

Comfort Home Pilot Program

Program Manual

October 2025



NYSERDA
New York State Energy Research
and Development Authority

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Summary of Changes

Date	Revision(s)
April 22, 2024	• Removal of references to lead generation, customer targeting tool. • Section 5.4.1 Knob-and-Tube Wiring added • Section 5.7 Multi-Unit Buildings revised • Section 6.8 (Covid-19) removed • ConEd program name updated to Weather Ready
July 1, 2024	• Section 3.1 Measures must be installed by Participating Contractor • Section 7.3 Measures must be installed by Participating Contractor • Increased Incentive Amounts
July 15, 2024	• Section 7.1 Provisional Status – Changed from third to fifth project review to conduct review for change in status.
June 1, 2025	• Section 4.1.2 Dense Packing Walls added • Section 4.2 Load reduction language added • Section 9 Contact information updated • Section 4.2 updated to reflect minimum production requirements • Energy Assessments (former section 6.6) removed • Removed references to heat pump incentives and referrals • Removed references to Compass, replaced with NYHEP • Updated Package A Incentive from \$1,600 to \$2,500 • Updated Package C Incentive from \$4,000 to \$2,000 • Updated assessment incentive amount from \$200 to \$300 with blower door at assessment and \$200 without blower door or with install • Updated incremental incentives for multiple projects for the same home • Updated implementer references to CLEAResult

	• Removed references to co-op advertising • Updated attic insulation performance criteria to current code requirement of R-49 • Added language to clarify that Package A scope includes air sealing the sill plate or mud sill to the top of the foundation wall • Clarified acceptable exceptions to the blower door test requirements • Added language to clarify requirement for health and safety testing (section 4.1) • Added language to clarify ventilation requirements (section 4.1) • Updated section 8 GJGNY Residential Financing Program • Changed name of Package C from “Best” to “Windows Add-On”
October 13, 2025	• Section 2.1 updated minimum requirements for shell/envelope contractors • Section 3.2 updated incentive language in first paragraph and Table 1 • Clarified in section 3.2.1 that packages may only be incentivized once per home. • Added section 3.3 Workscope Contract • Section 4.2 updated attic insulation R-value to R-40 • Section 4.2 added clarification on two-part spray foam • Added section 4.2.1 to document inaccessibility and project eligibility • Section 5.3 added clarification on definition of customer in Customer Utility Release Form • Added Table 5 Scenarios for NYHEP enrollments-landlord/tenants • Section 9 Contact Information updated Keith Bohling phone number • Removed ConEd Westchester Incentive link from Table 7 • Added Appendix A: Electronic Signature Policy • Added Appendix B: Sample Contract and Workscope

Definitions

Participating Contractor	Independent contractors approved by NYSERDA to offer services, such as energy assessments, installations, Comfort Home incentives and/or financing.
Load Reduction Contractor	A business with trained and qualified staff that quotes, sells, and performs residential energy efficiency projects using best practices and standards in building science, offers standard packages to reduce the heating and cooling requirements of a home, and in turn, lowers costs to the customer.
Comprehensive Services Contractor	A business with trained and qualified staff that provides the services of a Load Reduction Contractor and also quotes, sells, and installs air-and/or ground-source heat pumps.
Heat Pump Installer	A business with trained and qualified staff that quotes, sells, and installs air source and/or ground source heat pumps and is not otherwise involved in residential energy efficiency projects to improve the envelope of a home (e.g., air sealing and insulation).
Implementation Contractor	Organization working under contract with NYSERDA to provide administrative and support functions such as project approvals, technical support, loan origination, loan servicing, reporting, invoicing, and installation verification.
Customer	A New York State homeowner or renter who may participate in a NYSERDA program or is a current or former participant in a program.
Participation Agreement	The Participation Agreement (“Agreement”) establishes the terms and conditions under which NYSERDA-qualified Participating Contractors may offer program incentives and/or financing to qualified customers in New York State.
Quality Assurance (QA)	The process to verify that projects completed through Comfort Home meet all pilot program requirements while maintaining healthy and safe living conditions for the occupants.
Quality Control (QC)	The process to verify that in-progress projects meet all Pilot requirements while maintaining healthy and safe living conditions for the occupants. This can be done through desktop reviews and/or in-person site visits.
Virtual Energy Assessment	An energy assessment conducted where some or all of the data collection is completed virtually, outside of the home.

1. Comfort Home Pilot Summary

As New York State progresses on the path toward a carbon-neutral economy, the New York State Energy Research and Development Authority (NYSERDA) is administering the Comfort Home Pilot Program. to reduce heating and cooling demand and support the adoption of heat pump technologies in the residential sector. NYSERDA investments have accelerated the deployment of renewable electricity generation putting us on track to realize the goal of 100% carbon-free electricity generation by 2040. With clean electricity produced from renewable sources readily available, the next step toward carbon neutrality will require transitioning homes and other buildings to electrically powered end uses. Heat pumps will play a key role in fulfilling that vision. Through the Comfort Home Pilot, NYSERDA seeks to create a strong residential market for heat pump technologies through installation of affordable standard packages designed to reduce the heating and cooling loads of the home. This approach helps ensure comfort conditions will be maintained and reduces the customer's costs when the home converts to a heat pump for heating and cooling.

The Comfort Home Pilot provides incentives for installing standard load reduction packages focused on envelope improvements, educating customers about heat pumps, and referring interested customers to a Heat Pump Installer. Participating contractors may elect either to provide comprehensive services—envelope improvements and heat pump installation—or only perform envelope improvements to make the home heat pump ready, followed by passing a referral to a qualified air source or ground source heat pump installer.

The Comfort Home Pilot enables an innovative service model that reduces the contractor's customer acquisition costs and sales cycle times and can help lower costs to the customer. The approach is designed to encourage customers to invest in a clean energy heat pump solution after being presented with an affordable improvement package that addresses their primary motivation/ interest (e.g., lowering heating and cooling costs, minimizing fossil fuel use, maximizing use of solar power, improving home heating and cooling, or desiring to use a clean heating system to combat climate change).

The objectives of the Comfort Home Pilot are as follows:

- Encourage customers to make efficiency improvements for greater comfort and reduced energy use in their homes.
- Install air sealing, insulation, and ENERGY STAR® windows in the home, preparing it for heat pump installation by reducing heating and cooling loads to enable use of smaller capacity equipment.
- Support best practices in delivering clean energy heat pump solutions.

NYSDERDA is the Pilot administrator and will manage the Comfort Home Pilot as well as issue incentives for qualified projects.

CLEAResult is the Implementation Contractor, they provide technical assistance, contractor support, onboarding trainings and other services, such as:

- Programmatic assistance and mentoring
- Quality control
- Data collection and reporting

2. Becoming a Participating Comfort Home Contractor

Review the Participation Agreement and the Comfort Home Pilot Manual, in their entirety, available on the “Become a Participating Comfort Home Contractor” webpage. To apply for participation, you will need to complete the Contractor Application - Residential Programs form. These documents, along with other required documentation, serve as an application to participate in the selected Residential Programs, including Comfort Home.

All submissions will be reviewed by NYSERDA for selection to participate based on criteria outlined below. There are two types of contractors that will be selected to participate in the Comfort Home Pilot:

1. **Load Reduction Contractor.** A business with trained, BPI certified (or equivalent) staff that quotes, sells, and performs residential energy efficiency projects using best practices based on building science, offers standard packages to reduce the heating and cooling requirements of a home to reduce customer acquisition costs and reduce sales cycle time, and in turn, lowers costs to the customer.
2. **Comprehensive Services Contractor.** A business with trained and BPI certified (or equivalent) staff that installs clean energy air source heat pumps and has certified staff who quotes, sells, and performs residential energy efficiency projects using best practices based on building science, offers standard packages to reduce the heating and cooling requirements of a home to reduce customer acquisition costs and reduce sales cycle time, and in turn lowers costs to the customer.

Upon approval to participate in the Comfort Home Pilot, the participating contractor will receive an award email that contains the following information:

- Link to NYHEP, the Comfort Home platform used for entering Comfort Home assessments and projects
- Comfort Home Pilot Overview Training
- Comfort Home Platform Training

Contractors who wish to learn more about participating should contact NYSERDA via email: ComfortHome@nyserda.ny.gov

2.1 Contractor Participation Minimum Requirements

The Participating Contractor shall maintain the minimum certifications outlined for at least one of the participation levels listed below. By entering into this Agreement, the Participating Contractor authorizes NYSERDA to share and obtain information with and from the Building Performance Institute (BPI) and other certifying bodies for the purpose of verifying employee certifications and work quality. As a minimum requirement to perform Load Reduction or Comprehensive work through the Pilot, the Participating Contractor must employ staff with the required certifications outlined below.

- **All Contractors:** Both Load Reduction and Comprehensive Service Contractors must maintain a minimum of one full-time staff member with one of the following certifications:
 - Assessments
 - ASHRAE Building Energy Assessment Professional
 - BPI Building Analyst
 - BPI Building Analyst Professional (BA-P)
 - BPI Energy Auditor
 - BPI Multifamily Building Analyst
 - HERS Rater
 - Investor Confidence Project (ICP) Quality Assurance (QA) Assessor
 - LEED Rater

In addition to the certification above, all Participating Contractors are required to have a minimum of two attendees participate in all Comfort Home training as part of the on-boarding procedures. All training is required to be completed within two months of award. Contractors who have not met the training requirement will be placed on suspension for a period of 30-days or until the training requirement is fulfilled, whichever comes first; or, at NYSERDA's sole discretion, the contractor may be terminated from participation.

- **Comfort Home Pilot Overview Training:** The overview will include, but is not limited to, the following topics:
 - Comfort Home overview and incentives
 - Marketing collateral available for contractors
 - Technical assistance and contractor support
 - Green Jobs - Green New York (GJGNY) Residential Financing Program Comfort Home Program contractor commitment
- **Comfort Home Platform Training:** The training will include, but is not limited to, the following topics:
 - How to gain access
 - How to navigate the site
 - How to enter an assessment, and load reduction installation

- **Load Reduction Contractor** - Reserved for Participating Contractors performing Assessments to the requirements above and Load Reduction work. In order to install load reduction measures through the Pilot, the Participating Contractor must maintain a minimum of one full-time staff member with one or more of the certifications for the load reduction installation services outlined below. In addition to measure certification, it is highly recommended the Participating Contractor pursue any manufacturers' training/certifications for any equipment they are installing as part of a Pilot project. Load Reduction measures must meet all Pilot installation and health and safety requirements as outlined in the section 4 - Project Requirements. Load Reduction Contractors must maintain one or more of the following specialty certifications:
 - Shell/Envelope
 - BPI Envelope Professional
 - BPI Building Analyst Professional
 - Window/Insulated Panel/ Storm Window
 - Manufacturers' training
- **Comprehensive Services Contractor** - Reserved for Participating Contractors performing assessments and Comprehensive work, defined as load reduction and qualified installer under NYS Clean Heat for the installation of air source and or ground source heat pumps (ASHP or GSHP). The Participating Contractor must maintain a minimum of one full-time staff member with the ASHP and/or GSHP certification as outlined below. Comprehensive measures must meet all Pilot installation and health and safety requirements as outlined in the section 4 – Project Requirements. Comprehensive Services Contractors, at minimum, must maintain the ASHP and/or GSHP certification requirements below. In addition to the ASHP and/or GSHP certifications contractors can have one or more of the other specialty certifications listed here:
 - Air Source Heat Pump/Ground Source Heat Pump
 - Approved Installer in NYS Clean Heat
 - Central Air Conditioning
 - BPI AC/Heat Pump or
 - NATE AC or
 - NATE Heat Pump
 - Electric Water Heater
 - BPI AC/Heat Pump or
 - Manufacturer's training or
 - Company is licensed plumber and/or electrician in the locality where the work will be performed or
 - Heat Pump Water Heater
 - Approved installer in NYS Clean Heat
 - Pellet Stove
 - BPI Heating Professional or

- Chimney Safety Institute of America (CSIA) – Certified Chimney Sweep®
- National Fireplace Institute (NFI) – Pellet Stove Specialist

NYSERDA will review Participating Contractor’s Pilot status periodically. In the event a contractor no longer maintains the minimum credentials type, the contractor’s program status will be reviewed in accordance with section 7 - Quality Assurance, Compliance and Participation.

2.2 Application Requirements

The Participating Contractor shall provide NYSERDA with the Contractor Application - Residential Programs form, as well as the requested supporting documentations and attachments, as outlined in the Application, or when there are changes or updates to the information previously provided. The form must be submitted by an individual with the full power and authority to enter into an Agreement on behalf of the Company.

2.3 Evaluation Criteria

NYSERDA will evaluate the information provided on the Contractor Application - Residential Programs form and review all submitted documentation prior to approving an Agreement. NYSERDA will not make a determination on any Agreement until all the requested information is received by NYSERDA from the applicant. The decision to fully execute an Agreement is at NYSERDA’s sole discretion.

- For both new applicants and returning applicants, key evaluation criteria include, but are not limited to the following:
 - An on-boarding interview with NYSERDA and implementation staff. This requirement may be waived for returning applicants, at NYSERDA’s discretion.
 - The applicant’s commitment to fair and ethical business practices as demonstrated through references and review of other resources including, but not limited to, the Better Business Bureau, NYS Department of Labor, and crowd-sourcing websites.
 - Documented experience with advanced building science methods, as demonstrated through proof of professional certifications, training certificates, awards, and review of provided company information and information publicly available.
 - Documented prior relevant experience, such as references for completed projects, or participation in other NYSERDA programs or the Weatherization Assistance Program if applicable.
 - Documentation for certifications to related trainings (such as BPI, SPFA, NATE, NORA, manufacturer’s installation certification).
- For returning applicants, the past performance of the applicant and/or certified individuals in the Pilot or other similar programs which may include but is not limited to:
 - The quality of workmanship documented through the Pilot’s Quality Assurance (QA) / Quality Control (QC) processes.

- Demonstration of the applicant’s ability to properly, and consistently, follow Pilot policies and procedures, including minimum production requirements.
- Satisfactory and expedient resolution of non-conformances discovered during QA field inspection(s).
- Satisfactory and professional interaction with Pilot Staff, Pilot participants, other contractors and Pilot implementation contractors.
- Satisfactory record of fair and ethical business practices.
- Responsiveness to Pilot participant complaints, Pilot implementation contractor inquiries, and NYSERDA directives.
- Contractors who have been suspended or terminated from the Pilot or other NYSERDA Programs.

2.4 Selection Process

NYSERDA will follow the following selection process for all contractors that submit a Contractor Application:

- NYSERDA will review all signed Contractor Applications - Residential Programs forms to ensure the contractor meets the Minimum Requirements outlined in section 2.1. Only those who meet the minimum requirements will be approved to participate based on the Evaluation Criteria listed in section 2.3.
- NYSERDA reserves the right to close the Contractor Application process at any time, at its sole discretion.
- NYSERDA reserves the right, at its sole discretion, to make no award.
- All applicants will be notified of approval/denial status via email.

3. Participating in the Comfort Home Pilot

3.1 Complete Comfort Home Assessments and Projects

Upon award and completion of the required trainings, the participating contractor will be awarded Provisional status and can begin work in the Comfort Home Pilot, including completion of Comfort Home Assessments and installation of Comfort Home standard packages.

- Only participating contractors have access to the Comfort Home platform.
- Incentives are paid by NYSERDA directly to participating contractors.
- All customer sites must meet the requirements in listed in section 5 Customer and Project Eligibility.
- Comfort Home assessments and projects will not be accepted for installations occurring prior to the contractor's award to participate.

All measures must be installed by the Participating Contractor. Measures installed by anyone other than a Program Participating Contractor are not eligible for incentives. All measures must be installed per manufacturer instructions, program guidelines, and BPI standards.

3.2 Project Incentives and Payment

Comfort Home Pilot incentives are paid to the contractor. The Standard Package incentives MUST be passed to the customer as documented in the Customer Contract Agreement. All other incentives may be passed on to the customer as a credit to contracted work at the discretion of the contractor. The participating contractor will receive \$300 per completed Comfort Home Assessment report with a blower door test completed at the time of assessment. Contractors are eligible for \$200 if assessment does not include blower door test. Incentives are paid to the contractor for standard package improvements (Good, Better, Windows Add-On) as outlined in Table 1. Customers are eligible for two assessments (or audits) per year, including the \$100 blower door test incentive. This can include two Comfort Home assessments, or one assessment each from REA and Comfort Home. If an assessment was delivered through the REA program twice, then NYSERDA will not pay an incentive for a Comfort Home assessment within the same year.

The installation incentive (shown in Table 1 and 2) cannot exceed the project cost. In the event that the cost of the project is less than the package incentive amount, NYSERDA will adjust the incentive amount to match the total cost of the project. NYSERDA reserves the right to modify the incentives by providing written notice of changes at least 30 days in advance of any change. Incentives will be paid to the participating contractor in accordance with NYSERDA's Prompt Payment Policy.

Table 1. Comfort Home Incentives

Description	Incentive (\$)	Who Receives Incentives
Site Visit: Pre-work and Comfort Home Assessment Report	\$200 (Without blower door test) \$300 (with blower door test at assessment)	Contractor
Standard Packages: Package A: Good Package B: Better Package C: Windows Add-On	\$2,500 \$3,000 \$2,000 if more than one year since any prior NYSERDA-funded residential energy efficiency work. \$1,000 if less than one year since any prior NYSERDA-funded residential energy efficiency work	<i>Must be passed through to the Customer</i>

Note: Comfort Home projects completed without an accompanying Customer Utility Release Form are not eligible for incentives from NYSERDA.

3.2.1. Incentives for Installing Multiple Packages

Past Comfort Home customers are eligible to participate in the program multiple times to complete additional packages. A package may only be installed once per home. The incentives offered will be the difference between the package(s) that were previously installed and the package(s) that are to be installed.

For multi-unit buildings, refer to section 5.7.

Table 2. Additional Incentives for Multiple Projects

Package Already Installed Package to Install	Time Between Prior and Current Package Installation	Eligible Incentive
Package A	Less than one year	\$1,000
Package B or C	More than one year	\$2,000
Package B and C	Less than one year	\$1,000
Package B and C	More than one year	\$2,000

3.3 Workscope Contract

Participating Contractors are free to use their own standard contract; however, any contract must be signed by both the Participating Contractor and the homeowner/representative. The signed contract must be submitted to the Program. The Electronic Signature Policy is shown in Appendix A.

The signed contract needs to align with approved workscope and be signed prior to the start of work. Any workscope changes from the contract must be included in a change order. A sample contract is shown in Appendix B.

3.4 Comfort Home Load Reduction and Comprehensive Services Contractor Benefits

The Comfort Home Pilot will be coordinated with NYSERDA’s community outreach efforts already underway to help residents and businesses install clean heating and cooling systems. Combining envelope improvements with clean heating and cooling systems will provide users with energy bill savings, increased comfort levels, and health benefits compared to conventional heating and cooling technologies. This is beneficial for both consumers and the environment as well as vital to meeting New York State’s nation-leading goal to reduce greenhouse gas emissions.

3.5 Comfort Home Website and Lead Generation

Customers interested in learning more about load reduction and/or heat pump technologies may submit information about their home by accessing the Comfort Home Customer Segmentation Tool available on NYSERDA’s [Comfort Home website](#) (click on “Comfort Home Application”).

Upon request, the customer will be contacted by two participating Comfort Home Contractors in their area to schedule a virtual energy assessment call or a site visit, when appropriate, and develop a quote for services.

With the data provided through NYSERDA’s Customer Segmentation Tool, contractors may develop sales strategies that do not require a pre-sale site visit in all cases. NYSERDA encourages contractors to pursue innovative sales approaches to leverage the data that can be collected virtually and the standard packages to reduce overhead and shorten sales cycle times.

3.6 Service Regions

The Comfort Home Pilot is offered in all counties of New York. Customers must just be an electric customer of Consolidated Edison of New York, Inc. (ConEd), New York State Electric and Gas Corporation (NYSEG), Rochester Gas and Electric Corporation (RG&E), Central Hudson Gas and Electric Corporation, Orange and Rockland (O&R), or National Grid that pay into the Systems Benefit Charge. Homes with municipal electric service are not eligible for this pilot. Homes served by PSEG LI are not eligible for this pilot.

4. Project Requirements

Load Reduction Contractors will work with customers who have been targeted based on their housing characteristics, demographics, and interest in energy savings, improved comfort, and/or heat pump technologies to install standard packages (including air sealing, insulation, and ENERGY STAR® windows) to solve specific home heating and cooling needs.

Table 3. Standard Load Reduction Package Options

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 + 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 windows saves on average an additional 8% on heating and cooling bills.	\$2,000

4.1 Health and Safety

4.1.1. Audit / Assessment Requirements

Per the ANSI/BPI-1100 *Home Energy Auditing Standard* and industry best practices, audits and assessments should include evaluation of combustion, ventilation, moisture, make-up air, and electrical hazards (like knob and tube wiring). Assessments completed for Comfort Home must include health and safety evaluations and appropriate entries made in NYHEP to document the existing condition of the home.

4.1.2. Ventilation

The American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) 62.2-89 standard defines the Building Airflow Standard: A minimum amount of ventilation required for occupant health and safety. If the measured airflow is less than the Building Airflow Standard, mechanical ventilation must be recommended or installed according to the standard.

To make the Building Airflow Standard calculation easier for participating contractors, the NYHEP platform compares the post-work blower door test result to the calculated Building Airflow Standard for the home. The result will show contractors whether the home provides sufficient fresh air or not.

- If the measured post-work airflow is greater than the Building Airflow Standard, then no additional action is necessary.
- If the measured post-work airflow is between 70% and 100% of the Building Airflow Standard, then mechanical ventilation must be recommended to the occupants.
- If the measured post-work airflow is less than 70% of the Building Airflow Standard, then mechanical ventilation rated for continuous operation must be installed as part of the work scope.

Recommended or installed mechanical ventilation must be designed appropriately to provide adequate air exchange to meet the occupancy ventilation requirements provided by ASHRAE 62-89.

NYSERDA's Participation Agreements refer to a Participating Contractor's responsibility to ensure that work performed in each Program adheres to the technical standards established and maintained by BPI. Several BPI credentials, including Building Analyst Professional, Energy Auditor, and Building Envelope Professional require comparison of the home's airflow to the Building Airflow Standard as defined in the ASHRAE 62.2-89 standard. Providing sufficient ventilation and fresh air for homeowners, families, and tenants is a key part of health and safety.

Comfort Home projects uploaded into NYHEP that include air-sealing will have the Building Airflow Standard calculation performed as part of the project review. If continuous mechanical ventilation is required, it will need to be installed before the project can be approved and incentives paid. A photo showing the means of ventilation will need to be uploaded to NYHEP. The Quality Inspection checklist for Comfort Home projects has and continues to include an evaluation of whether the home provides sufficient fresh air for the occupants. QA inspectors are examining ventilation requirements during inspections.

4.2 Envelope/Load Reduction Requirements

Each standard package improvement must be installed, or the home's existing condition must already meet pilot requirements, to be eligible for the next package and to receive incentives.

Package A (Good): Install one or more of the Package A improvements provided that the end condition of the home meets pilot requirements for ALL these improvements upon installation.

1. **Air Seal Attic:** Seal air leakage paths between the attic and living space and measure the final air leakage rate (CFM50) using a blower door test.
2. **Insulate Attic:** Across all home types, achieve to R-40 overall with R-49 in the field and to capacity over the top plates and eaves or fill to capacity (if capacity only allows less than R-49).¹ When insulating for the purposes of thermal barrier vs. air sealing method, select the right material for the job and install per manufacturer's instructions for the application.
 - Floored attic: R-40 overall, or fill to capacity
 - Unfloored attic: R-40 overall
 - Flat roofs: R-40 or fill to capacity
 - Roof decks: R-40 or fill to capacity
 - Enclosed slopes and cathedral ceilings: R-40 or fill to capacity
 - Knee Walls: R-15
 - Gable End Walls: R-14

Seal and Insulate Rim Joist: Where accessible, seal air leakage pathways between the basement rim joist and the exterior and insulate the wooden rim joist above unfinished basement and crawl space walls for an overall R-value of R-14. This includes sealing the sill plate or mud sill to the top of the foundation wall. If two-part spray foam is used, closed cell spray foam is required to achieve appropriate air-sealing and vapor control. If the thermal boundary of a crawlspace is defined as the floor joists between the crawlspace and the conditioned space above, that is where the insulation should be installed, and the rim joist should be air sealed.

- If the thermal boundary of a crawlspace is defined as the crawlspace foundation rim joist and walls, that is where air sealing and insulation should be installed, and the floor joists between the crawlspace and the conditioned space above should not be insulated.

Package B (Better): There are two options for this package, where implementing either option qualifies the home for the incentive. However, to be eligible for Package C, the home must already meet or be proposed to first meet Option 1. Homes that have already received Package A incentives are eligible to receive the remaining \$500 of the Package B incentive once installed.²

Option 1: Insulate the above grade walls and floors above unconditioned space so that the end condition of the home's combined wall and floor area is 100% insulated.

¹ The attic hatch and attic pull-down stairs must meet the R-values in Table 4.

² Reference Table 2 in section 3.2.1.

Option 2: Insulate the basement foundation walls to extend to at least 18" below the exterior grade level.

1. **Wall Insulation:** Insulate all wood stud walls to a minimum overall wall assembly value of R-14 or fill to capacity.
2. **Floor Insulation:** Insulate all floors above unconditioned spaces³ to R-19 in ECCC NYS Climate Zone 4 and to R-30 or fill to capacity at a minimum of R-19 in ECCC NYS Climate Zone 5 and 6.
 - Cantilevers must be insulated following the appropriate procedure in the *Special Case of Closed Cavities with Existing Insulation* section below.
 - If garage ceilings have existing insulation in the joist spaces and it is not practical or feasible to dense pack the ceiling, it is acceptable to air seal the ceiling by spray foaming or dense packing the ends of the joists where they intersect the exterior walls. All penetrations through the garage ceiling **must** be air sealed.
 - Crawlspaces ceilings must be insulated if the thermal boundary of a crawlspace is defined as the floor joists between the crawlspace and the conditioned space above. The decision of whether to insulate the floors depends on the thermal boundary:
 - No floors above unconditioned space:
 - If the basement or crawlspace contains living space, heating equipment, laundry facilities, a water heater, distribution pipes or ducts, or water pipes, it is typically best to define the thermal boundary as the perimeter of the basement or crawlspace. In these instances, the basement walls and rim joists should be considered appropriate for insulation. Basement ceiling insulation is likely to have minimal value.
 - If the crawlspace is open to a basement that is contained within the thermal boundary, the perimeter of the crawlspace should be considered the thermal boundary.
 - Floors above unconditioned space:
 - If a basement or crawlspace contains none of the equipment above and is not directly connected to a space within the thermal boundary, the area may be considered outside of the thermal boundary. In this situation the ceiling of the space may be considered appropriate for insulation.
3. **Basement Foundation Walls:** Insulate the basement foundation walls to extend to at least 18" below the exterior grade level to reduce thermal bridging.
4. **Special Case of Closed Cavities with Existing Insulation:**
 - For 2" x 4" or 2" x 6" cavities, install dense pack insulation when the existing insulation thickness is equal to or less than 50% of the thickness of the cavity.
 - For 2" x 8" floor cavities, install dense pack insulation when the thickness of the existing insulation is equal to or less than 6".
 - For 2" x 10" floor cavities, install dense pack insulation when the thickness of the installed insulation is equal to or less than 7.5".

Package C (Windows Add-On): Replace existing windows with new ENERGY STAR® or equivalent listed windows or ENERGY STAR® storm windows or insulated panels so the end condition of the home's

³ Unconditioned Spaces: Locations where there is no direct/indirect heating provided from mechanical systems.

window area is at least 80% ENERGY STAR® listed. To be eligible for Package C, the home must meet all performance requirements of packages A and B (option 1).

- Windows must be replaced, or storm windows or insulated panels must be installed as part of the scope of work to receive Package C incentives.
- If the home's window area is already at least 80% ENERGY STAR®, the home is NOT eligible for Package C incentives if any windows are replaced.

Table 4. Standard Package Requirements

Standard Package Improvements	Units	Minimum	Good	Better	Windows Add-On
Windows	ENERGY STAR®	ENERGY STAR® equivalent			x
Storm Windows or Insulated Panels	ENERGY STAR®	ENERGY STAR®			x
Wall Insulation	R-Value	R-14		x	x
Floor Insulation	R-Value	R-19/30		x	x
Knee Walls	R-Value	R-15	X	x	x
Gable End Walls	R-Value	R-14	X	x	x
Attic Insulation	R-Value	R-40 overall	X	x	x
Attic Hatch Sealing and Insulation	R-Value	R-20	X	x	x
Attic Pull-down Stair Sealing and Insulation	R-Value	R-13	X	x	x
Rim Joist Sealing and Insulation	R-Value	R-14	X	x	x
Envelope/ Load Reduction Incentives			\$2,500	\$3,000	\$2,000

Note: The requirements listed in Table 4 are minimum pilot requirements to qualify for Comfort Home incentives. It is the contractor's responsibility to ensure full compliance with the standard load reduction packages as well as with all applicable building codes.

4.2.1. Accessibility to Perform Work

Comfort Home requires an area to substantially treated in order to qualify for program incentives. Minor inaccessibility, if less than 10% of total area, can be identified as completed as part of the program requirements. Achieved effective R-values should be entered into NYHEP.

Acceptable:

- One small area of the rim joist is inaccessible due to panel wiring cluster, ducts, or partial drywall.
- Less than 10% of the attic is inaccessible and the rest of the attic is treated to R-40.

Not Acceptable:

- Attic, rim joist, wall, floor, or other area is largely inaccessible. Projects with these access limitations are not a candidate for Comfort Home.

4.2.2. Blower Door Measurement Requirement

The contractor is required to measure pre-work blower door leakage rate (CFM50). A post-work blower door measurement is also required and should be submitted on the Load Reduction Install for all projects. The Contractor is required to take photos of the manometer for the Blower Door Test In and Test Out values and keep on file internally. The contractor does not have to submit photos in NYHEP, but the photos can be requested at any time by NYSEDA if the project is selected for review.

Blower Door Tests are not required for the following situations:

- When hazardous materials are present or suspected but must be documented in NYHEP when the installation is submitted. Photos must be taken of the hazardous material conditions.
 - When the home has wall to wall drop down ceilings and a panel can't be moved. If a panel or tile can be moved, the air pressure above and below the ceiling is equalized and the blower door test should be performed.
- An active fire is present in an atmospherically vented fireplace or wood stove.

4.2.3. Dense Packing Walls

When proposing to dense packing ceiling slopes and/or wall cavities, the proposed cavities must have a minimum void depth of 2 inches.

- Example: A 2x4 wall cavity with 2 inches or more of pre-existing fiberglass insulation would not be eligible.
- Example: A 2x6 wall cavity with 3 inches or less of pre-existing fiberglass insulation would be eligible.

Contractors must conduct a thorough assessment of wall cavities or ceiling slopes before proposing these areas for additional insulation work through Comfort Home. Workscope submissions that include the dense packing of wall cavities or ceiling slopes where the proposed cavity includes pre-existing insulation must include photos of the existing wall cavity conditions to support that the combined R-value and density of new and existing insulation will meet manufacturer installation specifications.

4.3 Minimum Production Requirement

In 2025, Participating Contractors are required to complete a minimum of twelve (12) projects. Starting January 1, 2026, Participating Contractors are required to complete a minimum of twenty-four (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. Following acceptance into the Pilot, Contractor performance will be evaluated at six months. Contractors not on pace to meet minimum production requirements will be required to work with the Comfort Home team and submit a work plan for meeting Pilot production requirements.

A Participating Contractor who fails to meet the production requirement one year after the execution of this Agreement will be placed on probation for a period of 90 days. During that time the Participating

Contractor will be required to meet the annual production requirement or report a minimum of three (3) completed projects. If a Participating Contractor fails to meet the project completion requirement during the probationary period, their participation in the Pilot will be subject to termination. Refer to section 7 for additional information about Pilot disciplinary designations.

5. Customer and Project Eligibility

5.1 Customer Eligibility

For a customer to be eligible to participate in the Comfort Home Pilot, the individual must be the owner of a one- to four-unit residential property in New York State, or be authorized by the owner to make home improvements to the property and be an electric customer of Consolidated Edison of New York, Inc., New York State Electric and Gas Corporation, Orange & Rockland, Rochester Gas and Electric Corporation, Central Hudson or National Grid and pay into the System Benefits Charge Fund. Homes with municipal electric service or service from PSEG LI are not eligible for this pilot.

Homes owned by the Contractor providing the service are ineligible or in certain cases may otherwise be approved in advance by NYSERDA.

5.1.1. Income Eligibility for Comfort Home

The Comfort Home Pilot has specific goals directed ONLY for market-rate customers. Income-eligible customers are encouraged to seek assistance through EmPower+ program for air-sealing and insulation measures.

Homes served in the last 3 years under EmPower, Assisted Home Performance with ENERGY STAR® (AHPwES), or EmPower+ are not eligible to receive incentives from the Comfort Home Pilot for insulation measures under Package A and Package B.

Income eligible homeowners who are interested in window replacements are allowed to participate in Comfort Home as well to complete window upgrades under Package C for a \$2,000 incentive if the following requirements are met:

- The home meets the minimum requirements for Package A and Package B (option 1) after going through EmPower, AHPwES, or EmPower+.
- An assessment is completed to show the home's conditions after the work was completed in EmPower, AHPwES, or EmPower+.
- The EmPower, AHPwES, or EmPower+ Completion Report is submitted in NYHEP at time of Assessment.
- The home meets all other Comfort Home eligibility requirements mentioned in section 5 Customer and Project Eligibility.
- The proposed window work scope meets the Comfort Home Package C requirements.

Homeowners are not required to utilize the same contractor for both scopes of work, however the window installer must be a participating Comfort Home contractor.

5.2 Participating Contractor Non-Eligible Projects

Participating Contractors who are the owners of the company are prohibited from providing energy efficiency services and accepting program referrals from their own company on their own residence unless they hire a different Comfort Home Participating contractor to complete the work on behalf of them. Employees of a Participating Contractor can utilize the Comfort Home program and the company that they are employed at to receive energy efficiency services and accept program incentives and referrals.

5.3 Customer Utility Release Form

The customer must complete and sign a Customer Utility Release Form for submission to NYSERDA by the contractor. The contractor must upload either a scanned signed copy of the form or a pdf with the customer's digital signature. The form has to be signed by the person whose name is on the utility account. The "customer" in NYHEP must be the same as the Customer Utility Release Form. After uploading the scanned copy, the paper form should be shredded or securely disposed of. Projects completed without an accompanying Customer Utility Release Form are not eligible for incentives from NYSERDA.

5.4 Project Eligibility

Specific housing styles, heating systems, and fuel types will be identified as high potential for heat pump sales within the pilot regions and the standard packages were designed with these specific housing types in mind. Contractors working with customers with homes that have more complicated geometries and features may need to sell add-on services that go beyond those included in the pre-designed standard packages. NYSERDA encourages contractors to sell the standard packages defined for the Comfort Home pilot, but contractors may provide customers with the specific improvements that best suit the home, including customizations that enhance the standard package offer; however, the incentives tied to the standard packages remain the same. Financing is available to all eligible customers participating in the Comfort Home Pilot through NYSERDA's Green Jobs – Green New York (GJGNY) financing.

Homes (Sites) must meet the following criteria to be **eligible**:

- Residential buildings with one to four dwelling units, including manufactured, mobile homes, and townhomes
- Single family homes

Homes (Sites) that fall under the following criteria are **not eligible**:

- Commercial facilities, such as motels, group homes, dormitories, shelters, monasteries, nunneries, assisted living facilities and nursing homes
- Multi-unit residential buildings that have more than four dwelling units, including condominiums
- Shared buildings that have both commercial and residential spaces

5.4.1. Knob-and-Tube Wiring

BPI standards, the National Electrical Code, and industry best practices prohibit installing insulation that comes into contact with knob-and-tube wiring.⁴

- When insulating, ensure that no insulation is in direct contact with knob-and-tube wiring.
- Comfort Home packages require complete measure installation. If 90% or more of the attic can be safely air-sealed and insulated, then the project is eligible for Comfort Home.
- A home with knob-and-tube wiring in the attic that doesn't allow at least 90% of the attic insulation to be installed is not eligible for Comfort Home.
- A home with knob-and-tube wiring in the walls is not eligible for Comfort Home package B (Good package).

5.5 Construction Type

The Comfort Home platform is used to manage project workflow and estimate package savings for Ranch, Colonial, and Cape Cod style homes. While other style homes will be accepted into the pilot, the contractors should be encouraged to try to match these home types to align with the simplified modeled package savings per the Pilot design.

5.6 Substantial Renovations

Homes where substantial renovation is planned are eligible for Comfort Home incentives per the requirements as described. The contractor shall enter baseline conditions based on assessment of the home condition prior to beginning renovation work. It is not generally acceptable to document the existing condition as the state after full deconstruction has been completed (i.e., no wall insulation, etc.).

The following types of substantial renovation projects are eligible:

- Recently purchased homes
- Occupied homes, or homes unoccupied for period of not more than 30 days, including but not limited to, work involving deconstruction or construction of new interior walls, thermal envelope improvements, heating system updates
- Construction work of a nature requiring that the building, buildings, or space within be out of service for less than 30 consecutive days

⁴ NEC article 394.12

BPI: <https://www.bpi.org/sites/default/files/Technical%20Standards%20for%20the%20Envelope%20Professional.pdf>.

The following types of substantial renovation projects are not eligible:

- New construction
- The addition to or expansion of a building
- Change of use reconstruction projects

5.7 Multi-Unit Buildings

The number of heating systems will determine how many “projects” and how many incentives will be applicable.

If the whole building is heated with one system, then the whole building is entered into NYHEP as one project:

- One incentive will apply for the whole building.
- All areas must be upgraded in order for the building to qualify for Comfort Home incentives.
- If package A is proposed, the entire attic must be air-sealed and insulated, even if the attic spans multiple units.
- If package B with wall insulation is proposed, all above grade exterior walls must be insulated.

Multi-unit buildings that have separate space heating systems for each unit are eligible for separate Comfort Home incentives for each unit:

- Each unit should be entered as a separate project in NYHEP.
- Each unit/project will require a signed Customer Utility Release Form.
- Each project should use the conditioned floor area associated with that unit.
- Each project should include details about the HVAC and water heating system associated with that unit.
- Each project should use the improved “areas” (insulation, air sealing, windows, etc.) associated with that unit.
- Each project should use the actual attic area over the unit.
- Each project should use the actual basement square footage and rim joist length for the portion under the unit.
- Each project should use the actual floor square footage for foundation ceiling if insulating the basement ceiling for the unit.
- A second-floor unit should identify its basement/foundation as “conditioned.”
- A first-floor unit with a second-floor unit above it should list Existing Attic Floor R Value as 59, Attic Hatch or Stair Air Sealed? As “Yes” and Attic hatch Insulation R-Value as 59.
- The building does not need to be owner occupied.

Table 5. Scenarios for NYHEP Enrollments – Landlord/Tenant

Situation	Enrollment Requirements
Homeowner/Landlord are on utility bill	Customer record is homeowner/landlord name and account #
	Homeowner/Landlord would sign the URF
	Homeowner/Landlord would sign the Contract
	Even if the tenant pays the utility bill on behalf of the homeowner/landlord, the tenant would not be listed in the customer record, or on the URF
Tenant is on the utility bill.	Customer record is tenant name and account #
	Tenant would sign the URF
	Homeowner/landlord would sign the contract. A note needs to be included in NYHEP enrollment explaining the relationship between the two.
Homeowner/landlord is on the utility bill but tenant will pay for the work.	Customer record is homeowner/landlord name and account #.
	Homeowner/landlord would sign the URF.
	Tenant would sign the contract.
	Homeowner/landlord would sign the Building Owner Permission Form.

6. Comfort Home Pilot Contractor Workflow

This section outlines details regarding the data collection and documentation required for the Pilot.

6.1 Comfort Home Pilot Workflow



6.2 Comfort Home Workflow General Notes

- Customers may be directed by various marketing campaigns to the customer application/questionnaire available on the NYSERDA Comfort Home website.
- All Comfort Home projects will be executed according to the Comfort Home Pilot Workflow section and the Contractor Quick Start Guide.
- NYSERDA will provide data-entry training during the on-boarding process.
- Data about the customer's home must be entered into the Comfort Home platform to generate a Comfort Home Assessment report. All required fields are indicated in the web form and will be identified during the on-boarding training.
- Contractors are strongly encouraged to use an internet-connected computer or tablet if onsite at the customer's home to capture all required data. Alternatively, detailed notes and photos can be captured during the home visit, then transcribed into the Comfort Home platform later. It is the contractor's responsibility to ensure that all information is accurately captured and documented with photos.
- It is the contractor's responsibility to, upon request from NYSERDA, provide photos taken at the time of the initial site visit and after installation of the standard package improvements, especially of improvements that will not be accessible after installation. Photos support the quality assurance process by providing the required documentation (Refer to section 7.5 for Quality Control Requirements).
- A Customer Utility Release Form must be signed by the customer for each Comfort Home Pilot project.

6.3 Required Software

NYSERDA selected NYHEP as the data entry tool (Comfort Home platform) for all Comfort Home Pilot projects. Current versions of web browsers such as Chrome, Firefox, Microsoft Edge, and Safari are compatible with the Comfort Home platform. Participating contractors may opt to print the Data Collection Form available on SharePoint to collect home and energy efficiency improvement information while at the home, or alternatively may enter data directly into the Comfort Home platform. Users should be notified that the pilot version of this software does not have local device storage and data may be lost if the internet connection goes down while in the home.

6.4 Comfort Home Pilot Reports

- **Comfort Home Assessment Report**—The initial report provided to the customer to show three optional standard package offerings and the cost benefit for air sealing and insulation.
- **Comfort Home Completion Report**—A customer-facing report that shows the selected standard package, project cost, and estimated heating and cooling load reduction for completed work.

6.4.1. Assessment

Upon initial virtual energy assessment or visit to the home, the participating contractor will enter required data for NYSERDA research into the Comfort Home platform and produce a Comfort Home Assessment Report to provide to the customer. If the contractor chooses to use the initial site visit to make the sale, cost-benefit information from the report may be used to help guide the consumer to select the standard package best for them and can determine the financing approach for their project.

Blower door measurement is requested, but not required, at the time of the assessment. For assessment purposes, the contractor may report the approximate level of air leakage for the home. The contractor can perform the pre-work blower door measurement (CFM50) before the crew starts on the air sealing and insulation work, then complete the post-work blower door test after the work is complete.

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 Completion 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.

6.5 Workflow Submission Timeline

To maintain accurate and current reporting and allow timely quality assurance inspections, Comfort Home workflow submissions into NYHEP must take place within 30 days of completion of the on-site work.

1. Unless alternative agreements are reached with NYSERDA, Comfort Home assessments must be entered into NYHEP and submitted within 30 days of completion of the on-site assessment.
2. Unless alternative agreements are reached with NYSERDA, Comfort Home load reduction installations must be entered into NYHEP and submitted within 30 days of completion of the on-site work by the Contractor.

6.6 Customer Options for Declining Comfort Home Services

If a customer does not wish to proceed with the Comfort Home standard package, the following guidelines apply:

- The participating contractor will indicate in the Comfort Home platform that the customer does not wish to proceed with Comfort Home Pilot project and upload a completed Customer Utility Release Form to SharePoint. NYSERDA will pay only the Comfort Home Site Assessment incentive, no other incentive will be paid under the Comfort Home Pilot.
- Customer participation in any other NYSERDA program or offering is subject to the rules of that program or offering.

7. Quality Assurance, Compliance, and Participation

7.1 Participation Status

Participating contractors will be classified in one of the following status designations applicable only for the Comfort Home Pilot: provisional, full, probationary, suspended, or terminated. Each designation will be subject to limitations or requirements associated with that designation. NYSERDA reserves the right to modify the definition, limitations, and requirements of these designations. A participating contractor's progression into and/or through any status designation is determined at NYSERDA's sole discretion.

Provisional Status—All new participating contractors will initially be classified as provisional and listed on NYSERDA's website. Following the completion of the fifth project review, NYSERDA will conduct a formal review to evaluate a change in status. Evaluation for a change to full status will be based on the quality and consistency of work and full compliance with pilot rules including current qualifications and having met all training requirements as previously described.

Full Status—Participating contractors who successfully complete the terms of the provisional period will be listed as full status, and must meet the following criteria:

- Deliver projects that pass (i.e., score of 3.0 or better) Quality Assurance (QA) field inspections consistently and maintain an average score of at least 4.0 during the Comfort Home Pilot period.
- Meet Pilot standards in terms of timely responses to NYSERDA communications and QA corrective-action requests.
- Take effective correction actions to deficiencies in performance as identified by NYSERDA.

Probationary Status—Probation is prescriptive in nature with both a specific list of requirements and time frame for achieving results. Participating contractors that fail to consistently meet the requirements of the Comfort Home Pilot may be placed in probationary status. The reasons are as follows:

- Violation of pilot rules or ethical standards.
- Failure to consistently deliver completed projects that pass the QA field inspection standard.
- Failure to take effective corrective actions on a critical or major deficiency or a repeated incidental or minor deficiency in work quality or performance.
- Three or more corrective action notices that have not been responded to, or remain unresolved, for more than 30 days.

The probationary period will not be less than 30 days and will not exceed 90 days. Projects completed by a participating contractor on probationary status may receive enhanced QA oversight. During the probationary period, the participating contractor:

- Will remain on the NYSERDA website.
- May continue to submit new projects, subject to restrictions based upon the reason for the probationary status.
- Must remediate all issues related to probation, as directed by NYSERDA.
- Must submit an agreed-upon action plan in writing designed to ensure future violations are avoided.
- Must demonstrate successful results through a specified number of completed projects.
- Upon completion of the action plan and review of probationary period QA results, NYSERDA has sole discretion to determine the status of the participating contractor.

Suspended Status—Participating contractors who fail to respond to prescriptive probation or commit more serious violations of pilot rules will be suspended. Suspension will occur for the following reasons:

- Failure to adequately fulfill the terms of the probationary period.
- Investigated for, or engagement in, practices that put the public or pilot at risk.
- Outstanding and unresolved request(s) for return of incentive to NYSERDA due to failure to meet pilot requirements.
- Submitting any pilot application or incentive application documentation falsifying required items, including permits, approvals, and site owner signatures.
- Failure to consistently deliver completed projects that pass the QA field inspection standard.

During a suspension, the participating contractor:

- Will be removed from NYSERDA's website.
- Will not be allowed to submit projects to the pilot.
- Must complete any work in progress at the time of suspension.
- Is prohibited from representing him/herself as a participating contractor except in the execution of remedial action.
- The contractor may, depending on the reasons for suspension, be directed by NYSERDA to remediate issues related to the suspension and required to submit an agreed-upon action plan in writing designed to ensure future violations are avoided.

Suspended participating contractors will either progress to probationary status upon satisfactory completion of the specified remedial activities or resolution of related issues or be terminated.

Terminated Status—Participating contractors who fail to respond to prescriptive and disciplinary measures or have committed serious violations of pilot rules may be terminated. Reasons for termination are as follows:

- Suspended status for more than 30 days and unresponsive or failed to adequately fulfill the terms of their suspension.
- Credentials expire while suspended.
- Submitted falsified documents or unauthorized signatures to the pilot.
- Committed illegal actions while participating in the pilot.
- Convicted of a criminal charge casting the pilot in negative light or calls the integrity or workmanship of the participating contractors into question.
- Grossly violating pilot and pilot standards.
- Repeated billing for uninstalled improvements.
- Failure to meet the terms of the provisional period.

Terminated contractors are prohibited from further participation. Site owners with incomplete projects will be notified of the contractor's termination. If appropriate, NYSERDA may notify the New York State Attorney General, the New York State Department of Labor, the Better Business Bureau, or others of the decision to terminate the contractor. The officers, directors, and owners of the terminated contractor are prohibited from holding positions of that nature with other participating contractors. Regardless of Pilot status, participating contractors will remain responsible for fulfilling any outstanding obligations to the pilot of site owner as directed by NYSERDA.

Inactive Status—A participating contractor may be declared inactive if they have not had an approved project in the Comfort Home Pilot within a three-month time period. They will be removed from the website, no longer receive email notifications, or be eligible for incentives. Should they wish to participate in the future, they may reapply under the rules in place at that time.

7.2 Past Participants

Contractors renewing their Participation Agreements who have not completed a minimum of 12 projects during the past 12 months may, at the Pilot's discretion, be re-designated as Provisional and be required to meet the above criteria to be considered "Full" status.

7.3 Quality Assurance/Quality Control

All measures must be installed by the Participating Contractor. Measures installed by anyone other than a Program Participating Contractor are not eligible for incentives. All measures must be installed per manufacturer instructions, program guidelines, and BPI standards.

The Provisional Participating Contractor must complete a minimum of three projects meeting the minimum standard quality assurance (QA) requirements. These QA requirements must be met by the sixth inspected project or within a period of one year from the date of completion of the first completed project, whichever comes first.

Alternatively, the Participating Contractor must have consistently delivered quality projects for a period of greater than one year with an average score of all completed projects exceeding the minimum standard QA requirements, have no more than three (3) failed QA inspections at any time during the 12-month period, and have a positive correlation of performance over 12 months. Status may proceed to 'Full,' be extended as 'Provisional,' or the Participating Contractor may be terminated from further participation.

At any time during, or at the end of a Participating Contractor's Provisional period, NYSERDA can change the Participating Contractor's status to Probation, Suspension, or Termination for any reason including, but not limited to poor workmanship, lack of responsiveness, Pilot participant complaints, unprofessional behavior, or failure to meet minimum production requirements of the Pilot.

In addition to QA, Contractor will be subject to Quality Control (QC) for in-progress work. QC inspections can include desktop reviews and/or in-person site visits.

7.4 Status Review Process

The status review process for administering probationary, suspended, or terminated status is as follows:

NYSERDA will provide written notice at least 10 business days before its intention to act. The notice will outline the specifics for disciplinary action along with supporting documentation for the proposed action. During the notice period, the participating contractor will have an opportunity to respond. If the participating contractor fails to respond to NYSERDA prior to the end of the notice period, the stated disciplinary action will go into effect without further notice.

NYSERDA will promptly review any request for an appeal received within the notice period and confirm, reverse, or place its action on hold based on a review of all information within 10 business days of receipt. Final action letters will be sent via email and U.S. mail. The notice period commences on the date of the email from NYSERDA. NYSERDA reserves the right to shorten these notice periods or take immediate action in the event of an emergency, as determined by NYSERDA.

7.5 Quality Control Requirements

The Implementation Contractor, TRC, manages the quality control response and will work with contractors to address root causes of QA findings to improve first time quality performance.

- NYSERDA's Quality Assurance team will inspect a sample of Comfort Home projects and issue reports directly to contractors through the SharePoint Document Library. Reports will be graded Pass/Fail and failures will be detailed. Comfort Home Quality Assurance staff will reach out to contractors regarding nonconformances for projects with failures. Nonconformances should be resolved in 30 days.
- Contractor must maintain the required photos listed in this manual and provide the relevant photos to resolve nonconformances.

8. Green Jobs - Green New York Residential Financing Program

The Green Jobs - Green New York (GJGNY) Act of 2009 established a revolving loan fund to provide loans to finance energy audits and energy efficiency retrofits or improvements including renewable technology installations. Participating contractors can offer customers this financing option as part of the Comfort Home sales tools. To offer GJGNY financing, Contractors will need to also become a participating contractor with Slipstream (EFS). Slipstream was competitively selected by NYSERDA to provide loan origination services. Slipstream reviews applications and originates loans pursuant to underwriting criteria established by NYSERDA. Slipstream closes on the loan, disburses proceeds to the participating contractor and then submits the loan to NYSERDA's loan servicer.

Visit Energy Finance Solutions for the Slipstream participation agreement and other information.

Once accepted, contact NYSERDA at comforthome@nyserda.ny.gov to confirm your participation.

8.1 Customer Application

Your customers (site owner) can then complete the online application with Slipstream to determine loan eligibility.

Should the customer meet the underwriting criteria, the customer will receive a pre-approval letter.

8.2 Contractor Submits Information to Slipstream

Once approved to participate, you may begin to offer your customers GJGNY Loans to finance the energy efficiency improvements you install. Every project that is financed with a GJGNY Loan must have an energy assessment completed prior to work commencing. For projects that are financed with a GJGNY Loan you must submit the following documents directly to Slipstream in accordance with the [GJGNY Residential Financing Program Manual](#):

- ProForma
- Customer Contract
- Comfort Home Post-Install Measure Report (generated and downloaded from the Reports page in NYHEP)

8.3 Contact Information

- Questions regarding pulling financing information from the Comfort Home platform can be directed to:
Phone: 1-800-284-9069
Email: support.residential@nyserda.ny.gov
- General questions regarding the Green Jobs - Green NY Residential Financing Program can be directed to:
Heather J. Clark, Assistant Director – Financing Solutions
Phone: 518-862-1090 ext. 3253
Email: heather.clark@nyserda.ny.gov
- Questions related to application and loan underwriting can be directed to:
Slipstream
Phone: 1-800-361-5663
Email: efs@energyfinancesolutions.com
- Consumer questions related to loan payments can be directed to:
Concord Services Corporation
Phone: 1-866-856-4403
Email: cs@concordservicing.com

9. Comfort Home Pilot Contact Information

Residents:

Pilot Contractors can direct NYS residents to the (866) NYSERDA or (866) 697-3732 to learn about Comfort Home and other programs

General Questions and Inquires for Contractors:

Email: support.residential@nyserda.ny.gov

Call: (800) 284-9069

Escalations:

Keith Bohling – NYSERDA Program Manager

Email: keith.bohling@nyserda.ny.gov

Call: (518) 738-2830

10. Coordinated Incentive Program for Westchester County

In Westchester County, Consolidated Edison (Con Edison) and the New York State Energy Research and Development Authority (NYSERDA) have come together to make energy upgrades more affordable for homeowners. This partnership aims to increase customer demand for energy upgrades driving an increase in business for our participating contractor network. Together, Con Edison's Weather Ready Program and NYSERDA's Comfort Home Program will pilot deeper retrofit projects through expanded homeowner incentives.

To minimize confusion and ease the administrative burden in Westchester, Con Edison partnered with ICF to process all residential weatherization projects for aggregators and contractors in their electric and gas service territories.

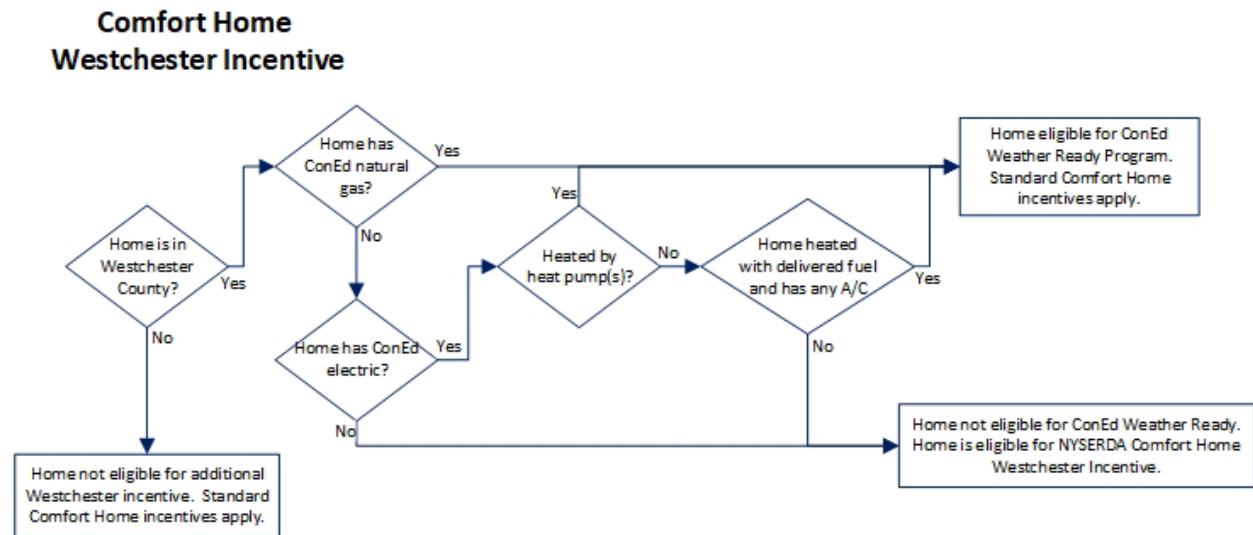
10.1 Who Is Eligible?

The following flowchart depicts which homes are eligible for incentives through ConEd and which homes are not.

If the home is in Westchester County and does not meet with ConEd WeatherReady criteria, NYSERDA will pay an additional \$1,000 incentive on top of standard NYSERDA Comfort Home Package Incentives.

Customers are encouraged to convert to a heat pump as a home heating solution in conjunction with weatherization work, or after weatherization work is completed.

10.1.1. Eligibility Flow Chart



10.2 Program Details

The following Con Edison Weather Ready Program and NYSERDA Comfort Home incentives may both be applicable for projects in Westchester County that meet the respective program eligibility requirements.

10.2.1. Con Edison Weather Ready

Eligible Con Edison customers are eligible for an incentive paid by Con Edison for load reduction installations that include the installation of insulation and air sealing improvements. See the Con Edison Weather Ready Program Guide for a full list of eligible measures and homeowner/contractor facing incentives.

Table 6. NYSERDA Comfort Home Incentives from NYSERDA

Packages	ConEd Eligible	Not ConEd Eligible
Package A	\$2,500+ ConEd Incentive	\$2,500 + \$1,000
Package B	\$3,000+ ConEd Incentive	\$3,000 + \$1,000
Package C	\$2,000+ ConEd Incentive	\$2,000 + \$1,000

10.2.2. NYSERDA Comfort Home

Westchester customers are eligible for incentives from NYSERDA's Comfort Home Program based on the measure package installed. These incentives are customer incentives; therefore, the contractor must subtract them from the total project cost in the contract. NYSERDA will issue payment directly to the contractor.

Contractors should submit projects directly to NYSERDA's Comfort Home Program and NYSERDA will notify contractors if the project also qualifies for the Con Edison Weather Ready Program. Contractors will then be required to submit additional required documentation to ICF, who will administer the Con Edison Weather Ready Program Incentive for eligible customers in Westchester County.

10.3 Project Eligibility and Submission Requirements

Table 7. Eligibility and Submission Requirements

Required Documents	
Pre-Installation: NYSERDA Utility Release Form, signed by customer NYSERDA Owner Services Agreement (required only for projects commissioned by renters/tenants)	Pre-Installation: Customer agreement, including a scope of work Pre-Installation photo set (Con Edison Program Guide details examples)
Post Installation: Project scope of work “Customer Contract,” signed and dated by customer and contractor; incentive deducted from project total cost	Post Installation: Project Submission Checklist Completed form “Signature Packet” signed by customer and contractor Including customer COVID-19 Precautionary Acknowledgment, Home Assessment Checklist, signed by customer and contractor Project scope of work “Customer Contract,” signed by customer and contractor; incentive deducted from project total cost, areas addressed, quantities (sq. ft, etc.) Post Installation Photo set (Con Edison Program Guide provides example) If blower door test was conducted include blower door test in and test out photos of manometer
Where to Submit	
Submit all projects to NYSERDA’s NYHEP Platform https://homeportal.nyserda.ny.gov Upload NYSERDA Utility Release Form to contractor company’s Document Library on NYSERDA Comfort Home SharePoint	Submit all pre-approved projects and supporting documentation to Con Edison’s Weather Ready Program – Online Intake Tool
Submission Process	
Prior to Installation: Upload the Utility Release Form NYHEP with the Assessment Submit Assessment using NYHEP Platform NYSERDA will notify the contractor when the assessment and incentive has been approved.	Prior to Installation: Submit required “Pre-Installation” documents to ICF through your contractor company’s secured RWP OneDrive folder ICF will notify contractors or aggregators when the project has been pre-approved.
Post Installation: Upload the Customer Contract to the Document Management Section of NYHEP Submit Install using NYHEP Platform NYSERDA will notify the contractor the install has been approved and Package incentives will be paid upon approval.	Post Installation: Submit Required “Post Installation” documents to ICF via Con Edison Weather Ready Program – Online Intake Tool ICF will notify the contractor the project has been approved, the RWP Incentives and Performance Incentives (if applicable) will be paid upon approval.

Appendix A: Electronic Signature Policy

NYSERDA recognizes the value of electronic signatures in improving the efficiency of services and is carefully implementing these new procedures, and limit liability risks to contractors and the programs. Some use of electronic signatures has been approved and NYSERDA has developed electronic PDF versions of these forms for use in the field. While new procedures are in development it is critical that contractors ensure the integrity of the signature process, as follows:

1. Signatures are a declaration that a customer or contractor understands and accepts the statements above the signature. In some cases, they serve as an attestation that a contractor has taken responsibility for the statements in the document. As such:
 - a. It is inappropriate to transfer one signature to another document.
 - b. Altering documents by changing dates of signature or pricing is not allowable. It is unlawful to alter a document after a customer has signed it.
 - c. Changing pricing or signature dates after the signature was obtained will be cause for disciplinary actions from NYSERDA.
2. Authentic signatures are critical. Currently the only acceptable processes for obtaining signatures are as follows:
 - a. The customer's physical signature on a paper document (a "wet signature").
 - b. An electronic signature created by the customer directly on the specific document, after the document has been completed. Staff must ensure that no data points above the signature are modified after the signature has been executed.
 - c. If a customer is incapable of providing a signature according to the above, please document the reason on the form.
3. Cutting and pasting a signature from another document or forging a signature can result in disciplinary action from NYSERDA.

If you have questions about what is acceptable, please contact the program using the contacts listed in section 9.

Appendix B: Sample Contract and Work Scope

After the Participating Contractor and the homeowner agree upon the work to be performed, the Participating Contractor must present the homeowner or a duly authorized representative with a written contract that clearly itemizes all work to be performed and the corresponding price for each measure. A sample contract template has been provided for reference purposes only. Participating Contractors are free to use their own standard contract; however, any contract must be signed by both the Participating Contractor and the homeowner/representative. The signed contract must be submitted to the Program.

It is important to emphasize to any prospective customer that Participating Contractors are independent home improvement contractors. Participating Contractors are required to maintain certifications for the work they are performing through the Program.

NYSERDA, through its Quality Assurance Implementer inspects a sample of completed Comfort Home projects to ensure quality, consistency and compliance (including adherence to BPI health and safety standards). Participating Contractors must warrant their own work. Neither NYSERDA, the Program Implementation Contractor, nor the Quality Assurance Implementer warrants the products and/or services of the Participating Contractor.

Sample Contract/Work Scope
HOME IMPROVEMENT COMPANY

ADDRESS

CONTRACT

Homeowner's

Name _____ Date _____

Address _____

Job Location _____

City, State, Zip Code _____

Phone # _____

Cell Phone # _____

Home Performance Contractor's Representative Name

Approximate Project Start Date _____

Approximate Project Completion Date _____

Does the project need to be completed by a certain date? Yes ____ No ____

DESCRIPTION OF LABOR/MATERIALS & PRICES (subtotals preferred)
Insulation (specify surface type, approximate sq ft, material, depth, and scope of work)

Insulate 800 sq ft of attic floor

\$COST

Blow cellulose, 12" loose fill on top of existing 3" fiberglass (R-50)

Baffle as needed to keep insulation out of soffit vents and deter windwash

Includes building foam board retaining wall around attic hatch

Includes weather stripping and attaching 2" foam board to attic

hatch Installation of 3 roof vents

Insulate 200 sq ft of floor behind the knee wall

\$COST

Drill holes into attic floor to access uninsulated floor cavities

Blow 6" dense packed cellulose (R-19) into all accessible cavities of the attic

floor Use wooden plugs to patch drilled holes

Insulate 1000 sq ft of exterior sidewalls

\$COST

Install 3.5" dense packed cellulose (R-12)

Includes remove & reinstall siding, drilling, filling, and clean up

Crawlspace – spray approx 100 sq ft of crawlspace walls with 3” closed cell spray foam

\$COST

General attic air sealing

\$COST

Seal visible air leaks with spray foam or other appropriate material Seal plumbing and electrical penetrations

Seal other significant leaks as determined by blower door testing

Windows (specify quantity, type, and where being installed)

\$COST

Install 2 double hung, triple pane, Low-E Argon windows in MBR

Install 1 ENERGY STAR rated double pane picture window in dining room Install 4 hopper windows in basement

Install 1 double pane patio door in kitchen, U-.32

Doors (specify quantity, type, and where being installed)

\$COST

Remove existing front door and install 1 new ENERGY STAR rated entry door Install 1 new storm door in front entry

\$COST

HVAC (include make, model, system specifications, and scope of work)

Install (Make) natural gas furnace (Model#) 90,000 Btus, 95% AFUE, with ECM motor

\$COST

Furnish and install new supply and return air ductwork

\$COST

Provide and install 1 programmable thermostat

\$COST

Provide and install new chimney liner

\$COST

Install (Make) natural gas (Model#) 40 gallon hot water heater with energy factor of 0.67

\$COST

Install (Make) (Model#) 2.0 ton 14.5 SEER air conditioner

\$COST

Health & Safety (must specify each measure being performed by contractor)

Vent existing bath fan

\$COST

Provide and install new CO detector

\$COST

Lighting (specify type and quantity)

\$COST

Provide and install 8 20-watt CFLs

Appliances (include make and model number)

ENERGY STAR clothes washer (Make) (Model#)

\$COST

ENERGY STAR refrigerator (Make) (Model#)

\$COST

SCHEDULE OF PAYMENTS (Contractor to show amount of each payment and specifically identify the state of completion of the works or services to be performed including any materials to be supplied before each such progress payment is due.)

Sub Total _____

Tax _____

Total Price _____

NOTICE OF CANCELLATION

The homeowner may cancel this contract at any time prior to midnight of the third business day after the date of this transaction. See the attached notice of cancellation form for an explanation of this right.

ACCEPTANCE OF CONTRACT

The condition specifications and prices stated on both sides herein are satisfactory and are hereby accepted. The Contractor is authorized to do the work as specified. Payment will be made as outlined above. A copy of this agreement will be furnished to the homeowner upon signing.

Homeowner's SIGNATURE

Date

Contractor's SIGNATURE

Date

(Continued)

ADDITIONAL TERMS, PROVISIONS AND CONDITIONS

1. Any contractor, subcontractor, or materialman who provides home improvement goods or services pursuant to your home improvement and who is not paid may have a valid legal claim against your property, known as a Mechanic's Lien. Any Mechanic's Lien filed against your property may be discharged. Payment of the agreed upon price to the Home Performance Contractor prior to filing of a Mechanic's Lien may invalidate such lien. The homeowner may contact an attorney to determine his/her rights to discharge a Mechanic's Lien.
2. The homeowner may require the recipient or Contractor to deposit the initial advance in an escrow account. In lieu of such deposit, the Contractor may post a bond or contract of indemnity with the homeowner guaranteeing the return of such advance.
3. The Contractor will clean up and remove from the homeowner's property all project-related debris and unwanted materials when the work is completed.
4. The Contractor will carry Workman's Compensation and Contractor's Liability Insurance.
5. The Contractor agrees to procure all required permits in accordance with all applicable local laws. The Contractor is responsible for knowledge of and compliance with all applicable laws, ordinances, rules, and regulations.
6. Any additional home performance work not specified in the original contract must be agreed upon in advance, in writing, signed by both parties. The revised contract must be provided to the homeowner prior to commencing the additional agreed upon work. Prior to work commencing the revised work scope must be approved by the Program. The terms of the original contract shall be incorporated into any additional agreements.
7. In the event that any defects in workmanship or equipment is discovered within one (1) year after payment authorization, the Contractor will remedy, repair, correct, or cause to be remedied, repaired, corrects, or replaced at the Home Performance Contractor's expense. The Contractor shall disclose all terms, conditions and the period of time covered thereby of any guarantee or warranty it offers to the homeowner. The following guarantee/warranty is applicable:

(Continued)
NOTICE OF CANCELLATION

(Enter date of transaction)

The homeowner may cancel this transaction without any penalty or obligation, within three business days from the above date.

If the homeowner cancels, any property traded in, any payments made by the homeowner under the contract or sale, and any negotiable instrument executed by the homeowner will be returned within 10 business days following receipt by the Contractor of the homeowner's cancellation notice, and any security interest arising out of the transaction will be cancelled.

If the homeowner cancels, they must make available to the Contractor at the homeowner's residence, in substantially as good condition as when received, any goods delivered under this contract or sale; or the homeowner may, if they wish, comply with the instruction of the Contractor regarding the return shipment of the goods at the Contractor's expense and risk.

If the homeowner does make the goods available to the Contractor and the Contractor does not pick them up within 20 days of the date of the homeowner's notice of cancellation, the homeowner may retain or dispose of the goods without any further obligation. If the homeowner fails to make the goods available to the Contractor, or if the homeowner agrees to return the goods to the Contractor and fail to do so, then the homeowner remains liable for performance of all the obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice, or any other written notice, or send a fax to:

(Name of Home Performance Contractor : _____)

At (address of Home Performance Contractor's place of business:

_____))

Not later than midnight of _____.

I HEREBY CANCEL THIS TRANSACTION.

(Date)

(Homeowner's signature)



NYSERDA
New York State Energy Research
and Development Authority

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