, and continue through the heating season until April 30, 2026, or until funds are exhausted, whichever comes first.
- Summary of Changes for 2025-2026
 1. The total available No-Heat funding for the 2025-26 heating season is \$1,000,000. EmPower+ will provide a page on the contractor support site that will post ongoing updates of the available funding.
 2. The maximum No-Heat incentive is \$6,000, regardless of heating system type.
 - If the project cost exceeds the available funding, households are encouraged to access low-interest financing through Green Jobs Green New York or work with their Clean Energy HUB to see if other funding opportunities are available in their area.

No-Heat Guidelines

3. No heat incentives are reserved and made available to low-income households.
 4. Incentives are not available for rental units unless the building is owner-occupied and the building owner is income eligible.
 5. Contractors and customers must complete the No-Heat Attestation Form and submit as part of the project submission paperwork.
- Sections 3.1, 5.9, 5.15, and 5.19 of the [Program Manual](#) will be updated to reflect these changes
 - As a reminder, EmPower+ may only be used as a last resort option for no-heat emergencies where the homeowner has already exhausted all other public assistance options to obtain a functioning heating system.
 - If there are any questions, please contact Contractor Support at support.residential@nyserda.ny.gov.

No-Heat Attestation Form



YORK
STATE

NY
SERDA
New York State Energy Research
and Development Authority

EmPower+ No-Heat Attestation Form

Customer Contact

Name: _____

Address: _____

Phone Number: _____

Email: _____

Enrollment ID: _____

EmPower+ Contractor Contact

Company Name: _____

Phone Number: _____

Email: _____

Technician Name: _____

Existing Primary Heating Equipment

Date of Inspection: _____


Equipment Make and Efficiency: _____

Model Number: _____

Equipment Age: _____

How Equipment Was Determined to be Non-Operational:

What Components Were Determined to be Malfunctioning (i.e. Fan, Pump, Heat Exchanger, Etc.):



NEW
YORK
STATE

NY
SERDA
New York State Energy Research
and Development Authority

Steps Made to Repair Equipment:

Estimate Replacement Cost: _____

Replacement Equipment Specs:

Attestation

The EmPower+ Participating Contractor attests that the primary heating equipment at this residence has been inspected and deemed non-operational, unsafe to operate or unrepairable. The customer has been informed of replacement options and any associated costs over the EmPower+ Incentive caps. In the event the conditions of the primary heating system have been falsely represented, NYSERDA reserves the right to withhold incentives from the Participating Contractor and enforce disciplinary action per EmPower+ Program Guidelines.

Contractor Signature: _____

Date: _____

Customer Signature: _____

Date: _____

This will be made available on the Contractor Support Site in Section 8 of the Program Manual

Pause for Questions

Permits Required to be Uploaded to NYHEP

Effective October 1, 2025, contractors will need to provide proof that they obtained the required permits for their project at Final Project Submission.

Final Project Submission - Unscheduled / Awaiting Results

Process

Save

Close

Expand All

Collapse All

Enrollment Profile

Add Measures

Scan Measures

Calendar

Double Dip Report

Workflow Requirements

**Permitting Required

Yes

**Permit Required Measures

Air Source Heat Pump

Main Panel Electrical Service Upgrade

Electrical Wiring Upgrade

Other Permit Required Measures

Final Project Submission Workflow Step - Documents								
<div>NewClose</div>								
	Required?	Document Type(s)	Document Name	Source	File Size	Comments	Create Date	Created By
	!	Permit						

A new section on the workflow step, *Workflow Requirements*, will require contractors to answer the following:

1. Permitting Required = (Yes, No)

- If Yes,

2. Permit Required Measures = (Multi-select of Heat Pump Water Heater, Air Source Heat Pump, Panel Box Upgrade, Wiring Upgrade, Insulation, Furnace, Boiler, Others)

- If Others,

2a. Other Permit Required Measures = (Text box to indicate the other permit required measures)

3. Required document upload of permit associated to the measure(s) indicated

Codes, Regulations, and Standards

All Participating Contractors and any Subcontractor retained by a Participating Contractor must perform work in compliance with all applicable codes, regulations, laws, and standards in the jurisdiction where completing work. In instances where Program guidance may conflict with state and/or local code, code must take precedent. This includes obtain permits when required and obtain the required licenses to work in each jurisdiction.

Sections from the Participation Agreement:

3.3 Licensing

It is the sole responsibility of the Participating Contractor and its Subcontractors to obtain and maintain any required federal, state, county, or municipal government licenses required for installing measures and to not perform work for which they are not licensed, if licensing is required. The Participating Contractor shall produce evidence of current licensing upon request by NYSERDA or its Implementation Contractors. Failure to comply with licensing requirements may result in disciplinary action.

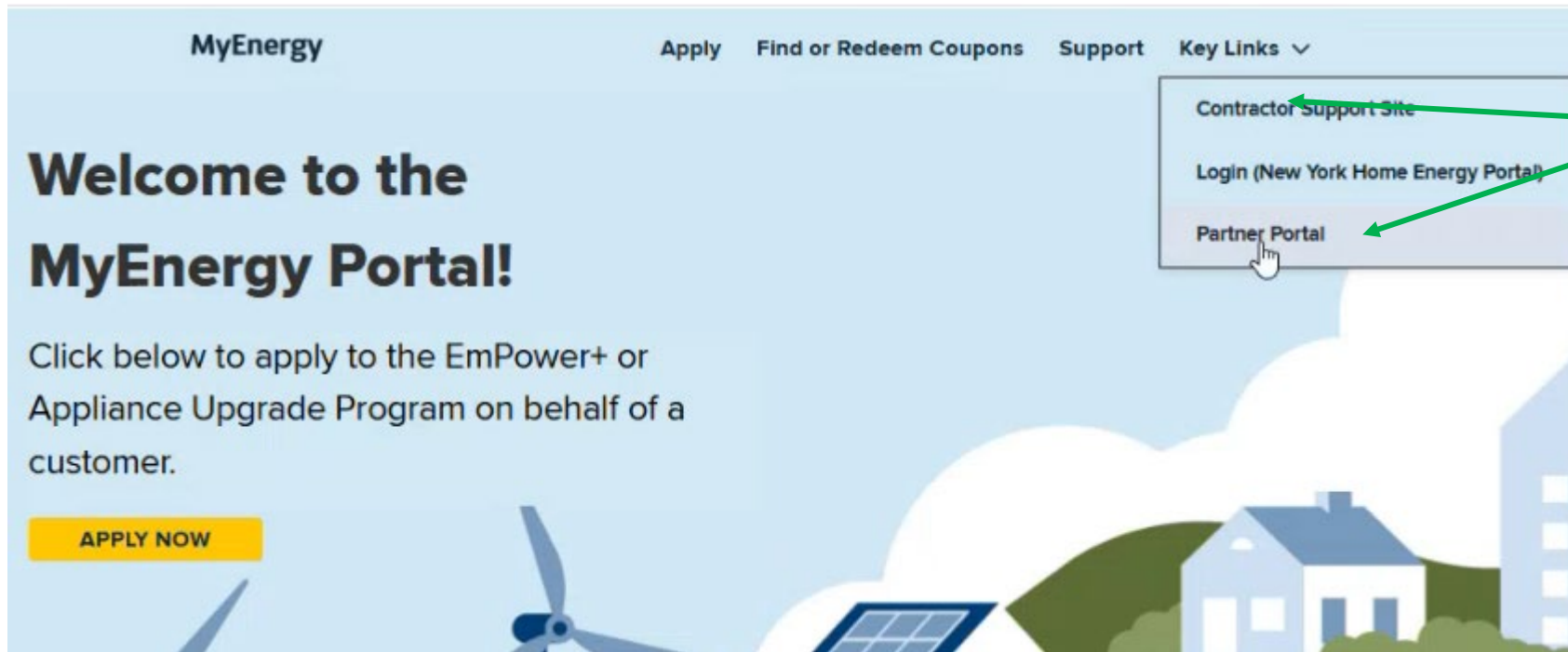
3.4 Permits

It is the sole responsibility of the Participating Contractor and its Subcontractors to obtain and comply with the terms of any required permits for installing measures or conducting Energy Assessments prior to the start of work. The Participating Contractor shall produce evidence of applicable permits upon request by NYSERDA or an Implementation Contractor. Failure to comply with permitting requirements may result in disciplinary action or termination from the Program(s).

Any contractors found not following these requirements will face disciplinary actions including probation, suspension or termination from the program.

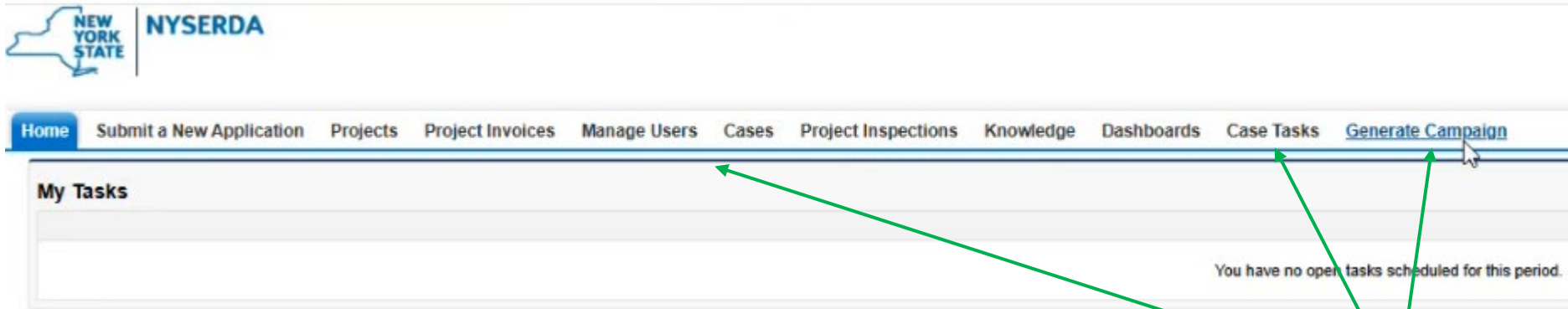
Pause for Questions

Campaign Codes: How to Access



In the MyEnergy Portal:
Navigate to “Key Links”
then “Partner Portal”

Campaign Codes: How to Access



Here you can:

- self-manage users
- monitor cases
- manage campaigns

Campaign Codes: How to Manage

Home

Submit a New Application

Projects

Project Invoices

Manage Users

Cases

Project Inspections

Knowledge

Dashboards

Case Tasks

Generate Campaign

Select Language

▼

Powered by Google Translate

Existing Campaigns

Show

10

entries

GENERATE CAMPAIGN

ID	Status	Created Date	Created By	Campaign Code	Campaign URL	Customers	Created Applications	Created Projects	Submitted	Action
P C- 0 2 2 5	Active	July 28, 2025	Sherri Contractor	f4fa453c816d4d88	https://nyserda-uat.sandbox.my.site.com/customer/apex/Core_Registration_Page?programName=Energy_Affordability_and_Equity_Residential&ccode=f4fa453c816d4d88	4	3	2	1	Edit View
P C- 0 2	Active	July 16, 2025	Sherri Contractor	15f506a24572c91a	https://nyserda-uat.sandbox.my.site.com/customer/apex/Core_Registration_Page?programName=Energy_A	4	3	2	1	Edit View

Here you can deactivate campaigns, monitor existing campaigns, and generate new campaigns

Campaign Codes: How to Manage

Campaign Code	Campaign URL
ac2e7d94c0fe846e	https://nyserda-uat.sandbox.my.site.com/customer/apex/Core_Registration_Page?programName=Energy_Affordability_and_Equity_Residential&cocode=ac2e7d94c0fe846e

NOTE: The unique campaign code will always be at the end of the URL

Campaign Codes: How to Manage

Home Submit a New Application Projects Project Invoices Manage Users Cases Project Inspections Knowledge Dashboards Case Tasks **Generate Campaign**

Select Language ▼

Powered by Google Translate

Existing Campaigns

Show 10 entries

[+ GENERATE CAMPAIGN](#)

ID	Status	Created Date	Created By	Campaign Code	Campaign URL	Customers	Created Applications	Created Projects	Submitted	Action
P C- 0 2 2 5	Active	July 28, 2025	Sherri Contractor	f4fa453c816d4d88	https://nyserda-uat.sandbox.my.site.com/customer/apex/Core_Registration_Page?programName=Energy_Affordability_and_Equity_Residential&cocode=f4fa453c816d4d88	4	3	2	1	Edit View
P C- 0 2 2 0	Active	July 16, 2025	Sherri Contractor	15f506a24572c91a	https://nyserda-uat.sandbox.my.site.com/customer/apex/Core_Registration_Page?programName=Energy_Affordability_and_Equity_Residential&cocode=15f506a24572c91a	4	3	2	1	Edit View

Note:

- Counts are updated on a nightly basis, you will not see counts change more than once per day
- In the Sharing Report customer records will not be available until the application is approved and the contractor has accepted the work in NYHEP

Campaign Codes: How to Use



The screenshot shows the 'Register for MyEnergy' page. At the top, there is a navigation bar with the 'MyEnergy' logo, links for 'Learn About Home Energy Upgrades' and 'Support', and a 'Login/Re' link. The main heading is 'Register for MyEnergy'. Below it, a mouse cursor points to the heading. The form is titled 'Please enter your contact information' and contains four input fields: 'First Name', 'Last Name', 'Email', and 'Phone'. The 'Email' and 'Username' fields (which are the same) contain the placeholder text 'ExampleUsername@youremail.com'. A yellow 'NEXT' button is located at the bottom right of the form.

MyEnergy

Learn About Home Energy Upgrades ▾ Support

Login/Re

Register for MyEnergy

Please enter your contact information

*First Name

*Last Name

*Email

ExampleUsername@youremail.com

*Phone

*Username ⓘ

ExampleUsername@youremail.com

NEXT

Each unique campaign link will bring the user to the MyEnergy registration page.

The code will only apply to the FIRST time the customer starts their application from the campaign code link.

If they create a new account, once registered they must use your campaign link again to link correctly

Campaign Codes: How to Use



Partner Information

This script has been automatically saved, in order to resume in the future: [Copy the link](#) or [Email me the link](#)

Partner Information

NYSERDA supports a network of professional energy advisors who may already be assisting you with this program, other NYSERDA programs, utility offerings, and other local resources. If you are currently working with a NYSERDA Clean Energy Hub, please indicate which one below. The program will share project information with them so they can continue to assist you each step of the way. A list of Hubs can be found at nyserdera.ny.gov/All-Programs/Regional-Clean-Energy-Hubs.

☐ Check this box to select the next available contractor.

* Contractor Selection

Residential 33676 Smoke Test Acc

If a Regional Clean Energy Hub is assisting you with this application, then please select the Hub below ⓘ

SAVE FOR LATER

PREVIOUS

NEXT

If the campaign link has been used correctly, then the contractor associated with that campaign will auto-populate in the Partner Information section

The customer still has the option to pick a different contractor, but the system guides them towards the contractor associated with the campaign

Pause for Questions

Reminders

Vacant Unit Clarified Guidelines

- If there is one vacant unit in the building, the building owner's income will be used to qualify the vacant unit
- If 50% or more of the units are vacant, only the units that are income qualified can be served
- IRA funding may only be applied to occupied and income eligible units.
- This clarification is effective immediately
- Section 5.19 in the Program Manual has been updated

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

Call Volume to Contractor Support

Callers: Customers, Contractors, Program Partners

Implementer: CLEAResult

What are the busiest times?

11:30AM – 1:00PM

Avoid calling during this time unless necessary as longer wait times could occur.

What can you do if you are experiencing a longer wait time?

Contractors and Customers can opt to utilize the **Call Back feature** when experiencing longer wait times. The Call Back feature will automatically queue the caller to receive a callback by the next available representative.

If presented with the option to leave a **voicemail**, voicemails are listened to and responded to daily.

Call Volume to Contractor Support

Callers: Customers, Contractors, Program Partners

Implementer: TRC Companies

What are the busiest times?

11:00AM – 2:00PM

Avoid calling during this time unless necessary as longer wait times could occur.

What can you do if you are experiencing a longer wait time?

Contractors and Customers can email the program team at info.residential@nyserda.ny.gov for further assistance.

If presented with the option to leave a **voicemail**, voicemails are listened to and responded to daily.

Required Spray Foam Training

- For Participating Contractors in EmPower+ or Comfort Home installing spray foam
- Required spray foam training should be completed no later than October 1st, 2025
- Documentation on completed training is required
- Once completed, a signed document stating completed training should be submitted to support.residential@nyserda.ny.gov
- This attestation form can be found at <https://hpwescontractorsupport.com/wp-content/uploads/2025/03/Spray-Foam-Training-Requirements-Contractor-Acknowledgement-Form.pdf>

Find A Contractor Website Review

- Please take the opportunity to review your company listing.
- If you feel there are any discrepancies, please reach out to support.residential@nyserda.ny.gov

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+ Contractors

Search Company:

Enter Your Zip Code:

Supported Languages:

All Available

Select a Specialty

Select a Specialty

Show

10

 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

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

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

Marketing Resources and Policies

Contractors for Home Modernization program's 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 Comfort Home and EmPower+. Use the recommend language and terminology in your messaging campaigns.

Any advertisements must first be approved by NYSERDA by contacting Uthman.Aziz@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](#).

