

Home Modernization Program Update

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EmPower +
Virtual Energy Assessments (VEA)
Comfort Home

July 10, 2026

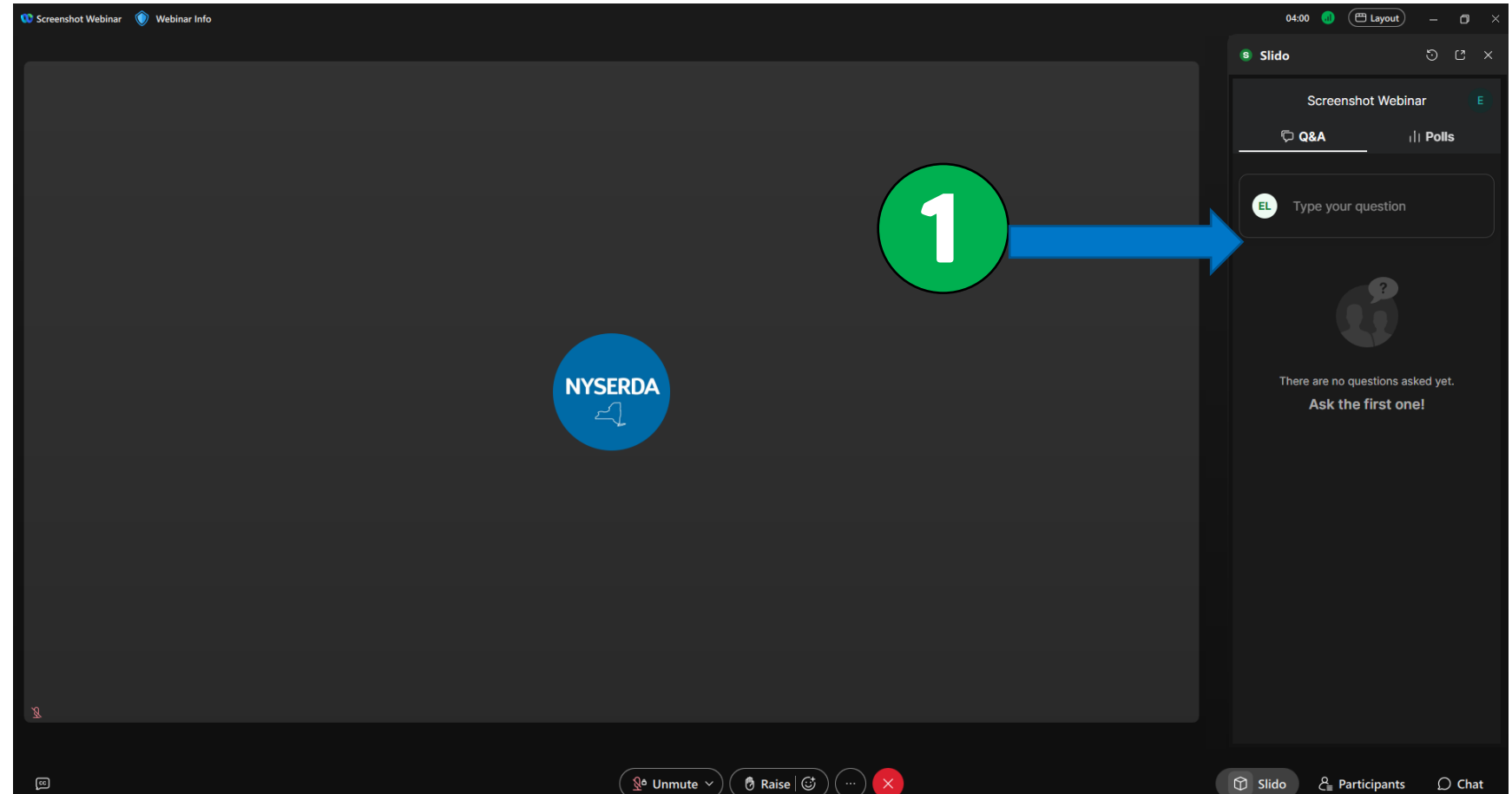


NYSERDA
New York State Energy Research
and Development Authority

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

OPTION 1 - TEXT

- Locate **s**lido panel in the right portion of your webinar panel.
- Type your question as prompted into the text field and click "send."



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.
- > ***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 (Slide 4).***

Topic

Comfort Home: will the deadline for the new incentives be extended?

from Uthman Aziz to everyone: 1:24 PM

Topic

EmPower+: How will new applications be processed after MyEnergy roll out?

from Uthman Aziz to everyone: 1:28 PM

Topic

NYHEP: How do we confirm if a customer is getting OTDA funding or IRA funding?

from Uthman Aziz to everyone: 1:34 PM

Topic

REA: How will the new testing requirements be implemented?

from Uthman Aziz to everyone: 1:35 PM

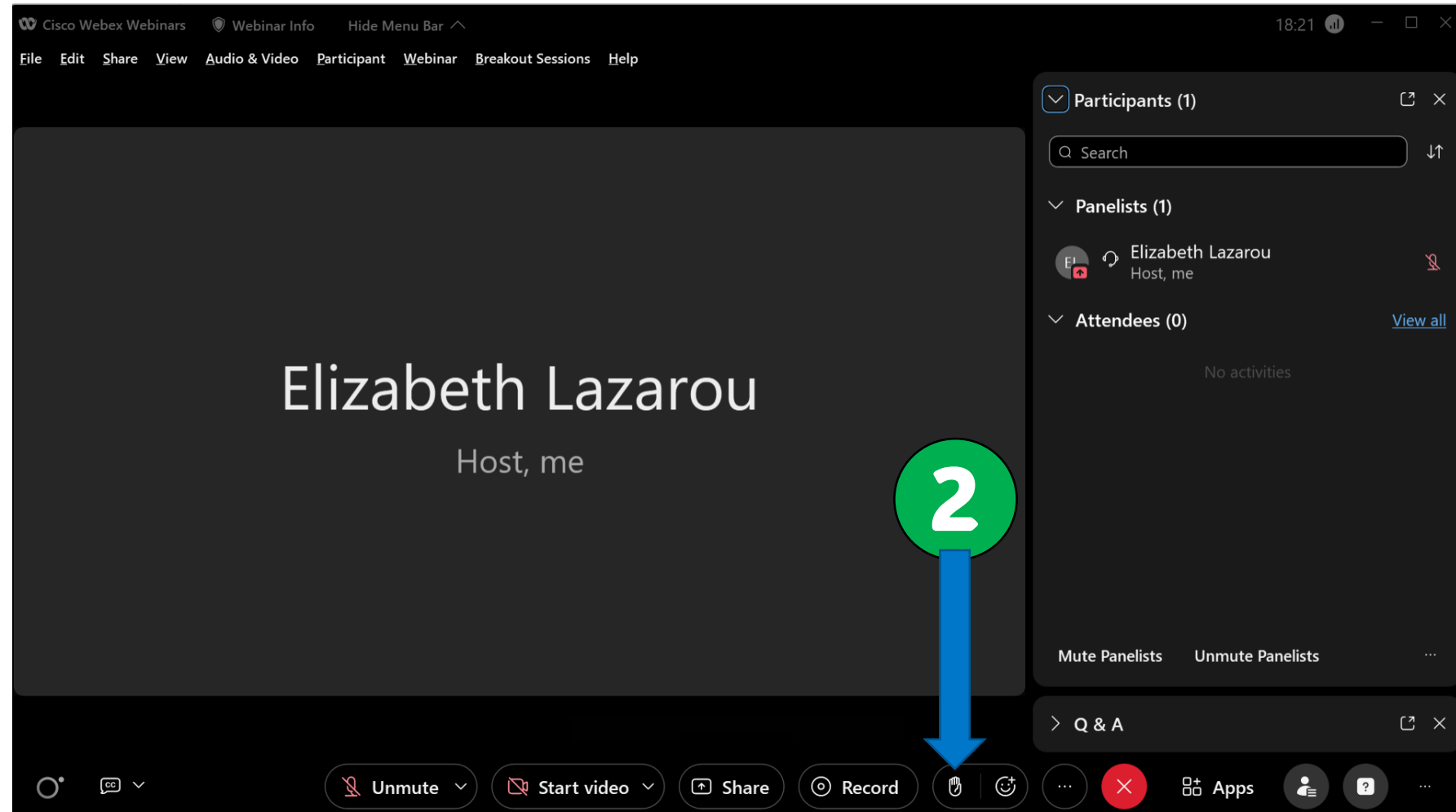
Topic

GJGNY:

Options for Q&A during today's webinar Mic/Phone

OPTION 2 - MIC/PHONE

- > Locate the “raise hand” icon in the toolbar at the bottom of your screen.
- > Click on the raise hand icon to let the host know you have a question.
- > The Host will indicate when you have been sent a request to unmute. Click on the unmute request to ask your question verbally.



Support questions should be directed to:

Please send your email to only ONE of the email addresses listed below, using both causes duplicative work for the implementation teams.

Customer Engagement and Enrollment Contractor

- Implementor: **TRC**
- 1-866-NYSERDA
- 1-877-NYSMART (Customer Support)
- info.residential@nyserda.ny.gov
- Call-center support for customers to answer questions about program offerings and assist with customer enrollment and applications to EmPower+. Process customer applications for EmPower+ and provide income verification services for program incentives.

TRC



Program Operations and Technical Support

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

CLEARresult



Today's Agenda:

Comfort Home

2026 Con Edison Weather Ready Program Closeout
Comfort Home Weather Ready Implementation

EmPower+

2026 EmPower+ Metrics
Email & EmPower+ Application
Contractor Territory Alignment
Project Selection Type
2026 Top Non-Conformances

Important Reminders



NYSDERDA
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and Development Authority

Comfort Home

2026 Con Edison Weather Ready Program Closeout

Con Edison plans to closeout the Weather Ready Program due to funding limitations

- Vast majority of contractors have fully exhausted their annual allocation
- Limited funding remains and expected to be fully exhausted by the end of July

Key Program Deadlines

7/15: PCs to submit any outstanding projects to be considered against remaining funding

- These projects should be submitted as pre-approvals
- No guarantee these projects will be approved

7/16: Con Edison program team to assess remaining funding available against outstanding pre-approval submissions received and approve projects as equitably as possible

9/15: Final application submissions for pre-approved projects must be submitted

11/1: All project flaws and failed inspections need to be cured

Comfort Home Weather Ready Implementation

NYSERDA will now offer the Con Edison Weather Ready Incentive in Westchester County

Available in NYHEP from August 1, 2026 – December 31, 2026

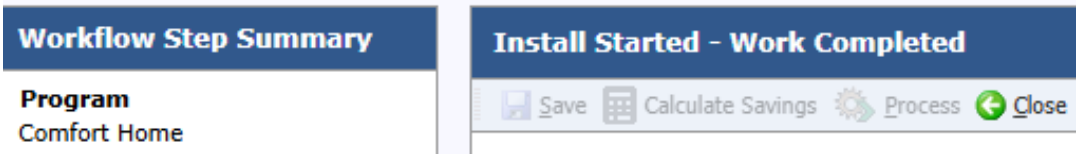
- Con Edison customers in Westchester County participating in Comfort Home will be eligible for the \$2,000 incentive.
- Non Con Edison customers in Westchester County participating in Comfort Home will continue to be eligible for the \$1,000 incentive.

Incentives will be available to ALL contractors enrolled in Comfort Home.

Comfort Home Weather Ready Implementation

All projects submitted for the Westchester bonus incentive will be cross referenced with previously submitted projects to avoid double dipping.

Incentive can be accessed in the Install Started Workflow Step



If you do not see the measure, click the “Add Measure” button

4	^	NYSERDA Comfort Home Westchester Incentive (CH_WI)	Each		1		\$2,000.00
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For assistance please email - support.residential@nyserda.ny.gov

EmPower+

On June 1, 2026, the US Department of Energy issued new guidelines for the IRA Home Energy Rebate programs that states are required to comply with no later than August 31, 2026.

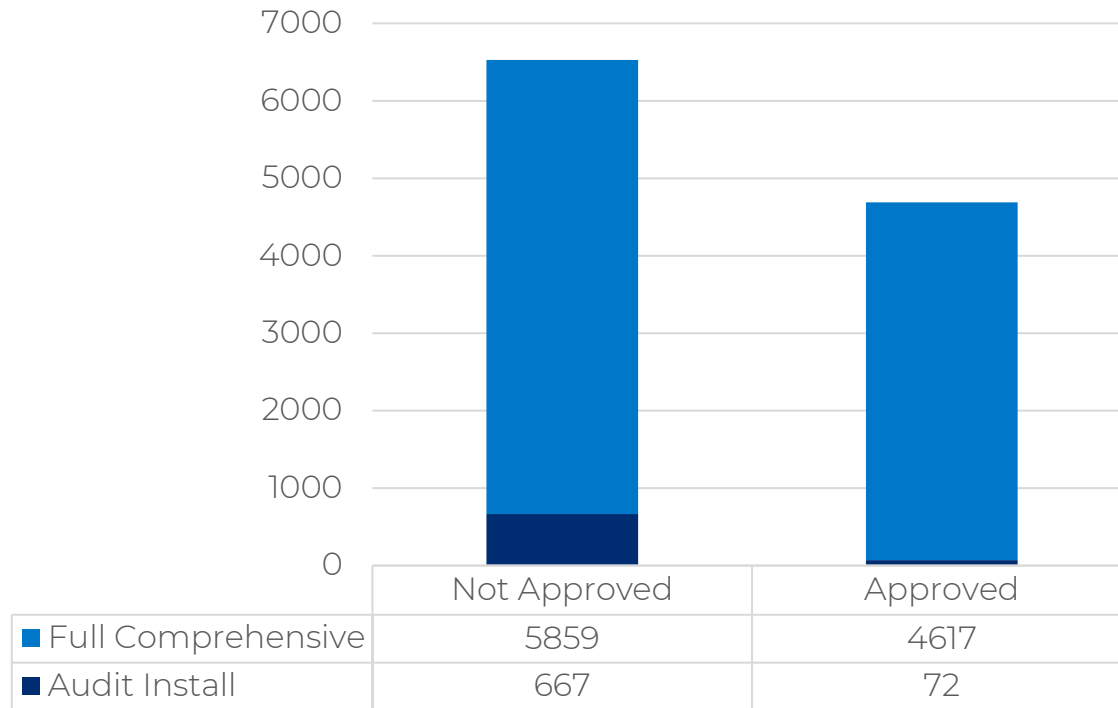
NYSERDA is carefully reviewing and updating our programs to align with the new federal requirements. **NYSERDA is committed to maintaining our programs at incentive levels that are similar to current offerings.**

NYSERDA will provide information on changes to the programs based on the new IRA Home Energy Rebate program guidelines as these changes are finalized and approved.

2026 EmPower+ Metrics

January 1 – June 30

In-Progress Projects



Final Project Submission (FPS) Numbers

39%
4,185 of total projects Approved, waiting on installation

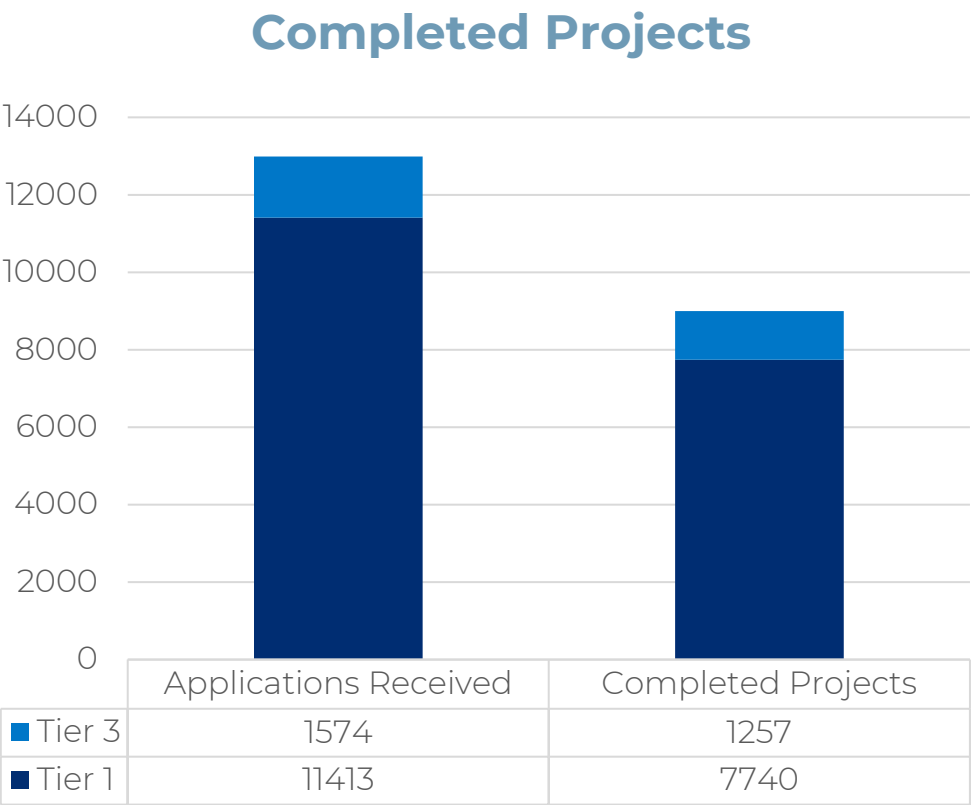
16%
683 of approved projects at FPS with an Application Over 1 Year Old

8%
320 of approved projects at FPS that with Program Approval for Over 1 Year

Contractors should prioritize installation of older projects.

2026 EmPower+ Metrics

January 1 – June 30



8,553,326 kWh Savings
Tier 1: 7,647,926
Tier 3: 905,400



254,426 MMBTU Savings
Tier 1: 229,378
Tier 3: 25,046



\$74,577,915 Incentives
Tier 1: \$68,039,169
Tier 3: \$6,538,746

NOTE: Gross Energy Savings and have not been adjusted or evaluated

Discontinued Email Address!

applications.residential@nyserda.ny.gov

Please do not use the above email address as this address was discontinued in 2022 and is not monitored.

For application support: **info.residential@nyserda.ny.gov**

For project support: **support.residential@nyserda.ny.gov**

Do NOT mail or fax applications to NYSERDA's offices

This will significantly delay applications from being processed

Paper applications and any documentation need to be mailed to:

TRC COMPANIES, 3 CORPORATE DRIVE, SUITE 202 CLIFTON PARK, NY 12065

Do NOT email or fax completed applications or any documents with PPSI

Documents should be uploaded through the secure MyEnergy Portal

Pause For Questions

Outreach Conducted for Territory Alignment

In April 2026, NYSERDA's Residential Existing Homes Program conducted a review of counties that Participating Contractors serve in the EmPower+ and Comfort Home programs.

Based on that review, outreach was conducted to contractors that had little to no completed projects in their selected territories.

Business plans were requested if contractors wanted to keep the unserved areas within their service territory. Unresponsive contractors had their service territory adjusted as indicated in the outreach email.

Unserved territories will continue to be monitored with future outreach occurring. Repeated enrollment rejections in these unserved counties may lead to service territory reductions.

Contractors that are selected by customers outside their service territory on an application will still be assigned the enrollment.

Expanding Territories - Reminder

1. EmPower+ Participating Contractors looking to expand their service territory must meet the following requirements:
 - Full status contractor in good standing with the Program.
 - Quality Assurance score = 3.7 or higher (12-month average).
 - Accepted 80% of their assigned enrollments in the last 12 months.
 - Currently completing projects in all current counties that are listed as their service territory or remove all counties from their services area which they have not provided services in the past year.
2. Requested additional service territory must border with the contractor's existing service territory unless a new office location is established in the new territory.
3. After one year of expanding into the new service territory, NYSERDA will evaluate the contractor's accepted enrollments and completed projects to ensure the contractor is servicing the territory as indicated.
4. The participating contractor shall dedicate sufficient staff with Program approved certifications for each approved service territory.

For more information, please see the Residential Contractor Participation Agreement, Section 2.3

Required Documentation to Expand a Service

- A new **Residential Contractor Application** listing all the counties the contractor wants to cover.
- A business plan for serving the expanded area
 - Plan must clearly show how the contractor will be able to expand into the new service category including but not limited to: a plan for additional staffing; new office locations; updated estimated production requirements.
- Information on additional staffing, new office location (if applicable), and estimated production estimates.

NYSERDA reserves the right to visit a new office location to determine the legitimacy of the location and additional equipment before approving the contractor's additional territory request.

Pause For Questions

CORRECT PROJECT TYPE SELECTION

Correct Project Type Selection

Effective August 31, 2026, contractors will be required to select the correct Project Type (Full Comprehensive, Audit Install) in NYHEP that aligns with the work being performed in the home.

NYHEP will be enforcing this requirement at Final Project Submission based on the measures selected.

Enrollments with Full Comprehensive selected for the Project Type with only assessment and direct install measures completed will need to be rolled back to Workscope Submission and updated.

No project should be changed to a Muni Install unless directed by NYSERDA or CLEAResult.

NYHEP Assigned Project Types

Full Comprehensive

- owner occupied, rental with signed landlord agreement
- assessment, direct install and eligible measures

Audit Install

- rental, no signed landlord agreement
- assessment and direct install only (rental or owner occupied)

Muni Install

- municipal electric supplier
- assessment, limited direct install and eligible measures

CORRECT PROJECT TYPE SELECTION

Step 1: Return an Enrollment from Final Project Submission to Workscope Submission

At Final Project Submission select

1. Outcome = **Cancel**
2. Reason = **Modify workscope submission**
3. Click **Process**
4. If prompted, add a **Note** indicating that the enrollment is being returned to change the project type.

The enrollment will return to Workscope Submission.

The screenshot displays the software interface for managing project submissions. The top navigation bar includes 'Scan Measures', 'Calendar', and 'Double Dip Report'. The main content area shows a dropdown menu for 'tractor, Steve' with a blue circle '1' next to it. To the right, there are two panels: 'Outcome' with radio buttons for 'Work Complete', 'Cancel' (selected), and 'On Hold'; and 'Reason' with a search bar and a list of reasons including 'Customer not responsive' and 'Modify workscope submission' (highlighted with a blue circle '2'). Below these, a blue button labeled 'Process' is highlighted with a blue circle '3'. The bottom section shows the 'Final Project Submission - Unscheduled / Awaiting Results' status. It includes fields for 'Due Date' (07/07/2026), 'Assign To' (Sherri's Test Contractor), and 'Employee' (Smith-Contractor, Steve). A 'Workflow Step Note' dialog box is open, showing a 'Create New - Note' form with fields for 'Note Date' (07/02/2026), 'Note Time' (2:06 PM), and a 'Notes' field containing 'Changing project type' (highlighted with a blue circle '4').

CORRECT PROJECT TYPE SELECTION

Step 2: Adjust Project Type

Project Type selection is adjusted at **Workscope Submission >> Applicant Information tab >> Additional Applicant Information** section.

Workscope Submission - Applicant Information - Awaiting Assignment

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

Applicant Information

Usage & Fuel Information

Community Hub - Trade Ally	Community Hub - Employee	Outcome	Reason
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Upon selecting Audit Install, users will need to select a reason for the change.

1. Project Type = **Audit Install**
2. Project Type Change Reason = **select the best option from dropdown list**
3. Click **Save**

Additional Applicant Information

Assigned Project Type
Full Comprehensive

Maximum Incentive Amount
\$12,000.00

****Number of Household Members**
1

Children age 17 years or younger
0

Referral Source

****Project Type**
Audit Install
(Click to Select)
Full Comprehensive
Muni Install
Audit Install
No Show

****Project Type Change Reason**
(Click to Select)
(Click to Select)
No opportunities
Customer Refused Work/Access
Non-program work needed
Health & Safety to be addressed first
Other

Details Provided by Customer

CORRECT PROJECT TYPE SELECTION

Step 3: Zero-Out Previously Proposed Measures

All proposed Full Comprehensive measures will need to be adjusted to a Quantity = 0.

Navigate to the Workscope Submission >> Measures tab

1. P Qty = **0** for all measures
 - Zeroed out measures will be gray instead of black
 - Previously proposed measures cannot be deleted

Workscope Submission - Measures - New								
 Process  Save  Close  Enrollment Profile  Add Measures  Double Dip Report								
Enrollment Measures								
#		Measure Name	Measure		Measure Cost		Incentive	
			Unit	P Qty	Unit Price	Amount	Unit Price	Amount
1	▼	ADD MEASURE - Mileage (MILE)	Miles	0	\$0.00	\$0.00	\$0.00	\$0.00
2	▼	ADD MEASURE - Assessment Fee (ASSESS)	Each	1	\$200.00	\$200.00	\$200.00	\$200.00

CORRECT PROJECT TYPE SELECTION

Step 4: Add Audit Install Measures

Project Type will influence the measures available. **Audit Install measure codes end in "_AI"**.

1. Click on **Add Measures** then **check the boxes** for each completed assessment and direct install measure (don't forget FUNDINFO_AI). Click **Save**
2. **Update** the properties of all newly added measures

Workscope Submission - Measures - New

Process Save Close Enrollment Profile **Add Measures** Double Dip Report

1

Add Measures

☐	No. to Add	Measure Code	Measure Name
☐			
☒	1	MILE_AI	ADD MEASURE - Mileage
☒	1	ASSESS_AI	ADD MEASURE - Assessment Fee
☒	1	BDT_IN_AI	ADD MEASURE - Blower Door Test - Test IN
☒	1	CAZT_IN_AI	ADD MEASURE - Combustion Appliance Zone (CAZ) Test - Test IN
☐		DETC_AI	Detectors - CO, Smoke and Combo
☐		PI_AI	DHW Pipe Insulation
☐		DDV_AI	DHW Pressure Relief Valve

Save Close

Workscope Submission - Measures - New

 Process  Save  Close  Enrollment Profile  Add Measures  Double Dip Report

2

Enrollment Measures

#		Measure Name	Measure			Measure Cost		Incentive	
			Unit	P Qty	I Qty	Unit Price	Amount	Unit Price	Amount
1	✓	ADD MEASURE - Mileage (MILE_AI)	Miles			\$0.00	\$0.00	\$0.00	\$0.00
2	✓	ADD MEASURE - Assessment Fee (ASSESS_AI)	Each		1	\$200.00	\$200.00	\$200.00	\$200.00
3	✓	ADD MEASURE - Blower Door Test - Test IN (BDT_IN_AI)	Each		1	\$0.00	\$0.00	\$0.00	\$0.00
4	✓	ADD MEASURE - Combustion Appliance Zone (CAZ) Test - Test IN (CAZT_IN_AI)	Each		1	\$0.00	\$0.00	\$0.00	\$0.00
5	✓	ADD MEASURE - Funding Information (FUNDINFO_AI)	Each		1	\$0.00	\$0.00	\$0.00	\$0.00
6	✓	ADD MEASURE - Mileage (MILE)	Miles	0		\$0.00	\$0.00	\$0.00	\$0.00
7	✓	ADD MEASURE - Assessment Fee (ASSESS)	Each	0		\$0.00	\$0.00	\$0.00	\$0.00

Upon resubmission, the project will advance directly to Final Project Review.

Pause For Questions

QUALITY ASSURANCE PROCESS

Questions on the Quality Assurance Process?

Contractors with questions on NYSERDA's quality assurance process should reach out directly to QMS contact:

David Houle

Quality & Market Standards Team

David.Houle@nyserda.ny.gov

Quality and Market Standards Fact Sheet



2026 TOP NON-CONFORMANCES

Top 10 Non-Conformances Jan 1 – Jun 30, 2026

Key Takeaways

- 5 of the top 10 were related to the quality of the energy assessment or direct install measures.
- 4 of the top 10 findings were related to improper insulation installment.
- **Insulation not matching contracted values was more than twice as common as any other finding.**

# Occurrences	Category	Description
80	Insulation	Insulation R-value and quantity installed matches contract
30	Blower Door Testing	Blower door results are within 10% of test out
29	Insulation	Exposed rigid foam board or spray foam has required thermal and ignition barrier
23	Insulation	Attic access is insulated to R-14 or greater
20	Roadblocks	Clothes dryers, regardless of fuel type, and bathroom exhaust fans must be vented directly outside using appropriate duct materials
19	Testing Inspection	CAZ and appliance related safety issues including, detached or corroded flue pipes, problems with flue/vent size or pitch, heat exchanger integrity, unvented heaters are not ANSI Z21.11.2 listed.
19	Insulation	Insulation has been dammed to maintain minimum clearances to heat sources such as chimneys, flues, recessed lights or bath fans with heat lamps.
18	Air Sealing	Contracted weather stripping installed on exterior doors
17	Pipe Insulation	Insulation is neatly mitered, tight fitting around all fittings and fastened securely
16	Blower Door Testing	Blower door test-in and test-out results were submitted

2026 TOP NON-CONFORMANCES

Insulation R-value and Quantity Installed Matches Contract

- Contracted areas are missing insulation.
- Square footage differences between signed contract and NYHEP.

Non-Conformance Category: Major

Will result in measurable shortfall in energy savings.

Reference

NYHEP Work Order: Funding Allocations

[EmPower+ Quality and Market Standards Checklist Specifications](#)



Non-Conformance



Resolution

Non-Conformance

Attic knee-wall was not insulated.

Resolution

Return to dwelling and insulate area. Submit photos in Salesforce showing correction was completed.

2026 TOP NON-CONFORMANCES

Exposed rigid foam board or spray foam has required thermal and ignition barrier

- Inspector is unable to determine if thermal barrier paint (TBP) was applied.
- Product meeting NFPA 286 or R316 compliance was not identified on contract.

Non-Conformance Category: Major

Will result in measurable shortfall in energy savings.

Reference

NYS RC R316.4, R316.5.11, Program Requirement Section 5.16.5

[EmPower+ Quality and Market Standards Checklist Specifications](#)



Non-Conformance



Resolution

Non-Conformance

No thermal barrier on installed spray foam.

Resolution

Return to dwelling and apply thermal barrier paint (TBP). Submit photos in Salesforce showing correction was completed.

2026 TOP NON-CONFORMANCES

Attic access is insulated to R-14 or greater

- Contracted areas are missing insulation.
- Square footage differences between signed contract and NYHEP.

Non-Conformance Category: Minor

Will result in a savings shortfall, but the impact will be small and may not be measurable.

Reference

BPI Technical Standards for the Envelope Professional

[EmPower+ Quality and Market Standards Checklist Specifications](#)



Non-Conformance



Resolution

Non-Conformance

Foam board was added to the door but did not meet contracted depth or fully insulate the plane.

Resolution

Return to dwelling to complete proper install for the access meeting R-Value requirements. Submit photos in Salesforce showing correction was completed.

2026 TOP NON-CONFORMANCES

Clothes dryer and bathroom exhaust fans must be vented directly outside using appropriate duct materials

- Vent is severely damaged.
- Vent does not terminate outside the home.

Non-Conformance Category: Major

Presents an increased risk of system failure or hazard but not determined to be in imminent danger of failure or hazard.

Reference

BPI Technical Standards for the Envelope Professional

[EmPower+ Quality and Market Standards Checklist Specifications](#)



Non-Conformance



Resolution

Non-Conformance

Vent for the dryer was venting into the dwelling.

Resolution

Return to dwelling and re-vent with proper materials. Submit photos in Salesforce showing correction was completed.

2026 TOP NON-CONFORMANCES

CAZ and appliance related safety issues

- Myriad issues relating to unsafe operation of water heaters, heating appliances or stoves.

Non-Conformance Category: Critical

Presents an imminent hazard.

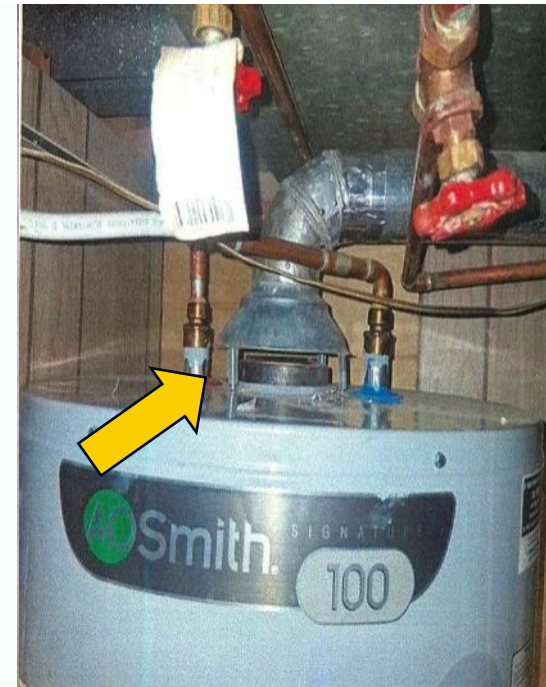
Reference

Program Manual Section 5.14.1 & 5.19.2,
ANSI/BPI-1100-T Section 7.5

[EmPower+ Quality and Market Standards Checklist Specifications](#)



Non-Conformance



Resolution

Non-Conformance

Water Heater is not vented per manufacturer's specs.

Resolution

Due to breadth applicable concerns, there is no one size fits all resolution. Submit photos in Salesforce showing correction was completed.

2026 TOP NON-CONFORMANCES

Insulation has been dammed to maintain minimum clearances to heat sources

- Dam was not installed.
- Improper damming material utilized.
- Damming had insufficient clearance.

Non-Conformance Category: Major

Presents an increased risk of system failure or hazard but not determined to be in imminent danger of failure or hazard.

Reference

BPI Technical Standards for the Envelope Professional

[EmPower+ Quality and Market Standards Checklist Specifications](#)



Non-Conformance



Resolution

Non-Conformance

Cellulose insulation was installed in direct contact with an actively used chimney.

Resolution

Return to dwelling, installing an appropriate dam while pulling insulation from contact. Submit photos in Salesforce showing correction was completed.

2026 TOP NON-CONFORMANCES

Contracted weather stripping installed on exterior doors

- # of installed kits do not match contract.
- Poor installation or deteriorating install.
- Installed materials prevent door from closing properly.

Non-Conformance Category: Minor

Will result in a savings shortfall, but the impact will be small and may not be measurable.

Reference

NYHEP Work Order: Funding Allocations

[EmPower+ Quality and Market Standards Checklist Specifications](#)



Non-Conformance



Resolution

Non-Conformance

Installed weather stripping was detaching from the home.

Resolution

Return to dwelling, re-installing properly or installing damaged materials. Submit photos in Salesforce showing correction was completed.

2026 TOP NON-CONFORMANCES

Insulation is neatly mitered, tight fitting around all fittings and fastened securely

- Fasteners are missing.
- Installed pipe insulation is detaching.
- Ill-fitted corners.

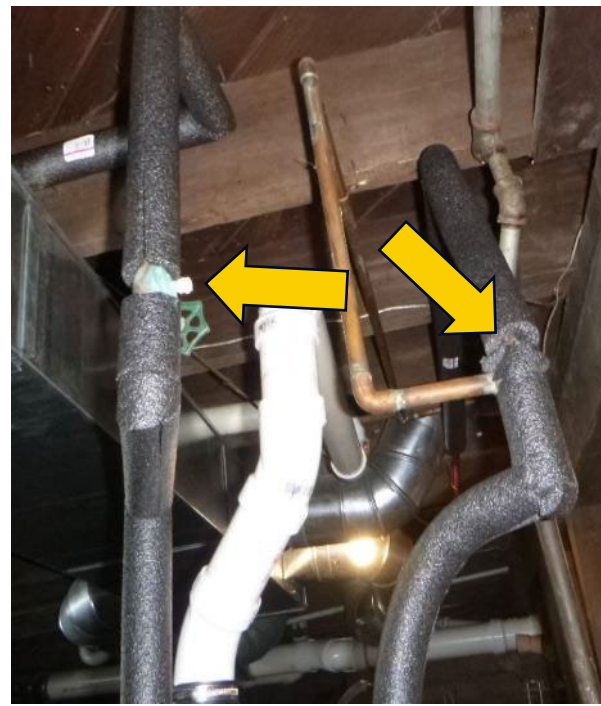
Non-Conformance Category: Incidental

May result in a savings shortfall, but the impact will be small and may not be measurable.

Reference

Program Manual Section 5.19.2.2

[EmPower+ Quality and Market Standards Checklist Specifications](#)



Non-Conformance



Resolution

Non-Conformance

Foam insulation was not fastened securely.

Resolution

Return to dwelling securing with fittings and miter ill fitting corners. Submit photos in Salesforce showing correction was completed.

Reminders

REMINDER

Closure of Aging Projects

NYSERDA expects projects to be completed in a timely manner. The program team evaluates the status of projects on a quarterly cycle and closes projects based on the criteria below. Prior to closure, contractors are notified of enrollments to be closed and encouraged to make updates.

- Application over 1 year old AND has no approved workscope.

OR

- Application prior to January 1, 2025, AND has an approved workscope.

Enrollments with OTDA funding must be submitted for Final Project Review by September 15, 2026.

Per [Section 4.4.1](#) of the 2026 EmPower+ program manual, income qualification for the EmPower+ program qualifies the applicant for one year.

Closure Schedule

Not Approved

Workflow Steps: Contractor Assignment, Enrollment Acceptance, Workscope Submission

Jul 2026: Jun 30, 2025, and earlier

Oct 2026: Sep 31, 2025, and earlier

Jan 2027: Dec 31, 2025, and earlier

Apr 2027: Mar 31, 2026, and earlier

Jul 2027: Jun 30, 2026, and earlier

Approved

Workflow Steps: Final Project Submission

Jul 2026: Dec 31, 2025, and earlier

Oct 2026: Jun 30, 2025, and earlier

See schedule above

Paper Applications and Eligibility

- Contractors are only permitted to submit applications on behalf of customers with **CATEGORICAL** income documentation
 - Categorical income includes: PA, SNAP, HEAP, TANF, or Supplemental Security Income
- Contractors should submit applications through the **MyEnergy portal**, not through mailed application packages
- Application packages mailed by contractors will be returned if they are not for categorically eligible customers
- If unable to submit on behalf of a customer, contractors should encourage customers to register for MyEnergy and submit independently

EmPower+ Program Manual Feedback

NYSERDA would like your feedback on the new EmPower+ Program Manual. Please take a moment to answer 9 short questions regarding the manual.

Your feedback will help us with future iterations of the Program Manual's organization and design.

You can find the link to the feedback form on the NYHEP home page and Contractor Support site or [Click Here](#)

CLEAN ENERGY HUB COORDINATION

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



**Regional Clean
Energy Hub**
Partnering Organization

Final Questions