

Program Overview

EmPower+, Comfort Home & Residential Energy Assessments

CLEAResult – Program Operations and Technical Support Implementer

July 2026



PROGRAM OVERVIEW: EMPOWER+, COMFORT HOME & RESIDENTIAL ENERGY ASSESSMENTS

Training Agenda

- Program Basics - EmPower+/Comfort Home/Residential Energy Assessment
- Program Roles and Responsibilities
- Systems and Resources
 - Regional Clean Energy Hubs
- EmPower+ Project Lifecycle
- Comfort Home Project Lifecycle
- Payment Timeline
- Quality Assurance
- Need Help?

EmPower+ Basics

Available to Low-to-Moderate income-eligible owners and renters of one-to-four family homes.

- Participation requires a customer income application.
- Incentives are available for shell, HVAC, DHW, and health and safety improvements.

Incentive Caps

Tier 1 (Low Income)	Tier 3 (Moderate Income) – 50% customer cost share
\$12,000 per single-family or initial unit of a 2-4 unit Upstate	\$6,000 per single-family or initial unit of a 2-4 unit Upstate
\$14,000 per single-family or initial unit of a 2-4 unit Downstate	\$7,000 per single-family or initial unit of a 2-4 unit Downstate
\$6,000 for each additional income eligible unit of a 2-4 unit Upstate	\$3,000 for each additional income eligible unit of a 2-4 unit Upstate
\$7,000 for each additional income eligible unit of a 2-4 unit Downstate	\$3,500 for each additional income eligible unit of a 2-4 unit Downstate

Comfort Home Basics

Available to Market Rate customers

- Participation does not require a customer application.
- Incentives are only available for insulation, air sealing, and window improvements.
- Incentives are not available to PSEG or municipal electric customers.
 - Assessments for municipal electric customers can be completed.

Low-to-Moderate income customers who have already utilized the EmPower+ program may qualify for Comfort Home, but only to upgrade to EnergyStar windows.

Incentives

- Package A: \$2,500 (Air seal and insulate attic and rim joist)
- Package B: \$3,000 (Must meet Package A criteria, plus insulate walls and floors)
- Package C: \$2,000 (Must meet Package A and B criteria and upgrade windows to EnergyStar)
- Comprehensive Assessment and Blower Door Testing: \$300
- NEW for 2026! [Disadvantaged Communities](#) (DAC) incentive: \$200
 - This is available for package installs only, assessments through Comfort Home are not eligible for the DAC incentive.

Residential Energy Assessment Basics

Available only for Market Rate customers wishing to utilize NYSERDA financing options for measures that Comfort Home does not cover.

- Participation does not require a customer application.
- Assessment fees are not provided through this program as of December 18, 2025, and contractors cannot apply to participate.
- A resource guide can be provided to show how to help customers who need a loan for measures not offered by Comfort Home (i.e., DHW, HVAC systems, etc.)

Program Roles and Responsibilities

NYSERDA: New York State Energy Research & Development Authority (Program Administrator)

- Works to promote energy efficiency, renewable energy, and emissions reduction across New York's economy and energy system.
- Develops, oversees, and distributes incentives for energy efficiency program work through EmPower+ and Comfort Home.
- Creates program guidance and rules for participating customers, contractors and partners.

CLEAResult (Program Operations and Technical Support Implementation Contractor)

- Program implementer for EmPower+ and Comfort Home
- Provides programmatic and technical support for contractors and customers

TRC (Customer Engagement and Enrollment Contractor)

- Reviews and processes customer income applications
- Provides support and answers questions about program offerings

Program Roles and Responsibilities

Honeywell (Quality Assurance Contractor)

- Provides Quality Assurance inspections on completed EmPower+ Program and Comfort Home Program work

Regional Clean Energy Hubs (NYSERDA Partner)

- Provides information to homeowners and contractors about available programs, ways to reduce energy usage and costs, and how to make more informed energy decisions

BPCA: Building Performance Contractors Association

- Statewide trade association representing contractors committed to their success and professional development
- Offers training programs and workshops

BPI: Building Performance Institute

- Standards development and credentialing organization for residential energy auditing and upgrade work

Contractor Support Resources

NYSERDA programs provide many online resources to help contractors navigate the programs and contribute to their successful participation.

- Contractor Support website
- NYHEP (NY Home Energy Portal)
- Online Scheduling Tool
- Knowledge Base
- Salesforce (MyEnergy, Partner Portal/SQA Portal)
- Regional Clean Energy Hubs

Contractor Support website

The Contractor Support Website is a “One-Stop Shop” for Program announcements/updates, manuals, forms, webinars, and general support information.



[Contractor Support Website](#)

Program Announcements

NYSERDA's Home Modernization Program shares updates and information related to their single-family residential energy efficiency programs in a monthly email.

The announcements cover EmPower+, Residential Energy Assessments, Comfort Home and Green Jobs – Green New York Financing.

The email links direct readers to the content hosted on the Contractor Support site.

[Stay Connected – Residential Program Updates](#)



NYSERDA
New York State Energy Research
and Development Authority

Home Modernization Program Announcements

For the period of: 10/09/2025 - 10/22/2025

Dear Participating Contractors, Vendors, and Interested Parties:

To make it easier for you, we have combined program announcements related to NYSERDA's small residential (1 to 4 family) energy efficiency programs into one email. This week's announcement covers updates for the program(s) listed below.

- **Events, Training Opportunities, & Conferences**
 - ***NEW*** [NYSERDA Home Modernization Monthly Contractor Webinar](#)
- **EmPower+**
 - [Program Permit Requirements](#)
 - [KEDLI HEAT Transition to EmPower+ Webinar](#)
 - [EmPower+ Mass Media Approval Deadline](#)
 - [QMS Nonconformance Training](#)
 - [The Energy Affordability Guarantee Pilot](#)
- **Residential Energy Assessment Program & Comfort Home**
 - [REA Program Sunset and Final Submission Dates](#)
- **Comfort Home Pilot**
 - ***NEW*** [Comfort Home Updates](#)
 - [NYHEP Updates](#)
- **Green Jobs – Green New York Financing**
 - No new announcements
- **General**
 - No new announcements

Program Announcements

The Contractor Support site has new and archived announcements. Contractors can also sign-up for announcements. ([Stay Connected – Residential Program Updates](#))

PROGRAM RESOURCES

TECHNICAL RESOURCES

SALESFORCE

Program Announcements

from 10/9/2025 to 10/22/2025

Program Manuals

Forms

Comfort Home Resources

Heat Pump Resources

No-Heat Resources

Spray Foam Resources

Events

Webinars

NYHEP

Marketing Materials

Pilots

Stay Connected – Residential Program Updates

Archived Program Announcements

Welcome to the C



Events, Training Opportunities and Conferences

EmPower+

Residential Energy Assessments

Comfort Home Pilot

Green Jobs – Green New York Residential Financing

General Announcements

Archive

Archive

Archive

Archive

Archive

Archive

Events, Training Opportunities and Conferences

► NYSDA Home Modernization Monthly Contractor Webinar

EmPower+

► Program Permit Requirements

► KEDLI HEAT Transition to EmPower+ Webinar

► EmPower+ Mass Media Approval Deadline

► QMS Nonconformance Training

► The Energy Affordability Guarantee Pilot

Residential Energy Assessments Program

► REA Program Sunset and Final Submission Dates

Comfort Home Pilot

► NEW: Program Announcements

Green Jobs – Green New York Residential Financing Announcements

► No Announcements

General Announcements

► No Announcements

Stay Connected – Residential Program Updates

Join our Combined Residential Announcement mailing list – a bi-weekly email providing updates and information on NYSDA's small residential energy efficiency programs, including:

EmPower+

Residential Energy Assessment Program

Comfort Home Pilot

Green Jobs – Green New York Financing

You may also sign up for text messaging to receive occasional and timely updates from NYSDA on energy-related topics and events.

Fields marked with an asterisk (*) are required.

FIRST NAME: *

LAST NAME: *

COMPANY: *

INDUSTRY: *

Agriculture

EMAIL: *

TITLE:

Sign Up for Text Message Updates

Subscribe to our text messaging service for periodic and relevant notifications regarding energy-related information and upcoming events near you.

MOBILE PHONE

Program Manuals

Each program manual contains the program's rules and procedures, and detailed information about how to operate within the established guidelines of the specific program.

EmPower+ Program Manual

Program Resources > Program Manual > [2026-2027 EmPower+ Program Manual – April 2026](#)

Comfort Home Pilot Manual

Program Resources > Comfort Home Resources > [Comfort Home Pilot Manual – July 2026](#)

Program Manual – EmPower+

Section 1 – General EmPower+ Program Information

Section 2 – Audits: Ensuring Customer Quality and Contractor Compliance

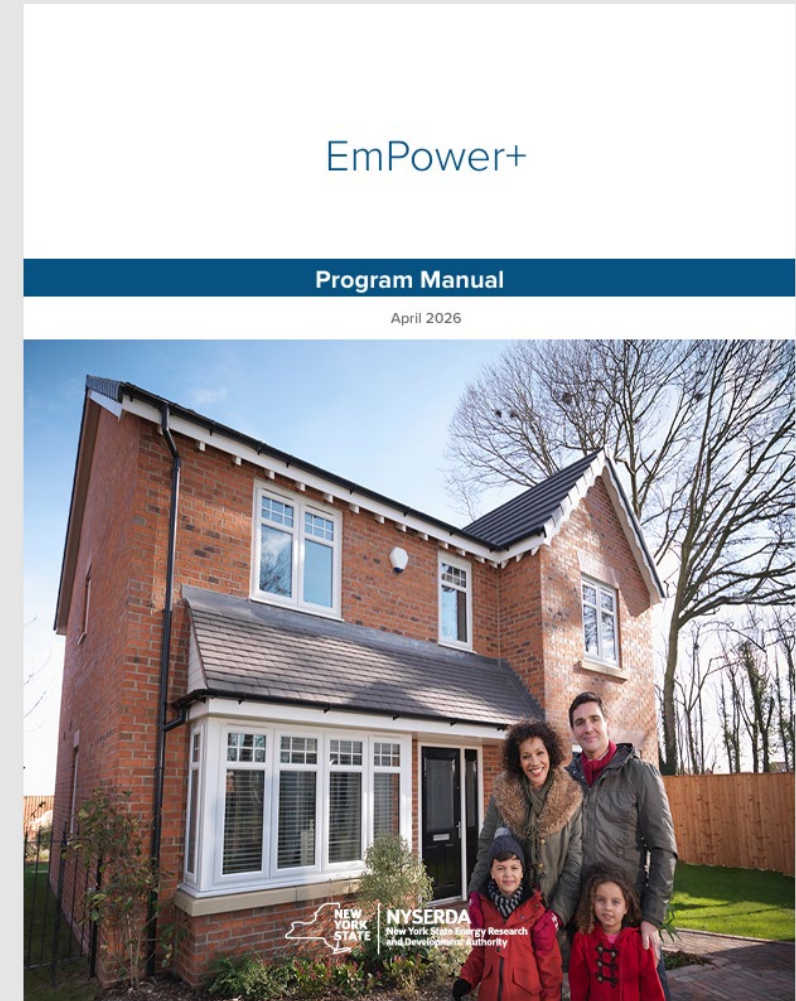
Section 3 – Program Benefits and Incentives

Section 4 – Program Eligibility for Customers

Section 5 – Project Requirements for Contractors

Section 6 – Appendix

- Program Forms are not included in the PDF Program Manual but are available on the [2026 EmPower+ Program Manual](#) page.
- [EmPower+ Program Manual Feedback Form](#) is available for contractors to provide their feedback on the new Program Manual format.



Marketing Resources and Policies

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.

Marketing Materials

Materials are available on the [Contractor Support website](#) under Program Resources.

Terminology & Messaging

Based on research insights, NYSERDA developed messaging to speak directly to those most likely to engage with EmPower+. Use the recommended language and terminology in your messaging campaigns.

Any advertisements via mass media (such as TV, radio, print, online) must first be approved by NYSERDA by contacting David.Friello@nyserda.ny.gov.

To report misuse of logos, either through incorrect usage or by a non-participating contractor, please send an email to residential.programs@nyserda.ny.gov.

Logo Usage

- Participating Contractors may not use NYSERDA's logo; however Participating Contractors are authorized to use the NYSERDA Participating Contractor Attribution Logo subject to the restrictions outlined in the [Contractor Participation Agreement](#).
- Contractors must request access to the Participating Contractor logo. Navigate to section 6.6 of the [Contractor Participation Agreement](#) for more information, and the form to make the request.

Program Manual – Comfort Home

1. Comfort Home Pilot Summary
 2. Becoming a Participating Comfort Home Contractor
 3. Participating in Comfort Home Pilot
 4. Project Requirements
 5. Customer and Project Eligibility
 6. Comfort Home Pilot Contractor Workflow
 7. Quality Assurance, Compliance, and Participation
 8. Green Jobs – Green New York Residential Financing Program
 9. Comfort Home Pilot Contact Information
 10. Coordinated Incentive Program for Westchester County
- Appendix A: Electronic Signature Policy

Comfort Home Pilot Program

Program Manual

March 2026



Questions

Program Forms

PDFs of forms needed for both EmPower+ and Comfort Home are available for download on the Contractor Support website. Revisions are made to forms based on contractor feedback and program needs. It is important to use the latest version of these forms.

EmPower+ Operational Forms

Program Resources > [Forms](#)

Comfort Home Pilot Manual

Program Resources > [Comfort Home Resources](#)

Webinars

NYSERDA hosts a monthly webinar for contractors which includes Program updates, information, reminders, and helpful tips. [Other Webinars](#) are held for training or specific Program-related topics.

All webinars are recorded and uploaded to the Contractor Support website.

By signing up to receive announcements, you will receive the sign-up links for these webinars by email.

[Stay Connected – Residential Program Updates – Contractor Support](#)

Webinars

All Program contractors can view recordings and download the presentation PDFs. Please note some program requirements mentioned in these webinars may have changed since the date of the presentation. Refer to the program manual for the most up to date program requirements.

Date → Recording → PDF of Presentations

10/03/2025 → [Watch Now](#) → [Contractor Check In 10/03/2025](#)

Topics Covered: 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

09/05/2025 → [Watch Now](#) → [Contractor Check In 09/05/2025](#)

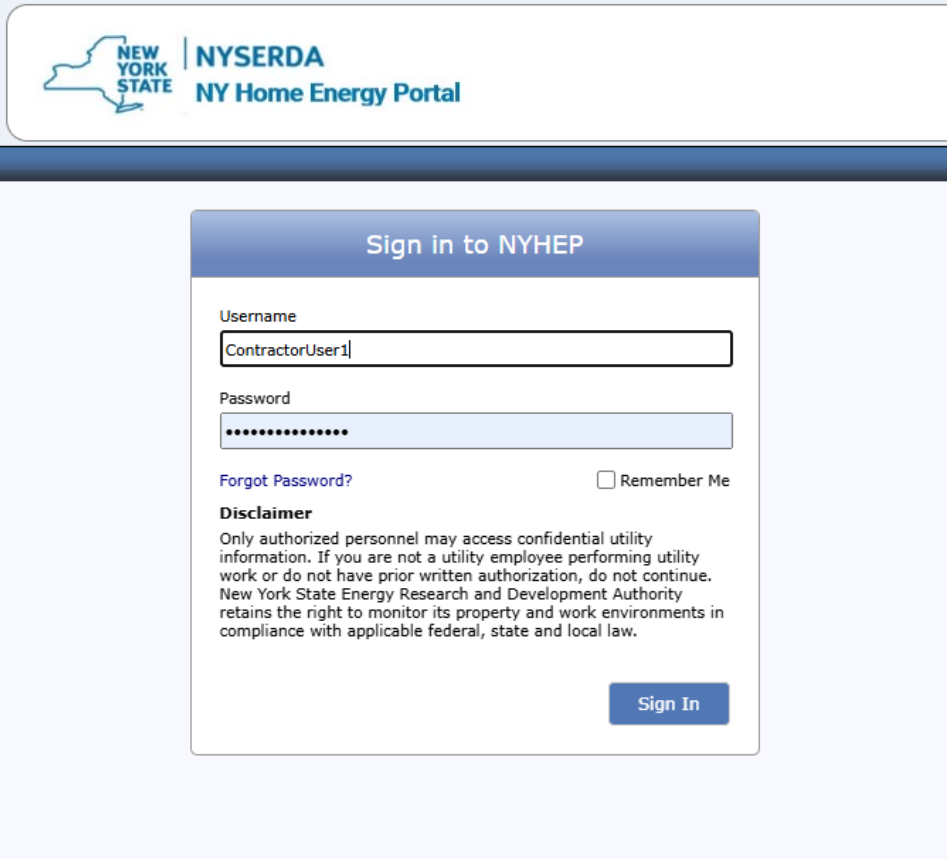
Topics Covered: Residential Energy Assessments: Virtual Energy Assessment Program, EmPower+: No Heat Guidelines, NYHEP Permit & Licensing Process, Accessing Campaign Codes, Vacant Unit Clarification, Site Visits by Technical Services, TRC/CR Ideal Call Times, Required Spray Foam Training, Find a Contractor Site – Review, Clean Energy Hub Coordination

NY Home Energy Portal (NYHEP)

NYHEP is a web-based energy modeling and workflow management system used for both the EmPower+ and Comfort Home Programs.

Each user is required to have their own username. The company's primary contact must either submit user requests themselves or be included on user requests.

Requests can be sent to CLEAResult: support.residential@nyserda.ny.gov.



The screenshot shows the login interface for the NY Home Energy Portal. At the top, there is a header with the New York State logo and the text "NYSERDA NY Home Energy Portal". Below this is a "Sign in to NYHEP" box. Inside the box, there are fields for "Username" (containing "ContractorUser1") and "Password" (masked with dots). To the right of the password field is a "Remember Me" checkbox. Below the password field is a "Forgot Password?" link. A "Disclaimer" section follows, stating that only authorized personnel may access confidential utility information and that the New York State Energy Research and Development Authority retains the right to monitor its property and work environments. At the bottom right of the box is a "Sign In" button.

NYHEP Reporting

Reporting is available in NYHEP for project management. Projects are referred to as Enrollments in NYHEP. Enrollment lists can be filtered and exported to various file types including Excel. Preset reports can also be generated based on timeframes and program type including:

Contractor Report

- All in-progress and closed projects can be shown even if the workflow step is assigned to the Program for review.

Workflow Step Details

- This report is similar to the Contractor Report above, but with fewer details. The report only shows steps currently assigned to the Contractor.

Workflow Step by Contractor

- Snapshot of how many enrollments are in each workflow step for each program. Report shows Enrollments in steps currently assigned to the Contractor (i.e., Enrollment Acceptance, Workscope Submission, Final Project Submission).

EmPower+: 180-Day Project Completion

Contractors who have more than 20% of their enrollments older than 180 days since Enrollment Acceptance will not be assigned any new enrollments.

Workflow Step	Trade Ally	Disposition / Status	Start Date	End Date
Enrollment				
Contractor Assignment	CLEAResult	Closed - Work Completed	8/5/2024	8/5/2024
Enrollment Acceptance	Contractor A	Closed - Rejected	8/5/2024	8/7/2024
Contractor Assignment	CLEAResult	Closed - Work Completed	8/7/2024	8/7/2024
Enrollment Acceptance	Contractor B	Closed - Accepted	8/7/2024	8/7/2024
Workscope Submission	Contractor B	Closed - Work Completed	8/7/2024	9/30/2024

Program Actions

Program monitors these thresholds and impacted contractors will be contacted.

When a contractor’s backlog has been resolved, they will be made available for enrollment assignments again.

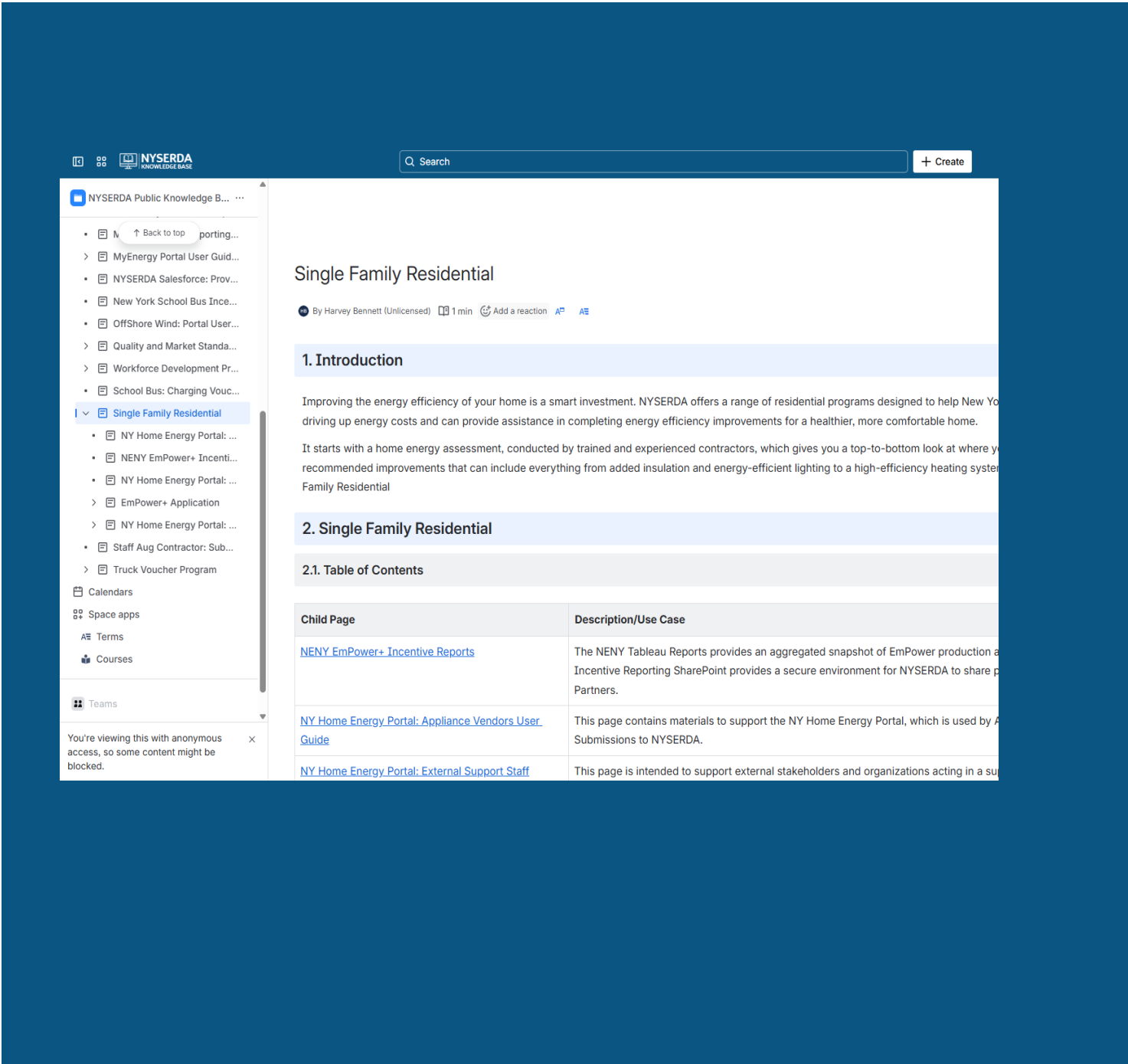
Contractors can work with the CLEAResult Contractor Support Team for an approved exception if needed for projects with special circumstances.

NYSERDA Knowledge Base

This platform is intended to provide additional guidance and training resources for NYSERDA’s external partner communities when supporting a NYSERDA program.

Includes instructions for the following:

- EmPower+ Application
- NY Home Energy Portal



Salesforce

NYSERDA system is used for:

- EmPower+ customer applications (MyEnergy)
- View/Respond to Inspections, submit cases (Partner Portal)
- Program communication distribution lists

Each user is required to have their own username. The company's primary contact can add users without needing a support request.

When access is granted to Salesforce, contractors will use it to see Project Inspections and submit cases via the Partner Portal and submit applications for categorially income eligible customers via MyEnergy.

[NYSERDA MyEnergy - Login](#)
[NYSERDA Partner Portal – Login](#)

NYSERDA

Welcome to the NYSERDA Partner Portal

Login Instructions:

Your **Username** is typically your email + ".nyserderda" on the end.

Example: If your email is abc@gmail.com, your username will be abc@gmail.com.nyserderda

You can also find your username in the welcome email sent to you from NYSERDA.

Residential Customers

If you are a residential user trying to enter in an application, then please login here: [Residential Customer Portal](#), otherwise enter your information below.

Username

Password

[Log In](#)

[Forgot Your Password?](#)

[Forgot Your Username?](#)

Regional Clean Energy Hubs

Regional Clean Energy Hubs are located throughout New York State.

Your Regional Hub is a team of trusted, knowledgeable, community-based organizations from your region of the State. They are knowledgeable about clean energy, energy efficiency, workforce and economic development, education, health, and housing.

You can make your job easier by coordinating with your Clean Energy Hub!

[Find Your Regional Clean Energy Hub](#)

[← BACK TO REGIONAL CLEAN ENERGY HUBS PROGRAM](#)

Find Your Clean Energy Hub Today

View the full list of Clean Energy Hubs below, or select your county in the drop down to find your Hub.

Clean Energy Hubs

County:

Show entries of 12 results

Region	Contact	Counties Served
Capital Region	Susan Cotner (518) 275-4805 energy@ahphome.org CleanEnergyCapitalRegion.Org	Albany, Columbia, Greene, Rensselaer, Saratoga, Schenectady, Warren and Washington
Central New York	EnergySmart CNY (315) 313-5050 advisor@energysmartcny.org EnergySmartCNY.org	Cayuga, Cortland, Madison, Onondaga and Oswego
Finger Lakes	AMPED Coordinator (585) 419-6218 www.AMPEDproject.org hub@climategfl.org	Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming and Yates
Long Island	Long Island Smart Energy Choices Hotline (516) 832-2591 ext. 125 liscleanenergy@cornell.edu https://www.lismartenergychoices.org/	Nassau and Suffolk
Mid-Hudson	Mid-Hudson Energy Choices Hotline (845) 605-0580 MidHudsonEnergy@cornell.edu MidHudsonEnergyChoices.org	Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster and Westchester

Regional Clean Energy Hub Objectives

- Increase awareness of and access to clean energy solutions and opportunities.
- Increase uptake of clean energy projects, with support for accessing wrap around services and resources.
- Advance local capacity to engage with community members about clean energy policy, technologies and opportunities.
- Increase public participation in energy planning and program coordination activities.
- Increase partnerships and diversity of contractors that result in scalable activities and projects.
- Support career pathways for individuals currently residing in disadvantaged communities and priority populations.

A Regional Clean Energy Hub can:

- Describe the “clean energy economy” and explain what it means for communities
- Assist with accessing job training and employment in the clean energy sector
- Explain a home energy assessment and why it is useful
- Help customers fill out applications for free home energy assessments
- Discuss what types of energy incentives a person or business may qualify for
- Share information about clean energy upgrades and equipment, such as heat pumps, solar energy, and weatherproofing
- Help individuals find qualified contractors to perform clean energy upgrades
- Locate a community solar program and help residents and businesses sign up for it

Questions



BPCA MENTORSHIP PROGRAM

**A contractor led initiative to strengthen
contractor quality, growth, and capacity
in New York State**



BPCA MENTORSHIP PROGRAM

- Contractor-led mentorship program providing practical, real-world guidance
- Pairs experienced contractors with developing or expanding contractors
- Focus areas include:
 - Technical best practices
 - Business operations
 - Workforce development
- Structured approach with defined goals, regular check-ins, and progress tracking



MARKET NEED FOR MENTORSHIP

- **Upskilling existing contractors**
- **New state and utility programs requiring integration of air sealing and whole-home performance services**
- **Many contractors need coaching to successfully cross-train staff and expand their business models.**
- **New and emerging contractors often lack access to practical guidance on operations, compliance, and program participation.**





ACCOMPLISHMENTS TO DATE

- **Launched the first mentor–mentee cohort**
 - **Facilitated roundtable-style sessions with the initial cohort**
 - **Collaborated with mentors and industry partners to begin designing a Learning Management System (LMS)**
 - **Identified priority training topics based on real-world contractor needs**
 - **Collected ongoing feedback from mentors and mentees**
- 

VISION FOR THE FUTURE

- Expand program statewide
- Increase number of mentees served
- Launch a centralized Learning Management System (LMS) with on-demand training resources
- Build structured learning pathways for:
 - New industry entrants
 - HVAC Contractors expanding into air sealing & home performance
 - Established contractors scaling or adding electrification services
- Integrate technical training with business development:
 - Financial management
 - Staffing and workforce growth →
 - Long-term sustainability

STATEMENTS FROM MENTORS & MENTEES

"Serving as a formal mentor has been an incredibly rewarding experience. David, who operates a heat pump company in Oneonta, has truly embraced the value of incorporating envelope work into his business model. He recognizes that this holistic approach is essential—not only for sustainable business growth but, more importantly, for its positive environmental impact. We both look forward to our sessions discussing business strategy and building science, and I am confident that David will be a significant asset to both our industry and his local community."- Kevin Brenner, Mentor

"Overall, the mentoring has helped the mentee focus on the areas that are most important to keep his business moving forward while providing resources like other mentors and business owners in similar industries to help explore challenges and potential problem-solving strategies. Personally, it has been very satisfying to help someone get to the next level that is really committed to doing just that." -Michael Bennett, Mentor

"The mentorship process has been extremely helpful. Coming from the HVAC world into the complete home performance space leaves a gap in knowledge and action. Kevin Brenner has been exceptional on his ability to guide me to action while the committee at large has been a major asset to helping me build the underlying infrastructure of a successful organization right from the start. The time generosity and willingness of everyone to build the three of us into better performing businesses that are better serving our customers cannot be thanked enough." -David MacClintock, Mentee

Discussion Questions

- **Feedback on Structure:** Is this program structure workable? What sounds most exciting? Potentially challenging? What's missing?
- **Connecting with Contractors:** Any recommended channels, messages, or networks the program team should engage to find high-quality and motivated contractors? How can non-contractors support awareness raising?
- **Value Delivered:** What would make your participation worth the time commitment as either a mentor or a mentee?
- **Expanding Access:** Any recommendations for how the program can be designed to best meet the needs of emerging and underrepresented practitioners? Examples: Small, rural, MWBE, career transition, etc.



Become a member

Joining BPCA connects you with New York's leading network of home performance and clean energy contractors. Members gain access to exclusive industry updates, direct communication with NYSERDA and utilities, mentorship and training opportunities, and a unified voice advocating for contractor needs statewide. Membership strengthens your business, expands your support system, and gives you a seat at the table in shaping the future of New York's clean energy industry.



www.bpca-ny.org



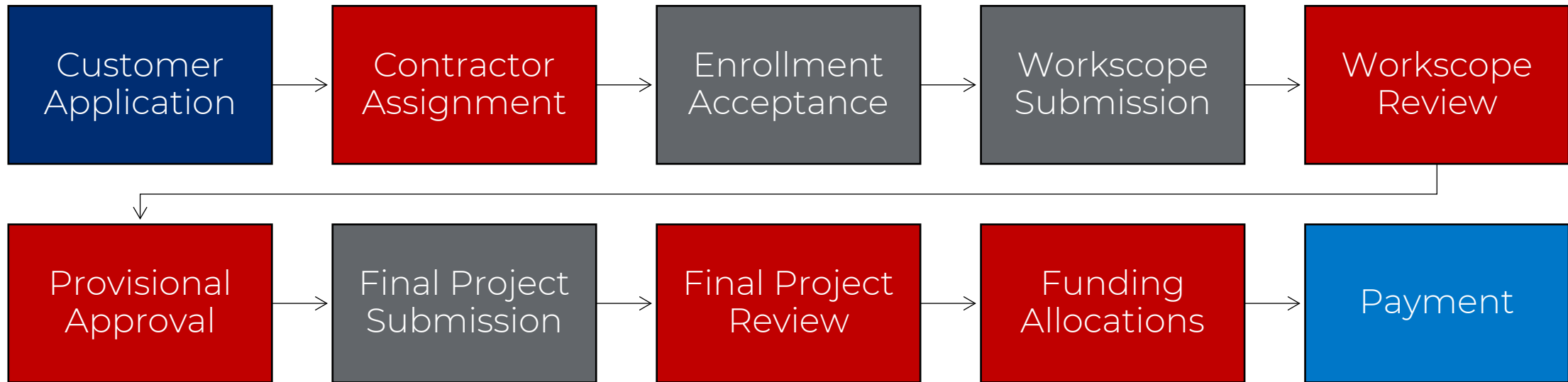
execdirector@bpca-nys.org



Questions

EmPower+: NYHEP Enrollment Lifecycle

Workflow is linear. Enrollments may be returned to a previous step for revisions.

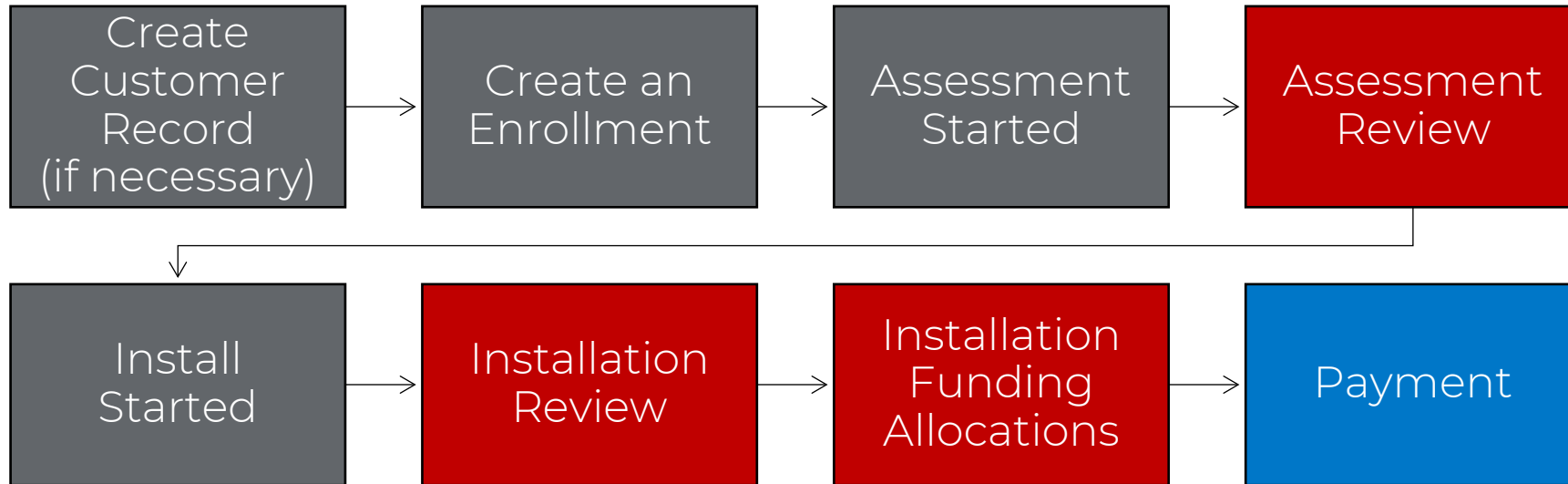


Responsible Party:

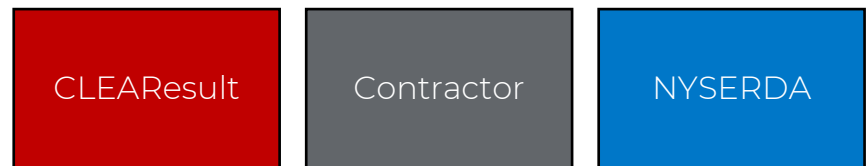


Comfort Home: NYHEP Enrollment Lifecycle

Comfort Home enrollments have a 30-day prompt submission policy for Assessments and Installs.



Responsible Party:



Payment Timeline

Enrollments at the Funding Allocations workflow step will be reviewed for funding determination. Once approved, the enrollment is included on an invoice sent to NYSERDA for payment.

- EmPower+ invoices are submitted to NYSERDA every Tuesday and Thursday
- Comfort Home invoices are submitted to NYSERDA every Wednesday

Holidays may impact the payment process.

- Example: If an EmPower+ enrollment moved to Funding Allocations on a Friday, it will be reviewed on the next invoice day (Tuesday) for payment approval. Once submitted to NYSERDA, the contractor should receive payment within 2 weeks.

Payments are made by ACH or check (if necessary).

Remittances

The Invoice Number and Payment Message fields can help identify which enrollment the payment is for.

In this example, there are positive payment lines and negative recoupment lines (shown with parentheses).

Recoupments are most often processed because of a QA/QC issue being identified.

When this occurs, outreach to the contractor happens before the recoupment is processed.



NYSERDA

Payment Advice

3 June 2025 6:04:49 AM
 Page 1 of 1

To:

Supplier Name: [REDACTED] LLC

Supplier Address: [REDACTED] Rd
[REDACTED] NY, [REDACTED]
USA

Reference Information

Pay Cycle: ACH-3

Pay Cycle Seq Number: 2 [REDACTED]

Payment Information

Payment Reference: AP0000 [REDACTED]

Payment Date: 06/03/2025

Payment Method: Automated Clearing House

Bank ID	Bank Name	Branch ID	Branch Name
[REDACTED]	[REDACTED]		

Bank To Information: [REDACTED]

Bank To Account: [REDACTED]

Invoice Number	Invoice Date	Voucher ID	Gross Amount	Paid Amt	Payment Message
[REDACTED]	05/30/2025	[REDACTED]	3,000.00	3,000.00	[REDACTED]
[REDACTED]	05/30/2025	[REDACTED]	200.00	200.00	[REDACTED]
[REDACTED]	05/29/2025	[REDACTED]	(150.00)	(150.00)	[REDACTED]
[REDACTED]	05/30/2025	[REDACTED]	(150.00)	(150.00)	[REDACTED]
Total:			2,900.00	2,900.00	[REDACTED]

Quality Assurance

NYSERDA's Standards and Quality Assurance team provides 3rd party Quality Assurance (QA). QA inspections involve verification of the contracted scope of work accuracy of site analysis, and verification that installations are consistent with program requirements, Building Performance Institute (BPI) standards, National Renewable Laboratory (NREL) Standard Work Specifications (SWS), and the New York State Uniform Building Code as they relate to the overall quality of the installation.

The QA inspection report will provide a list of all non-conformances identified. The report will provide an overall score of the project inspection and identify a pass or fail.

Deficiencies identified during SQA inspections are reported for follow up and tracked by Program.

QA Inspection Reports

The QA inspection report will provide a list of all non-conformances identified. The report will provide an overall score (1-5) of the project inspection and identify a pass or fail.

Participating Contractors are required to respond to NYSERDA with proof of corrective action for all non-conformances. A failed inspection report must be either disputed within 15 days by responding to the Salesforce Project Inspection record or remedied within 30 days. Sufficient evidence of remediation must be provided to NYSERDA via Salesforce, documenting the completion of required actions.

NYSERDA may, at its discretion, conduct a field verification of the remediated installation.

Contractors should encourage their customers to agree to QA inspections when contacted after their project completion.

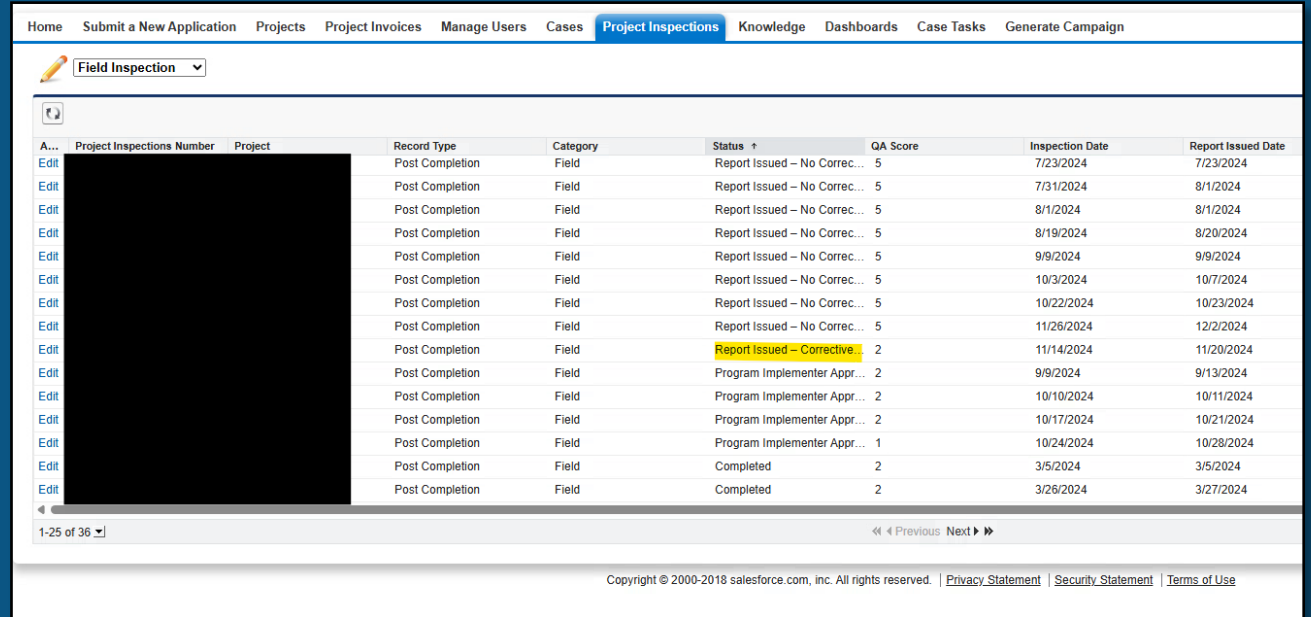
EmPower+ QA Process

To review and address the issued Corrective Action Reports, you need to sign into Salesforce.

Under the Project Inspections tab you can find currently un-resolved CARs awaiting your action by sorting the status and clicking into any marked "Report Issued – Corrective Action Required".

A detailed walk through of this process will be provided during Session 5 of this training series.

Quality Assurance assistance for Comfort Home should be directed to [Steve Wagner](#).



The screenshot shows the Salesforce interface for Project Inspections. The 'Project Inspections' tab is selected in the top navigation bar. Below the navigation bar, there is a 'Field Inspection' dropdown menu. The main content area displays a table with the following columns: 'Project Inspections Number', 'Project', 'Record Type', 'Category', 'Status', 'QA Score', 'Inspection Date', and 'Report Issued Date'. The table contains 15 rows of data. The 11th row is highlighted in yellow and labeled 'Report Issued – Corrective'. The 12th row is labeled 'Program Implementer Appr...'. The 13th row is labeled 'Program Implementer Appr...'. The 14th row is labeled 'Program Implementer Appr...'. The 15th row is labeled 'Completed'. The table is sorted by 'Status' in ascending order. The bottom of the table shows a pagination bar with '1-25 of 36' and navigation links for 'Previous' and 'Next'.

Project Inspections Number	Project	Record Type	Category	Status	QA Score	Inspection Date	Report Issued Date
		Post Completion	Field	Report Issued – No Correc...	5	7/23/2024	7/23/2024
		Post Completion	Field	Report Issued – No Correc...	5	7/31/2024	8/1/2024
		Post Completion	Field	Report Issued – No Correc...	5	8/1/2024	8/1/2024
		Post Completion	Field	Report Issued – No Correc...	5	8/19/2024	8/20/2024
		Post Completion	Field	Report Issued – No Correc...	5	9/9/2024	9/9/2024
		Post Completion	Field	Report Issued – No Correc...	5	10/3/2024	10/7/2024
		Post Completion	Field	Report Issued – No Correc...	5	10/22/2024	10/23/2024
		Post Completion	Field	Report Issued – No Correc...	5	11/26/2024	12/2/2024
		Post Completion	Field	Report Issued – Corrective	2	11/14/2024	11/20/2024
		Post Completion	Field	Program Implementer Appr...	2	9/9/2024	9/13/2024
		Post Completion	Field	Program Implementer Appr...	2	10/10/2024	10/11/2024
		Post Completion	Field	Program Implementer Appr...	2	10/17/2024	10/21/2024
		Post Completion	Field	Program Implementer Appr...	1	10/24/2024	10/28/2024
		Post Completion	Field	Completed	2	3/5/2024	3/5/2024
		Post Completion	Field	Completed	2	3/26/2024	3/27/2024

Contractor Status Designations

Review [Section 5.3 of the Program Manual](#) for more information on contractor participation status designations.

Participation Status

- Provisional
 - New contractors. Limited to 20 projects total.
 - In first 6-months demonstrate work quality through SQA inspections.
 - Must have 5 project completions meeting minimum QA standards by the 10th inspected project or within one year.
- Full
 - Good standing. Inspection rate of 10%.
- Inactive

Disciplinary Status

- Probation
 - Minimum 90-day timeline.
 - May include higher QA rate requirements.
- Suspension
 - May not complete additional work.
 - May include higher QA.
 - Must meet requirements outlined in NYSERDA suspension letter.

Questions

Who Do I Call?

Customer Engagement and Enrollment Contractor

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

Program Operations and Technical Support

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

TRC



CLEAResult



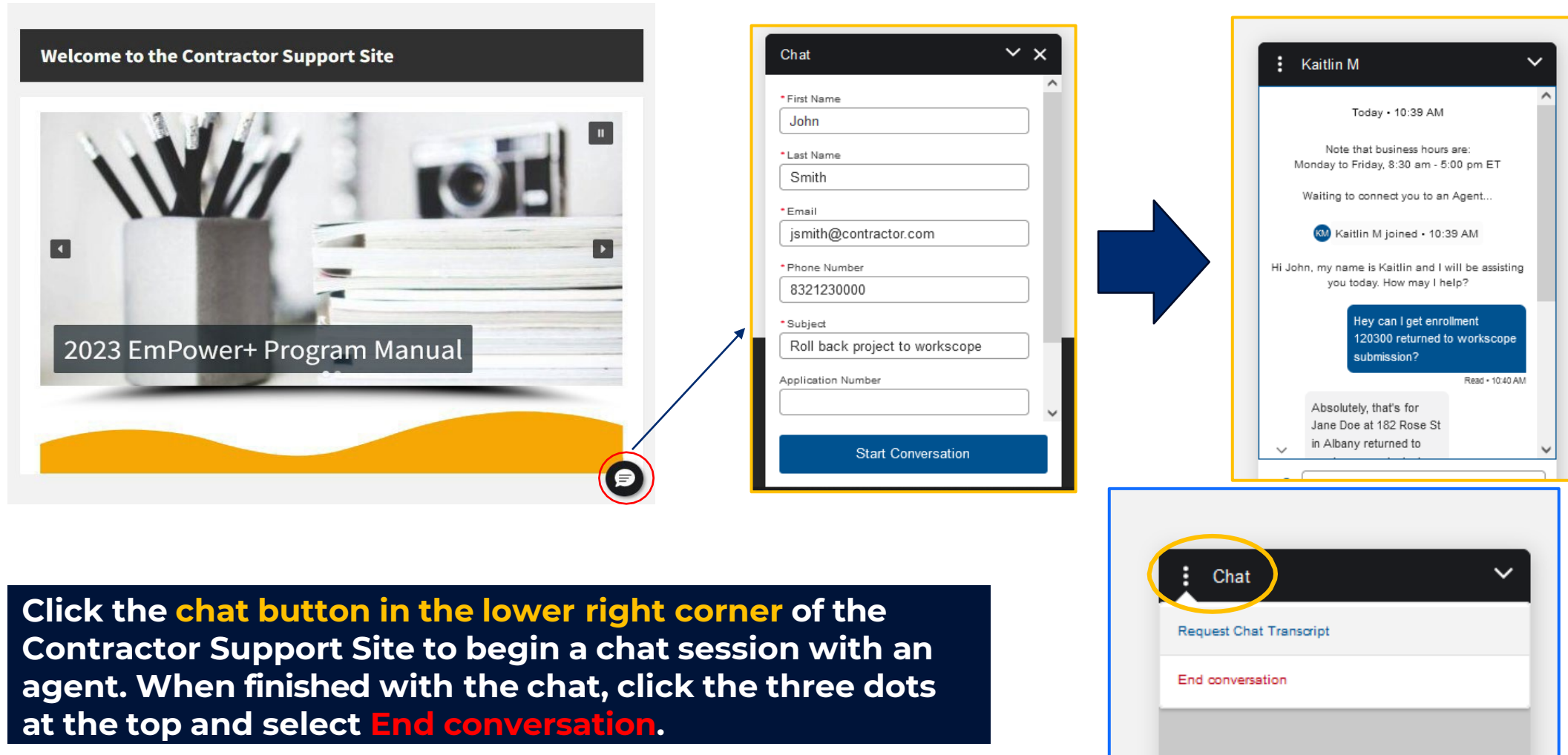
Additional Support Options

The Program Operations and Technical Support team offers multiple options for assistance. These options are available Monday-Friday from 8:30 AM to 5 PM, except for certain Holidays.

- Phone
 - 1-800-284-9069, calls will be routed to person best able to assist.
- Email
 - support.residential@nyserda.ny.gov
- Chat
- Web to Case
- Online Scheduling Tool
- Site Visits (in-person & remote)

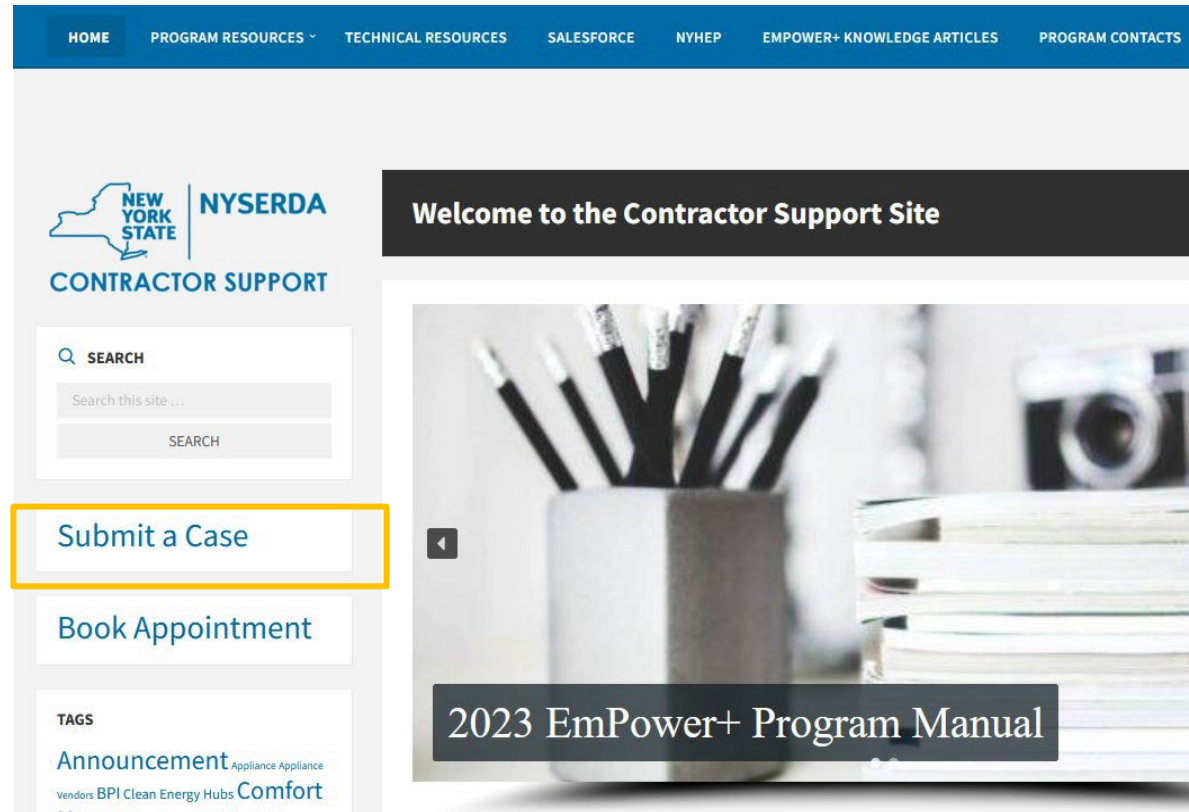
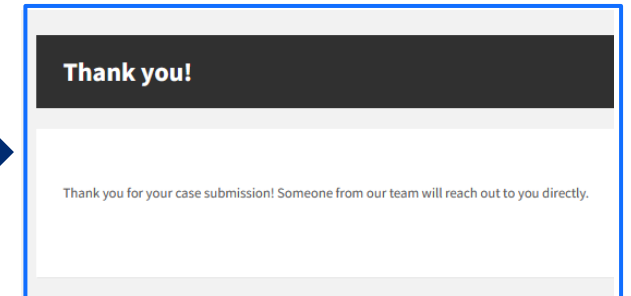
NEED HELP?

Chat



NEED HELP?

Web to Case

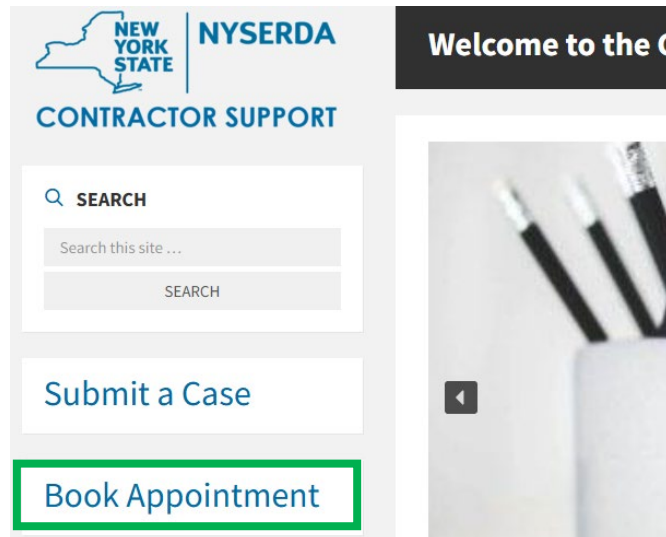
The image shows the "Submit a case" web form. The form has a dark blue header with the text "Submit a case". Below the header are several input fields: "CONTACT NAME*", "EMAIL*", "PHONE*", "SUBJECT*", and "DESCRIPTION*". Below the "DESCRIPTION*" field is a blue arrow pointing to the right. Below the arrow are two input fields: "APPLICATION NUMBER" and "ENROLLMENT NUMBER". At the bottom of the form is a checkbox labeled "I'm not a robot" and a "Submit Query" button. The form is outlined with a yellow border.

Click **Submit a Case** on the Contractor Support Site to use the web form. A confirmation email will be sent to you after case creation and an agent will reach out to you directly.

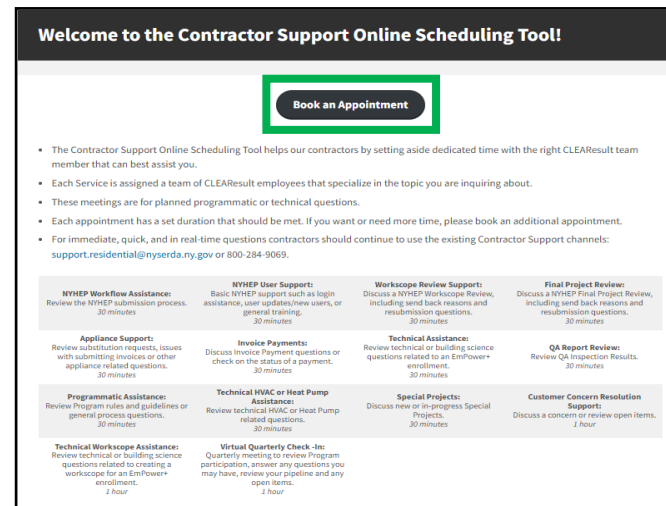
Online Scheduling Tool

Click “[Book Appointment](#)” on the Contractor Support website to utilize the Contractor Support Online Scheduling Tool. Select a Service Type and date/time that works best for you.

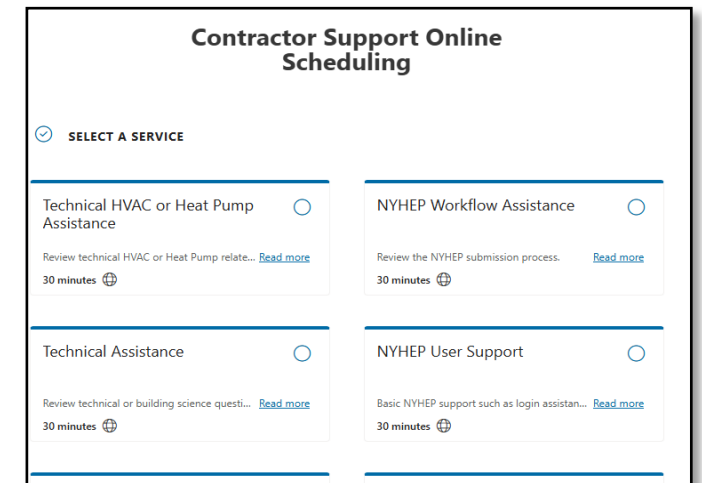
Click “Book Appointment” on the left side of the website



Review the meeting options then click the “Book an Appointment” button.



Select the service and provide information about what you would like to discuss.



Site Visits

CLEAResult conducts on-site inspections to assist Participating Contractors and Customers for a variety of reasons including:

- Home Energy Assessments*
- Workscope Development Options*
- Quality Control (QC) of In-Progress Projects*
- Customer Concern Resolution
- Quality Assurance (QA) Resolution
- Internal Quality Management (IQM) Plans

*Required for New Contractors with Provisional Status

Please work with CLEAResult when they reach out to schedule a site visit. Contractors can also request on-site or remote inspections through Contractor Support.

support.residential@nyserda.ny.gov | (800) 284-9069

Remote Inspections Available

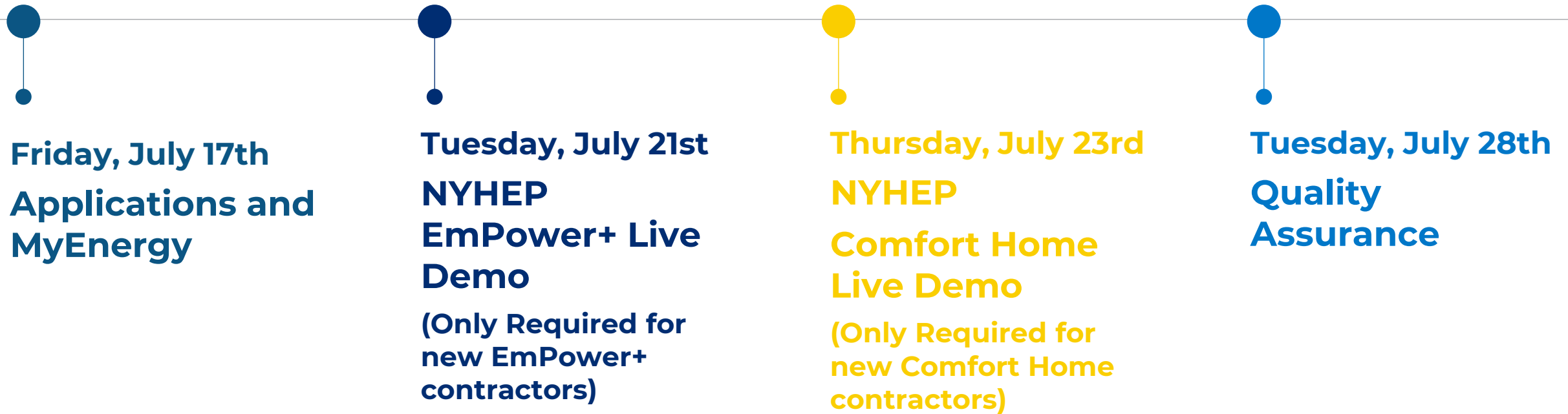
Live-service video solution to perform remote inspections.

- Call into Contractor Support
- Link is sent directly via SMS text to a phone number
- Join the live call without the need to register an account or download an app
- Embedded features such as guides, mark up tools, file sharing and chat enhance the interaction

Questions

You will receive this presentation and training recording by email.

What comes next?



All New Contractor Onboarding Training Sessions are scheduled for 8:30 – 10:00 AM EST

We would love to hear your feedback!

Please use the QR Code or Link below to complete our Feedback Survey.



<https://s.zoom.us/j/bZInyMwfP>