

# Home Modernization Program Update

Scott Oliver, Program Manager

David Friello, Program Manager

Keith Bohling, Senior Project Manager

Steve Wagner, Senior Project Manager

EmPower +  
Residential Energy Assessments (REA)  
Comfort Home

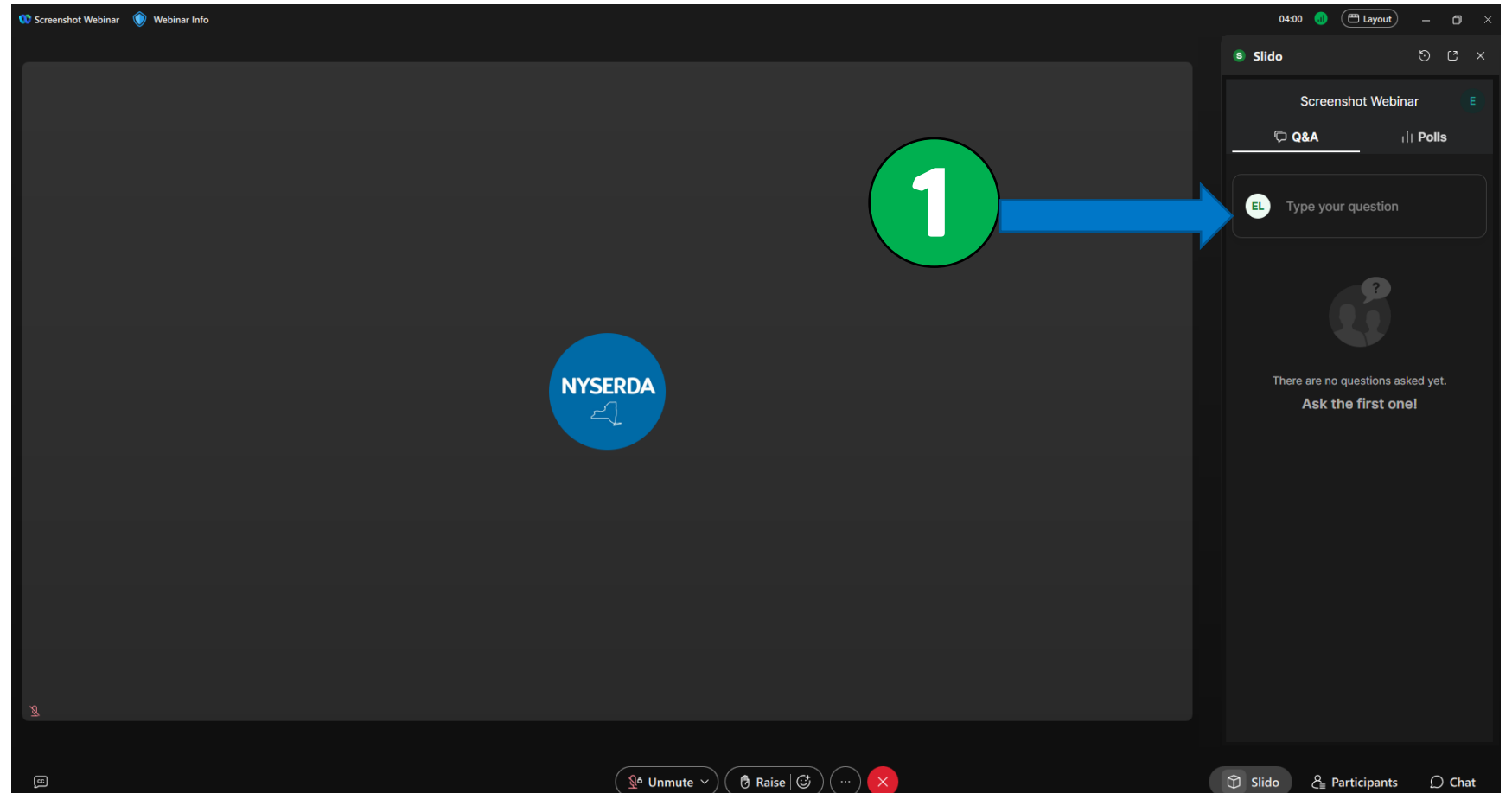
October 3, 2025



# 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

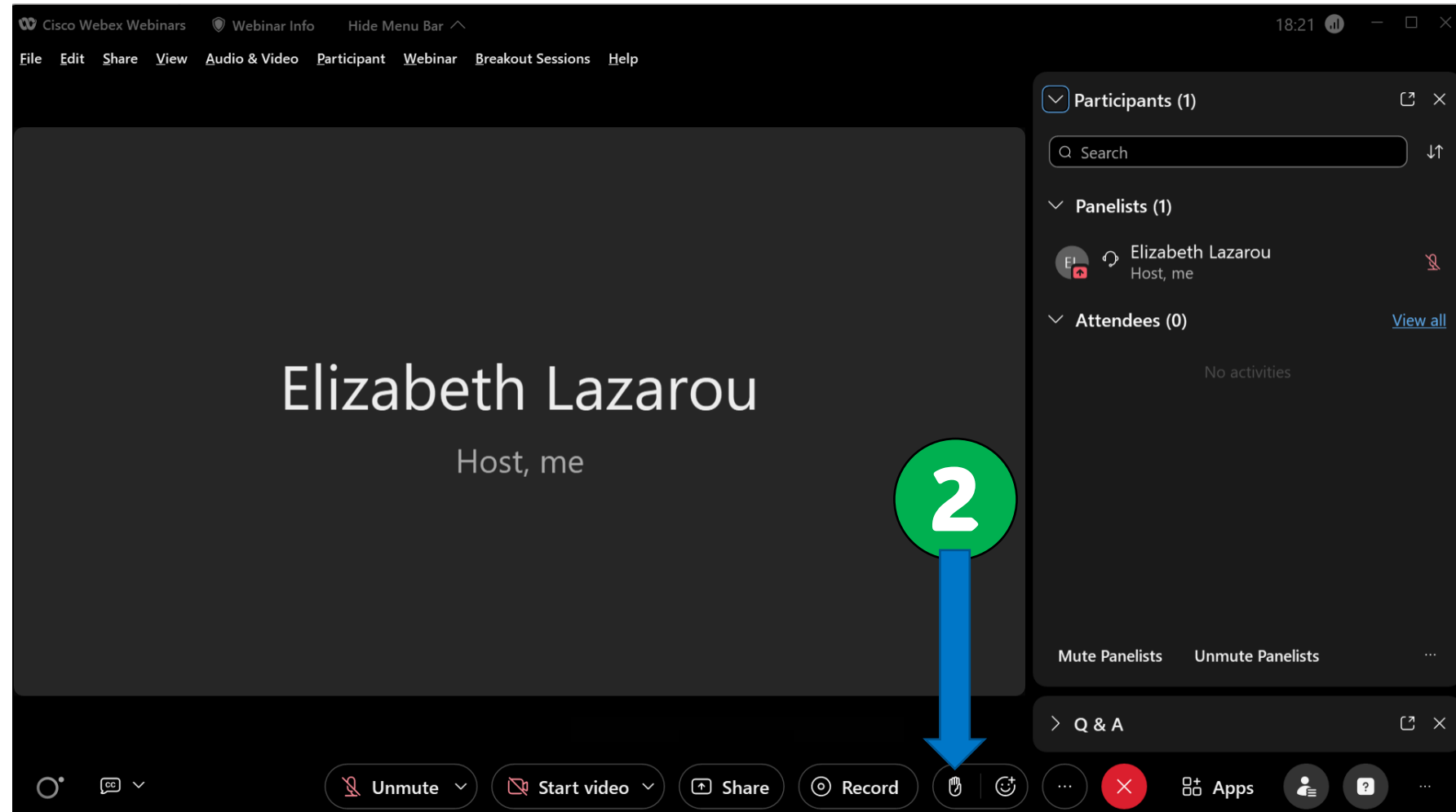


GJGNY:

# 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](mailto:info.residential@nyserda.ny.gov)
- Call-center support for customers to answer questions about program offerings and assist with customer enrollment and applications to EmPower+. Process customer applications for EmPower+ and provide income verification services for program incentives.

### Program Operations and Technical Support

- Implementor: **CLEARresult**
- 1-800-284-9069, calls will be routed to person best able to assist
- [support.residential@nyserda.ny.gov](mailto:support.residential@nyserda.ny.gov)
- Customer support once an application has been approved as well as programmatic and technical support for contractors in the EmPower+ and Residential Energy Assessment and Comfort Home programs.

### TRC



### CLEARresult



**50 YEARS** 1975-2025

## **RMAG**

### **Comfort Home**

Program Update  
Operations Update  
Reminders

### **EmPower+**

No-Heat Guidelines  
Electrical Panel Installation/Upgrade Permits  
Project Acceptance Timeline  
KEDLI Heat Transition  
EmPower+ Mass Media Update

### **Reminders**

Required Utility Information  
Paper Application  
Hub Coordination

### **Quality Assurance Training 2025**

Fire Hazards Training

## **Today's Agenda:**

# Please join us at the end of October at the NYSERDA Residential Market Advisory Group In-Person Meeting in Albany, New York!

- **Register Here:** <https://forms.office.com/r/fb5uJ3ccm3>
- **Date, Time, Location:** Tuesday, October 28, 2025, from 09:00 am – 04:30 pm ET, at the Marriott Albany, 189 Wolf Rd, Albany, NY 12205
- **Meeting Overview:** Participants will hear program and policy updates and participate in two of three breakout sessions: (1) Scaling Up the Residential Clean Energy Workforce, (2) Packaging Low-to-Moderate Income Program Offerings, and (3) Delivering Whole-Home Retrofits with Integrated Energy Solutions.
- **Breakout Highlight - Packaging Low-to-Moderate Income Program Offerings:**
  - Participants will discuss approaches for packaged financial incentives, aiming to simplify administration and maximize impact for Low-to-Moderate Income consumers.
  - This will build on DPS Energy Efficiency / Building Electrification Portfolio engagement.
  - Contractors participating in EmPower+ and building performance professionals serving low-income homes strongly encouraged to attend!



**Comfort Home**

# Comfort Home Photo Requirements

- **Attic work that's requesting package B incentives for "wall" work. Before and after photos of the walls are required. Applies to gable end walls, knee walls, cheek walls, access stair walls, etc.**
- **When dense-packing above-grade exterior walls. Per Program Announcement from November 2024:**

Work scope 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.

- Building component example that does **NOT qualify**:
  - 2×4 wall cavity that has 2 inches (**or more**) of pre-existing fiberglass insulation.
- Building component example that **DOES qualify**:
  - 2×6 wall cavity that has 3 inches (or less) of preexisting fiberglass insulation.

# Blower Door Test at Time of Assessment

**To help in situations where the blower door test might not be performed in the first assessment visit (customer doesn't commit to work):**

**The assessment blower door test incentive is being adjusted to include blower door test done before work and before assessment submission in NYHEP.**

# If Calculate Savings fails fast with a generic error, check the ZIP Code

Check the Installation Address ZIP Code on the Applicant Information page for a typo.

Enter the full address into Google to see if the result comes back with the same ZIP Code or an adjusted ZIP Code.

Workflow Step Summary

Program  
[Comfort Home](#)

Account #: 465413248965321  
Enrollment #: 1058324  
Reference #: 1058324  
Status: New

Customer: Keith 070225 Bohling  
Customer Class: Residential  
Premise Id: 999999000051170

Applicant  
070225 Bohling, Keith  
17 Columbia Circle  
Albany, NY 12203  
(518) 555-1212  
County: Albany  
[Driving Directions](#)

Workflow Step Savings  
kWh: 0.0000  
Therm: 0.0000  
MMBTu: 0.0000

Workflow Step Costs  
Incentive: \$2,800.00  
Fee Cost: \$0.00  
Total Cost: \$2,800.00

Assessment Started - Applicant Information - New

Process Save Close Expand All Collapse All Enrollment Profile Double Dip Report Update Customer

Processing Information

Community Hub - Trade Ally  
(Click to Select)

Community Hub - Employee  
(Click to Select)

Outcome  
Work Complete

General Application Information

Application Date  
08/26/2025

Reference Number  
1058324

Due Date

Installation Date

Project Description

Total Project Cost  
\$0.00

Project Description is Limited to 29 Characters

County  
Albany

Weather Region  
Capital District

Westchester Eligible  
No

Customer Information

Account Number  
465413248965321 Search

Account Name  
Keith 070225 Bohling

Email  
keith.bohling@nyserda.ny.gov

Primary Phone  
(518) 555-1212

Alt Phone

Fax

Owner Information

\*\*Does the applicant own this site?  
Yes

Landlord Agreement Received?  
(Click to Select)

Installation Address

Premise ID  
999999000051170 Search

Street  
17 Columbia Circle

Unit

City  
Albany

State  
NY

Zip  
12203

Applicant Information

Fuel Information

Existing Conditions

Partner Information

Notes (0)

Documents (2)

Measures (5)

Overrides

Reports (1)






Application History

# Upload documents to correct *slot*

Assessment Start

New Close

Don't use this button for release form

	Required?	Document Type(s)	Document Name	Source	File Size	Comments	Create Date	Created By
	!	Customer Release Form						
		Multi Unit Photo						
		Other attachments						
		Owner Permission Form (OPF)						
		Load Reduction Contract						

Applicant Information

Fuel Information

Existing Conditions

Partner Information

Notes (0)

**Documents (0)**

Measures (5)

Overrides

Reports (1)

Application History

Don't use this button for release form

# Upload documents to correct *slot*

Don't use these buttons for load reduction contract

Assessment

New Close

	Required?	Document Type(s)	Document Name	Source	File Size	Comments	Create Date	Created By
		Customer Release Form						
		Multi Unit Photo						
		Other attachments						
		Owner Permission Form (OPF)						
		Load Reduction Contract						

Applicant Information

Fuel Information

Existing Conditions

Partner Information

Notes (0)

**Documents (0)**

Measures (5)

Overrides

Reports (1)

Application History

If this slot is used during Assessment entry then contract upload during Installation entry won't be required.

# Second Project Incentive Reminder

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	<b><i>Must be passed through to the Customer</i></b>

Table 2. Additional Incentives for Multiple Projects

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

# Second Comfort Home Projects

We have seen a number of projects submitted where there had been prior Comfort Home work done in the home.

Being the second project will affect incentives.

CLEAResult will now be looking for prior projects during Assessment Review and advising, via Notes, if a prior project is found and what package was installed.

This will provide notice of incentive expectations sooner than Install Review.



**Pause for Questions**

**EmPower+**

# 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 September 15, 2025, and continue through the heating season until May 31, 2026, or until funds are exhausted, whichever comes first.**

- Sections 3.1, 5.9, 5.15, and 5.19 of the [Program Manual](#) have been 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](mailto:support.residential@nyserda.ny.gov).

# EmPower+ No-Heat Guidelines

## Summary of Changes for 2025-2026

- **The total available No-Heat funding for the 2025-26 heating season is \$1,000,000.**
  - A No-Heat Resources page on the contractor support site will provide ongoing updates of the available funding.
- **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.
- **Customers must first apply to OTDA Temporary Assistance (TA) before applying to EmPower+ for No-Heat assistance.**
  - They must provide either a denial or approval letter to NYSERDA.
  - If they receive a denial letter, they can take advantage of the full \$6,000 amount of EmPower+ funding.
  - If they receive an approval letter, the amount they receive from TA will be deducted from the cost of the heating system and NYSERDA will cover the remaining costs up to \$6,000. NYSERDA will monitor heating system costs to make sure they align with market costs.

# EmPower+ No-Heat Guidelines

- **NYSERDA has added a no-heat page to the contractor support site.**
  - This page compiles program information on no-heat including links to the program manual, forms, and a tracker that shows how much the program has dedicated to no-heats so far this season.
  - The Tracker will be updated once a week on Mondays at noon with remaining funds.

**Pause for Questions**

# Electrical Panel Installation/Upgrade Permits

Starting October 1st, 2025, for projects with an electrical panel installation or wiring upgrades must include a permit with project submission if required by the local code office.

For an inspection done after final project submission: Include expected inspection date a photo of the inspection sticker should be added to project documents, if the inspection is done after the project is closed, this picture can still be added to the project.

**All other projects that require permits need to have the permits added to the Project Document page in NYHEP by November 1st**

# Permits Required to be Uploaded to NYHEP

Contractors need to provide proof that they obtained the required permits for all projects at Final Project Submission. This is being phased in based on contractor feedback:

- **October 1, 2025: Electrical Wiring & Main Panel Upgrades**
- **November 1, 2025: All other measures requiring permits**

Final Project Submission - Unscheduled / Awaiting Results

ProcessSaveCloseExpand AllCollapse AllEnrollment ProfileAdd MeasuresScan MeasuresCalendarDouble Dip Report

Workflow Requirements

\*\*Permitting Required

Yes

Other Permit Required Measures

\*\*Permit Required Measures

Air Source Heat Pump

Main Panel Electrical Service Upgrade

Electrical Wiring Upgrade

Final Project Submission Workflow Step - Documents								
NewClose								
	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



# EmPower+ NYHEP Enrollment Acceptance

There has been a recent up-tick in the number of enrollments placed on-hold or being assigned to other contractors because they are not being accepted in a timely manner.

**Please remember to log into NYHEP to accept your projects.**

## Initial Contractor Assignment

- Contractors have 5 business days to accept an Enrollment and can request a one-time, 5 business day extension.

## Second Contractor Assignment

- If the initial Contractor does not accept the Enrollment within the initial 5-day w/5-day extension period or rejects it, the Enrollment will be auto-assigned to a second Contractor who will have 5 business days to accept the Enrollment. No extensions will be granted to the second contractor.

## Third Contractor Assignment

- If the second Contractor does not accept the Enrollment within 5 business days, the Enrollment will get auto-assigned to a third Contractor who will have 5 business days to accept the Enrollment. No extensions will be granted to the third contractor.

## Final Contractor Assignment

- If the third Contractor fails to accept the Enrollment, it will be sent to a manual assignment queue where the implementor will work with a Contractor to get the customer accepted.

# KEDLI HEAT Transition

## KEDLI HEAT Transition to EmPower+ Informational Webinar

Friday, October 17, 2025  
9:00 – 10:00 am

[Register for the webinar](#)

This webinar will share information on the transition of National Grid's KEDLI HEAT offering to NYSERDA's EmPower+ program. Participating Contractors and Regional Clean Energy Hubs working in the territory are encouraged to attend.

The KEDLI HEAT program will close by December 31, 2025. Concurrently, NYSERDA's EmPower+ program will expand to serve eligible gas customers located in KEDLI's service territory through its standard program offering. NYSERDA will begin taking applications for Long Island gas customers in EmPower+ beginning November 1, 2025.

# EmPower+ Marketing Material

- **Effective October 27, 2025, no new mass media advertising (TV, radio, print, social media, etc.)** specifically calling out EmPower+ or its program offerings will be approved.
  - Any advertising approved prior to Oct. 27, may run through any contracted completion dates.
- Flyers or similar materials distributed by contractors to customers will continue to be reviewed by NYSERDA on a case-by-case basis by submitting copies to [uthman.aziz@nyserda.ny.gov](mailto:uthman.aziz@nyserda.ny.gov) for approval.
- Contractors in the EmPower+ program have exclusive access to a variety of marketing materials and the privilege of using the NYSERDA Participating Contractors Attribution Logo. Program Manual Sections 2.3 & 12.1

# Reminders

# Required Utility Information

The whole utility bill is needed at the time of application submission

Key items that must be visible:

- **Name**
- **Address**
- **Account number**
- **Usage information\***

\*This item is often what is missing. Actual or estimated usage is required (typically found on page 2).

# Paper Application

- If you are providing paper applications to customers there are a few things to keep in mind.
  1. Make sure the application is the most recent version and not an outdated application missing crucial components i.e. the updated attestation.
  2. If you are encouraging customers to send completed EmPower+ applications through the mail, please be sure they are sending to the correct address:

TRC Companies 3 Corporate Drive, Suite 202 Clifton Park, NY 12065

# Clean Energy Hub Coordination

- Coordinating with your Clean Energy Hub where possible, helps make your job easier!
- The Hubs have been tasked with assisting NY residents navigate this space. If you are reached out to by one of the Hubs, please be responsive.
- <https://www.nyserda.ny.gov/All-Programs/Regional-Clean-Energy-Hubs>



**Regional Clean  
Energy Hub**  
Partnering Organization

**Pause for Questions**



# NYSERDA Participating Contractor Quality Assurance Training 2025

## Session One: Fire Hazards

**Lindsey Miller, Assistant Project Manager**  
**October 3, 2025**



## Inspection Reports and Scoring Criteria

- Inspections are scored on a scale of 1 to 5.
- The score is calculated based on number and severity of non-conformances.
- There are four non-conformance categories.

Table 2. Non-Conformance Definitions

	Energy Impact	Non-Energy Impact
<b>Incidental</b>	May result in a savings shortfall, but the impact will be small and may not be measurable.	Not expected, on its own, to pose a substantial risk of system failure or hazard.
<b>Minor</b>	Will result in a savings shortfall, but the impact will be small and may not be measurable.	Requires modifications to address but not expected to pose a substantial risk of system failure or hazard.
<b>Major</b>	Will result in a measurable shortfall in energy savings.	Presents an increased risk of system failure or hazard but not determined to be in imminent danger of failure or hazard.
<b>Critical</b>	N/A	Presents an imminent hazard and/or probability of system failure.

<b>Top 10 Major &amp; Critical Nonconformances</b> <i>(Jan. 2024- March 2025)</i>	<b>Number of Observations</b>	<b>Nonconformance Category</b>
Improper combustion appliance exhaust venting	46	Critical
Mechanical ventilation into living space	43	Major
Exposed foam insulation	41	Major
Insulation in contact with high-temperature locations	37	Major
Water heaters not passing spillage testing	33	Major
Air sealing opportunities missed in attics and subspaces	32	Major
High CO in combustion appliances	24	Major
Electrical issues with furnaces	16	Major
Open or uncapped gas lines	15	Critical
High-temperature locations air sealed with inappropriate materials	12	Major

## TODAY'S AGENDA: FIRE HAZARDS

Improper combustion appliance exhaust venting

Mechanical ventilation into living space

Exposed foam insulation

Insulation in contact with high-temperature locations

Water heaters not passing spillage testing

Air sealing opportunities missed in attics and subspaces

High CO in combustion appliances

Electrical issues with furnaces

Open or uncapped gas lines

High-temperature locations air sealed with inappropriate materials



## CRITICAL FAILURE

# Open or uncapped gas line

## Identification:

- Visual ID of lack of gas cap.
  - Smell of mercaptan.
  - Sound of hissing from positive pressure leak.
  - Gas leak detector and bubble solution.
- Do not leave a gas line open – even if you didn't
    - remove the old appliance.





## CRITICAL FAILURE

# Open or uncapped gas line.

## Impact:

### Fire hazard!

Can also cause:

- Headaches
  - Nausea
  - Vomiting
- Cooking accidents, particularly on gas stoves,
  - are the #1 cause of fires in the US each year.



## CRITICAL FAILURE

# Open or uncapped gas line.

## Best Practice:

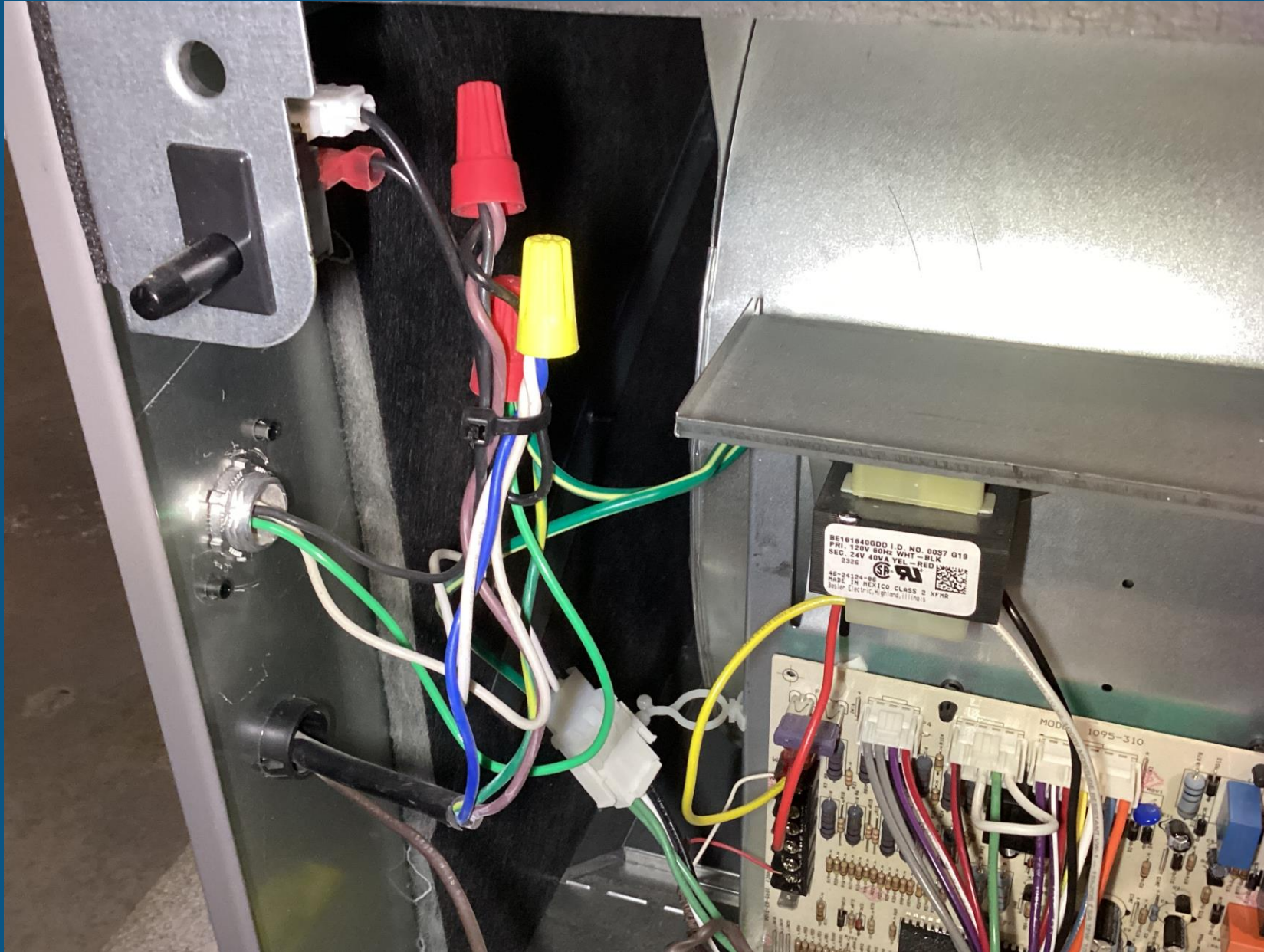
1. Turn off gas at main near meter.
2. Remove old fittings and clean threads using steel wool.
3. Use pipe dope and a matching material cap. Do not overtighten.
4. Check for gas leaks.

- Gas cap should match the material of the existing pipe.





## WHAT'S WRONG WITH THIS PICTURE?



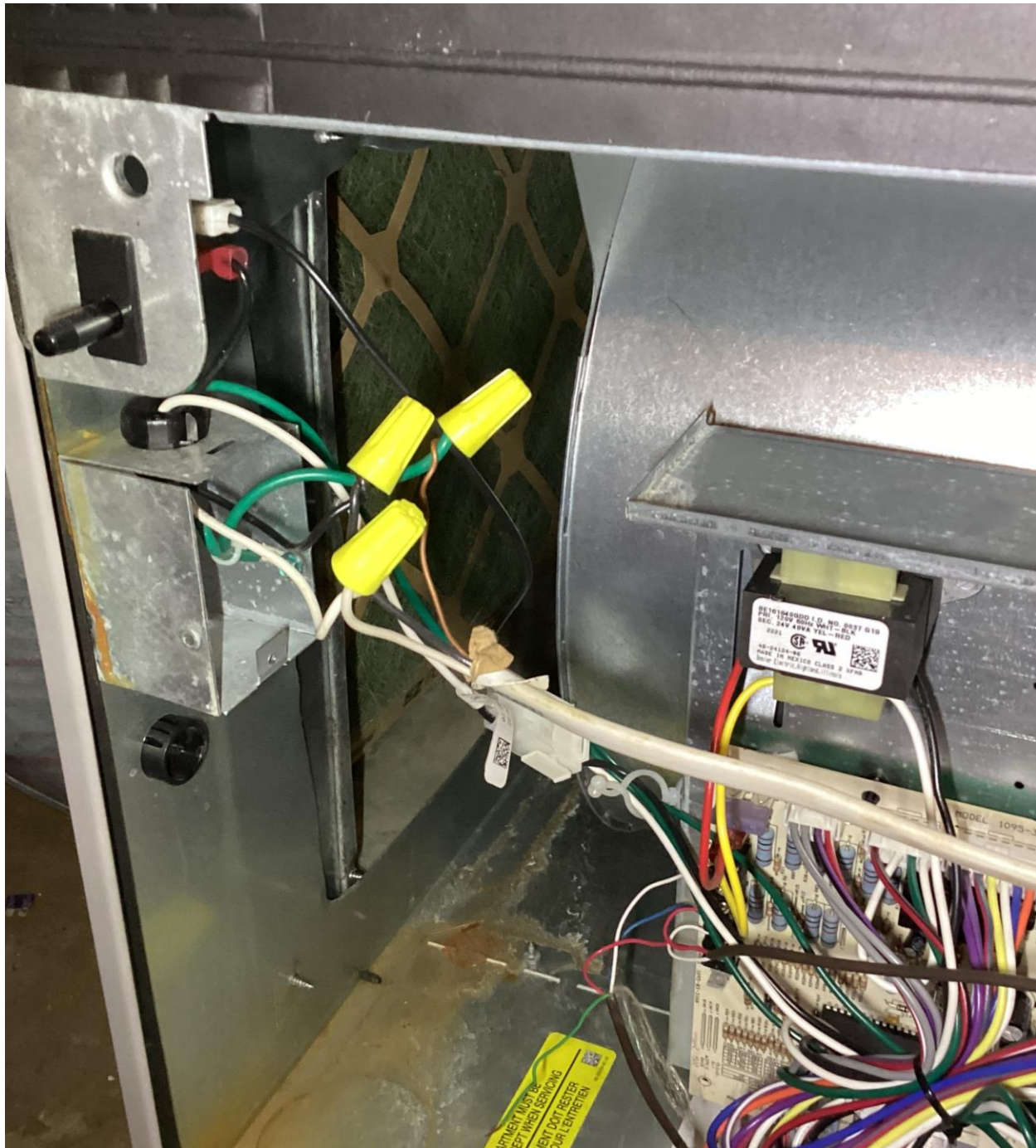


## Furnace electrical connections not located in enclosed junction box.

### Identification:

Visual ID of appropriate junction box and cover.

- Open electrical junctions and unprotected junctions
- create unsafe working and living conditions.



## Exposed Wiring/ Open Junction Box

### Impact:

Short circuits !

Shock hazard !

**Fire hazard !**

- Electrical accidents are the 4<sup>th</sup> leading cause of workplace-related death.

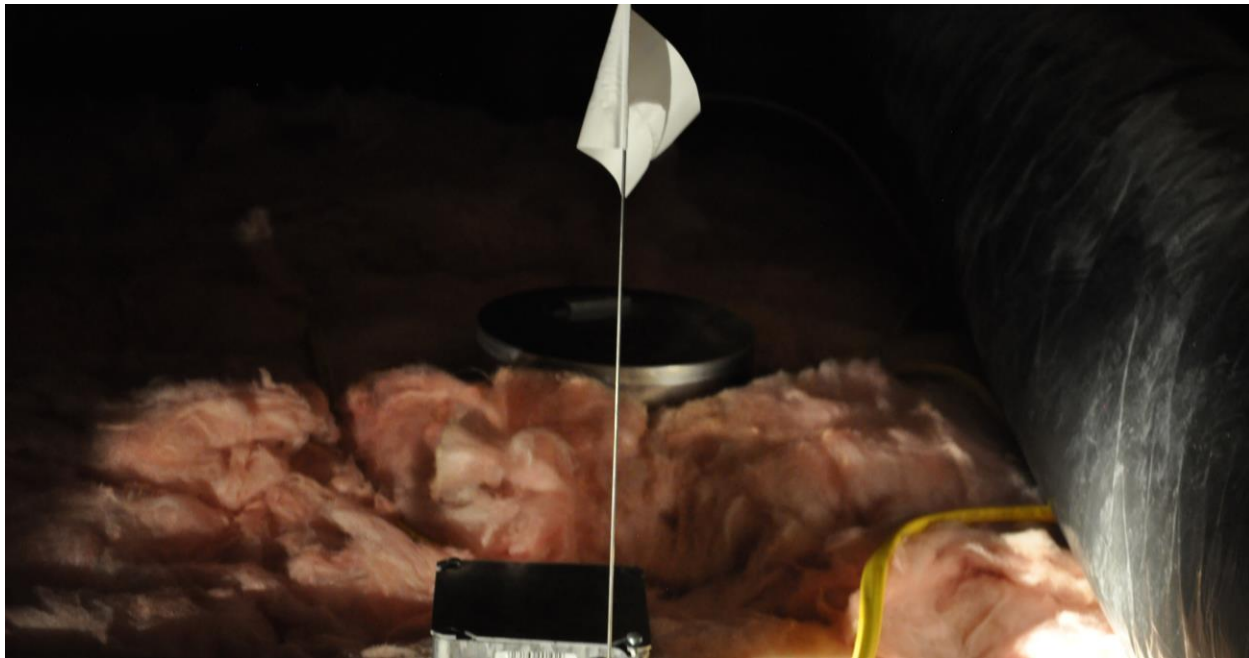




## Exposed wiring/ Open Junction Box

### Best Practice:

- Replace damaged or missing junction boxes.
  - Cover open junction boxes.
  - Flag junction boxes in attics when insulating.
- Ensure safe, nonconductive isolation for electrical junctions and flag for future accessibility, when appropriate.



**Insulation in direct contact with masonry chimney or part of a combustion appliance.**

**Identification:**

Visual ID of insulation in contact.

- Hot surfaces in contact with combustible materials can cause fire



## Insulation in direct contact with masonry chimney or CAZ appliance.

**Impact:**

**Fire hazard!**

- After blowing insulation near dammed flues or chimneys, double-check that no insulation has gotten inside the dam.

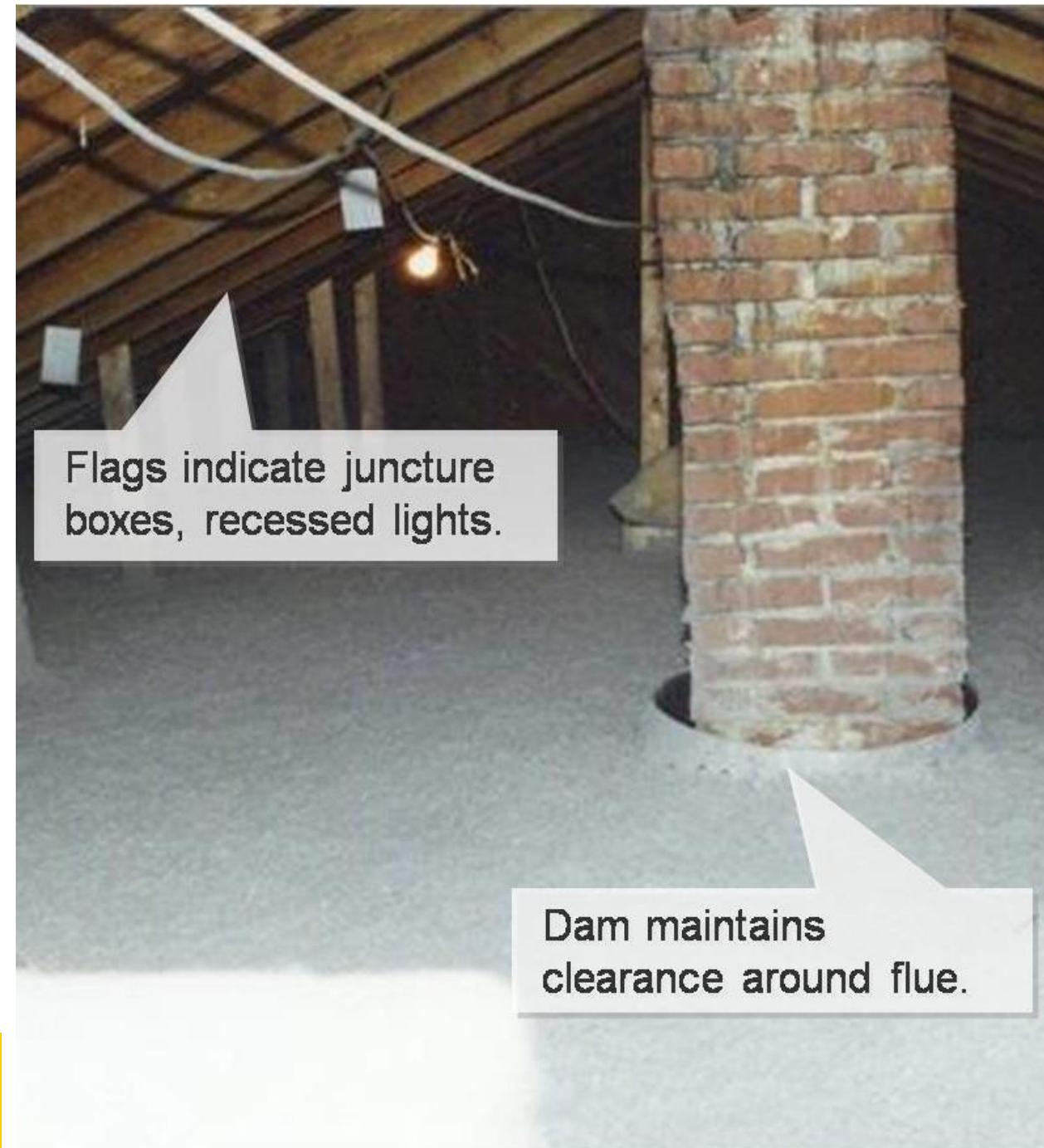




## Insulation in direct contact with masonry chimney or CAZ appliance.

### Best Practice:

- Use fire-rated and high-temperature application materials.
- Build collars and dams around high-temperature locations to keep insulation out of contact.
- Dams should be at least 3" higher than anticipated insulation depth.



Flags indicate juncture boxes, recessed lights.

Dam maintains clearance around flue.

## MAJOR FAILURE

**Products that are not rated for high-temperature applications, namely spray foam, in direct contact with chimney or combustion appliances.**

### **Identification:**

Visual ID of inappropriate materials.

- Chimney and exhaust vents reach high temperatures and can be a fire risk.





## MAJOR FAILURE

**Products that are not rated for high-temperature applications, namely spray foam, in direct contact with chimney or combustion appliances.**

**Impact:**

**Fire hazard!**

- Insulation should not be in direct contact with combustion appliance flues or chimneys.





**Products that are not rated for high-temperature applications, namely spray foam, in direct contact with chimney or combustion appliances.**

**Best Practice:**

Know your materials and use the correct ones for the job.

- Manufacturers provide Safety Data Sheets (SDS) for their products on their websites.



## Exposed rigid foam or spray foam in occupiable space.

### Identification:

Visual ID of foam.

- Spray polyurethane foam is highly combustible and must be separated from the living space.





## MAJOR FAILURE

**Exposed rigid foam or spray foam in occupiable space.**

**Impact:**

**Fire hazard!**

- Spray polyurethane foam insulation relies on an exothermic reaction for expansion, in which the product produces heat.



## Exposed rigid foam or spray foam in living space.

### Best Practice:

- Cover with a thermal barrier, such as 1/2" gypsum board.
- In limited access areas, an ignition barrier, such as intumescent coating or 3/8" gypsum board is acceptable.

- Thermal barriers = living spaces.
- Ignition barriers = occupiable spaces.



**What if these failures had been  
in your home?**

**Our customers are people just like you and me.**



**We're not in the business of fixing homes.**

**We're in the business of HELPING.**

- + Helping people live more comfortably**
- + Helping save money on bills**
- + Helping improve air quality**
- + Helping remove the stress of maintaining a home so people can focus on other things**

- You are not there to treat the home. You are there to help the occupants.

Q & A

# NYSERDA QUALITY ASSURANCE CONTACTS

## **David Houle**

[David.Houle@NYSERDA.NY.GOV](mailto:David.Houle@NYSERDA.NY.GOV)

518-738-2889

## **Lindsey Miller**

[Lindsey.Miller@NYSERDA.NY.GOV](mailto:Lindsey.Miller@NYSERDA.NY.GOV)

518-948-0698

## **Inspections Inbox**

[Inspections@NYSERDA.NY.GOV](mailto:Inspections@NYSERDA.NY.GOV)

- [Contractor Support Website](#)



Thank You!

**Final Question Period**