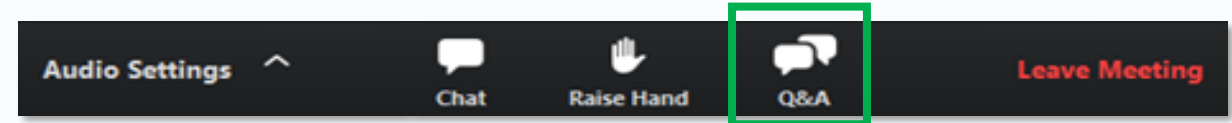


National Grid's Home Energy Affordability Team (HEATSM) Transition to NYSERDA EmPower+

Friday, October 17, 2025

Questions

Click the Q&A icon to ask questions.



National Grid's Home Energy Affordability Team (HEATSM)

National Grid's HEAT program provides income-eligible natural gas service customers in National Grid's KEDLI territory (Nassau, Suffolk and Far-Rockaway-Queens) with a free Home Energy Assessment (HEA) and the installation of energy-saving improvements such as insulation, air sealing, and other direct install measures.

In accordance with direction from the Public Service Commission, National Grid is ending the program in 2025. After that time, LMI utility customers will transition to NYSERDA's EmPower+ program commencing in 2026.

Transition Timeline

The last applications for LMI customers in HEAT will be taken by National Grid on October 31, 2025, to allow projects to finish by the end of December 2025.

The first EmPower+ applications for Long Island gas customers will be taken by NYSERDA on November 1, 2025.



Customer Notification

National Grid will be sending notifications to their natural gas service customers that the HEAT program will be ending in 2025.

nationalgrid

Don't miss the opportunity to receive no-cost energy efficiency solutions.

After proudly delivering no-cost energy efficiency solutions including insulation, smart thermostats and heating system tune-ups to income-eligible customers in the communities of Nassau County, Suffolk County, and Far Rockaway, Queens, the Home Energy Affordability Team (HEAT) program will discontinue services after October 31, 2025.

Applications must be received by CLEAResult by October 31, 2025.

NYSERDA EmPower+

EmPower+ helps LMI households save energy and money toward energy improvements made to their primary residence. Through EmPower+, eligible New Yorkers can receive:

- No-cost comprehensive home energy assessments to pinpoint where energy and dollars are being wasted and receive a customized plan to lower energy usage.
- No-cost direct install improvements identified during the assessment can be installed by participating program contractors.
- Funding toward the cost of energy efficiency improvements, including air sealing, insulation, heat pumps, heat pump water heaters, and electrical service and wiring upgrades.

The program is open to income-eligible owners and renters of one- to four-family households.

Applying to NYSERDA EmPower+

Starting November 1, 2025, NYSERDA's EmPower+ program will expand to serve eligible gas customers located in KEDLI's service territory through its standard program offering.

If customers need assistance in applying and navigating home energy upgrades they are encouraged to connect with a [Regional Clean Energy Hub](#).

Contractors may direct customers to the Clean Energy Hubs for assistance with applying to the program.

For more information on how a customer can apply:

<https://www.nyserda.ny.gov/All-Programs/EmPower-New-York-Program>

EmPower+ Incentives

EmPower+ incentives are based on [household income eligibility](#) and the types of energy efficiency improvements included in a project.

- Low-income, single-family households are eligible for no-cost energy efficiency improvements capped at \$10,000 per project.
- Moderate-income single-family households are eligible for no-cost energy efficiency improvements capped at \$5,000 per project.

EmPower+ Measures

Funding can cover a range of upgrades, with prioritization for core energy efficiency improvements, including:

- Air sealing to reduce drafts.
- Added insulation to keep your home more comfortable.
- Replacement of old-style light bulbs with high-efficiency lighting.
- Installation of clean heating and cooling heat pumps.
- Limited health and safety measures.

See the [EmPower+ Eligible Measures List](#) in the EmPower+ Program Manual (Section 5.15) for the full list.

How to Become an EmPower+ Participating Contractor

Contractors currently participating in HEAT who wish to continue to provide energy efficiency services to LMI households through the EmPower+ Program, must be approved by NYSERDA for program participation.

It is expected that businesses/organizations applying to become a Participating Contractor are well established with the equipment and knowledge necessary to deliver high quality home performance services.

How to Become an EmPower+ Participating Contractor

Navigate to the [EmPower+ Program Manual](#) and:

Review Participation Requirements in

- Section 2.4 How to Become an EmPower+ Participating Contractor
- Section 5.4 EmPower+ Contractor Certifications

Read and Understand the current Participation Agreement

- Section 2 Contractor Participation
- Submit Residential Programs Contractor Application and other required documentation

Contractors interested in joining should send an email to support.residential@nyserda.ny.gov with their company name, primary contact, address, and a request for information regarding [EmPower+ participation](#).

Still Have Questions?

Please use the contacts below for any questions that you may have about the program or the transition.

National Grid HEAT

Michele Bontempi

Michele.Bontempi@clearesult.com

Call: 631-831-0099

NYSERDA EmPower+

Contractor Support

Support.residential@nyserda.ny.gov

Call: (800) 284-9069

Q: Will National Grid be notifying customers about HEAT ending?

A: National Grid will send a postcard to approximately 14,000 EAP (Energy Affordability Program) KEDLI customers informing them that HEAT ended on October 31, 2025, and to apply to EmPower+ for their weatherization needs starting November 1, 2025.

The postcard is slated to be mailed out to customers on October 29, 2025, and will likely reach customer's mailboxes starting November 3, 2025.

Q: Will gas customers be eligible for heat pump incentives?

A: Eligibility for Air Source Heat Pump incentives will continue to follow EmPower+ rules/requirements. Currently, natural gas heating units are NOT eligible for replacement in EmPower+.

Q: Can a customer participate in both KEDLI and EmPower+?

A: No, customers can only participate in one of the programs.

Q: Can a customer switch their KEDLI project to EmPower+?

A: Yes, but set realistic expectations with the customer for the new timeline. The HEAT project would need to be cancelled, and the customer would need to apply for EmPower+. Be sure to have the customer select your company during the application process so that project remains with your company.

Q: For contractors currently participating in EmPower+ is there a difference to the workscope submission process?

A: No, there is no difference in the submission process. The change occurring is that EmPower+ will now be offered to Long Island gas customers in place of the KEDLI HEAT Program which is ending in 2025.

Q: If I am a new contractor to EmPower+ and I have questions on my projects or submitting workscopes, who do I contact?

A: The Contractor Support Online Scheduling Tool is available for EmPower+ Participating Contractors to set an appointment with a team member to discuss programmatic or technical questions. Book an appointment on the Contractor Support website and select which service type best suits your questions.

[Welcome to the Contractor Support Online Scheduling Tool! – Contractor Support](#)

Questions

Click the Q&A icon to ask questions.

Thank you for participating in today's webinar!

