

Quality Assurance

CLEAResult – Technical Services Implementer

November 2025

EmPower+ Quality Assurance - What to Expect:

- Contractors enter the program under Provisional Status
- Complete work as approved
- Field Inspections will be completed
- Corrective action timeline
- Disciplinary Statuses / Internal Quality Management Plans

All information is in the [Program Manual Section 10 – Quality Assurance](#).

STATUSES

Provisional

Working towards Full Status. $\geq$ 6-month timeline. Demonstrate work quality.

Full

Target 10% (or 3, whichever is greater) inspections per year. Confirm good standing.

Probation

Failure meet requirements. $\geq$ 90-day timeline. May include higher QA rate requirements.

Suspension

Disciplinary Status. May not complete additional work. May include higher QA. Must meet requirements outlined in NYSERDA suspension letter.

Inactive

Should be requested if taking time out of the program or terminated.

Corrective Action Report (CAR) Timeline when Unresponsive

Day 1

- All non-conformances are required to be addressed within 30 days of issuing Correction Action Report (CAR).
- All non-conformances require a response through the link sent with the report.

Day 30

- **Unresponsive contractors** will receive an *Unresponsive Contractor Letter* via email and certified letter.

Day 37

- Follow up email sent requesting an update and/or timeline for resolution to issued CAR.

Day 44

- Phone call notification to contractor that their **ability to accept new enrollments** has been turned off in NYHEP.
- Follow up email requesting an update or timeline for resolution to issued CAR.

Day 60

- **Contractor status changed to Active-Voluntarily Withdrawal** (Program Manual 10.1.3a)
- Letter for Inactive-Voluntarily Withdrawal sent via email and certified letter.
- Phone call notification to contractor confirming status change.

Questions?

**Next up:
Issued Reports**

FIELD INSPECTION REPORT
Comfort Home Program



1

1) Field Inspection Report Data

Project No	Grade	Score
1149641	PASS	5

2) Enrollment Specific Information

Report Issue Date	03/13/2026	Project ID	
Inspection Date	03/11/2026	Inspector Name	Donald Boyne
Contractor Name		Inspector Company	Honeywell
Contractor Phone		Customer Name	
		Customer Phone	
		Customer Address	

2

3) Findings

A post-completion field inspection has been completed for the above referenced project and a grade of PASS has been assigned reflecting successful compliance with Program standards. No further action is required. Congratulations on your commitment to quality workmanship.

3

1) Field Inspection Report Data

2) Enrollment Specific Information

3) Findings

Combined Residential Application

FIELD INSPECTION REPORT



NEW YORK STATE

NYSERDA

Application No.	Grade	Score (Maximum of 5)
1 [REDACTED]	Fail	2
CORRECTIVE ACTION RESPONSE REQUIRED		

Contractor Name:	[REDACTED]	Report Issue Date:	9/18/2025, 12:12 PM
Contractor Email:	[REDACTED]	Customer Name:	[REDACTED]
Builder Name:	[REDACTED]	Customer Address:	[REDACTED]
Builder Email:	[REDACTED]	NYHEP Reference Number:	[REDACTED]
Project Type:	Full Comprehensive		

A post-completion field inspection has been completed for the above-named project and a score of FAIL has been assigned. Please review the report as there are one or more non-conformances that need to be addressed. Upon completion of all required remediation, you must submit photo documentation and a written response for each of the major and/or critical non-conformances. Responses must be made by following the [link](#) provided in the email received for this project inspection. All responses must be received within 15 business days. Failure to take effective corrective action on the items in this report may result in disciplinary action.

Electrical

General Requirements

Requirement	Code Reference	Severity	Deficiency Description	Picture Re-submittal Required?	Notes
3 Projects with a panel upgrade or other work requiring an electrical inspection have been inspected by the AHJ, or the contractor/customer provide evidence a permit was obtained, and the inspection is pending.	NYS RC R105.2, E3403.2	Major		Yes	Workscope calls for panel upgrade. However, Inspector could not locate inspection sticker on site. Further, there is no documentation in NYHEP of a permit application for this work. Please provide an official attestation from the AHJ indicates a permit and/or inspection is not required for electrical panel replacement/upgrades or evidence a permit was applied for to the AHJ (cancelled check, receipt or letter) to successfully contest the corrective action.

Combined Residential Application

FIELD INSPECTION
REPORT



NEW
YORK
STATE

NYSERDA

Application No.	Grade	Score (Maximum of 5)
	Pass	5

Contractor Name:

Report Issue Date:

2/3/2025 9:39 PM

Contractor Email:

Customer Name:

Builder Name:

Customer Address:

Builder Email:

Project Type:

Full Comprehensive

NYHEP Reference Number:

A post-completion field inspection has been completed for the above-named project and a score of **PASS** has been assigned. Please review the report as there are one or more non-conformances that need to be addressed. You are not required to submit photo documentation of the resolution that occurred but NYSERDA may verify that non-conformances identified in this report are addressed and corrected through a field inspection later.

Shell Measures

Air Sealing

Requirement	Code Reference	Severity	Deficiency Description	Picture Re-submittal Required?	Notes
Contracted weather stripping installed on exterior doors	NYHEP Work Order: Funding Allocations	Minor	The final project submission included 4 door sweeps for \$124.68. However, the inspector found none of them installed.	No	



3 Possible Inspection Reports

- Pass with No Corrections Actions Required
- Pass with CARs
- Fail with CARs

Combined Residential Application

FIELD INSPECTION
REPORT



NEW
YORK
STATE

NYSERDA

Application No.	Grade	Score (Maximum of 5)
	Pass	5

Contractor Name:

Report Issue Date:

10/3/2025, 1:46 PM

Contractor Email:

Customer Name:

Builder Name:

Customer Address:

Builder Email:

Project Type:

Full Comprehensive

NYHEP Reference Number:

A post-completion field inspection has been completed for the above referenced project and a grade of **PASS** has been assigned reflecting successful compliance with Program standards. No further action is required. Congratulations on your commitment to quality workmanship.

General Inspector Note Images

Questions?

Next up:
Addressing Corrective Action Reports

ADDRESSING CORRECTIVE ACTION REPORTS – COMFORT HOME

Message Content

Subject	Comfort Home - Field Inspection Fail - {{{Case.zContractor_Account_Name__c}}}	Enhanced Letterhead
HTML Value	Project ID: {{{Case.Enrollment_Number__c}}} Customer Name: <Customer Name> NYSERDA has conducted a field inspection for the above referenced project and has issued a "FAIL" grade indicating non-compliance with Program standards. Please review the report, which has been attached to this email, resolve all non-conformances, and take action to prevent these nonconformances in future projects submitted to the Program. The nonconformance listed in the field report is: <list nonconformances> The Program requires Participating Contractors to submit to NYSERDA photo evidence and a description of the corrective action for all "Major" or "Critical" nonconformance within 30 days of this notice. Once completed, please submit all documentation in direct reply to this email, or send an email to support.residential@nyserda.ny.gov with the subject line of "Comfort Home QA - [enrollment #]". Upon review of the provided documentation program, will confirm no further action is required. Failure to take effective corrective action within this time frame may result in disciplinary action. NYSERDA will verify this through future field inspections and repeat non-compliance of minor/incidental nonconformances may lead to disciplinary action. Thank you for your prompt response to this notice. We appreciate your commitment to quality workmanship. NYSERDA's Residential Participating Customer, Contractor, and Program Partner Support Team Technical Support is available from 8:30am - 5pm (EST) Mon-Fri Toll free: 800-284-9069 Email: support.residential@nyserda.ny.gov	

ADDRESSING CORRECTIVE ACTION REPORTS – EMPOWER+

To [REDACTED] : () Subject : NYSERDA Inspection Results – Report Available – Combined Residential Application Application # [REDACTED]

Dear [REDACTED]

RE: Combined Residential Application Project Application [REDACTED]

We've performed the inspection listed below. Please view the report to determine the status and identify if any items need to be addressed. Items requiring a response must be addressed by the date indicated on the report.

Contractor Name [REDACTED]

Customer last name: [REDACTED]

Application number: [REDACTED]

Inspection Link : <https://portal.nyserda.ny.gov> [REDACTED]

Inspection performed: 6/17/2025

[View the report](#)

If you have any questions, feel free to contact inspections@nyserda.ny.gov.

Thank you,
NYSERDA's Quality and Market Standards Team

ADDRESSING CORRECTIVE ACTION REPORTS - EMPOWER

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Field Inspection ▾



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

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ADDRESSING CORRECTIVE ACTION REPORTS - EMPOWER

Project Inspection
PI-049757

[Activity History \(5+\)](#) | [Notes & Attachments \(2\)](#) | [Approval History \(2\)](#) | [Project Inspection History \(5+\)](#)

Project Inspection Detail

Inspection Checklist

Review Failed Tasks

View/Print Inspection Report PDF

View All Inspector Notes

▼ Information

Project Inspections Number	PI-049757	Record Type	Post Completion
Status	Report Issued – Corrective Action Needed	Project	0000847816
Category	Field	Inspector	Cory Wyant
QA Score	1	QA Manager	Jim Cleveland
Scheduling Status	Scheduled	Inspection Checklist Version	2021
Scheduling Notes		QA Email Override	
Customer Concern	☐		

▼ Inspection Review

QA Manager Approval Status	Approved
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▼ Inspection Schedule

Inspection Date	6/17/2025	Start Time	11:30 AM
		End Time	1:00 PM

▼ Override the PDF Report Attachment

Report PDF File	Field Inspection.pdf (Created on: 6/18/2025, 10:03 AM)
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▼ Customer Contact Information

Customer Phone	
Customer Email Address	

▼ Archived Documents

Content cannot be displayed: You do not have sufficient privileges to access the page: /apex/OB_Project_Inspection_Archiver

ADDRESSING CORRECTIVE ACTION REPORTS - EMPOWER

Shell Measures

Insulation

Insulation R-value and quantity installed matches contract

PICN-32680507

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

PICN-32680508

Electrical

General Requirements

Invoiced Electrical Items

PICN-32681325

Permits and Inspections

PICN-32681327

Inspection #:
PI-049757

Customer Name:
[REDACTED]

Customer Address:
[REDACTED]

Non-Conformance Category:
Major

Task:
Insulation R-value and quantity installed matches contract

Failure Description:
Final project submission work order states for \$5,530.20 that the garage ceiling was to be insulated with 2" of closed cell foam insulation. However, the inspector observed that roughly 70% percent of the garage floor only had a 1-inch thickness installed.

Corrective Action Response Required:
Yes

Failure:
PICN-32680507

Fixed:
No

Attachments: [View](#)

Inspection Report: [View](#)

Override Failure: ☐

Notes
Note: The floor joists are 2x6 joists, see photos for reference.

#	Date	User	Action*	Notes*	Attachments	Action
1	7/28/2025	[REDACTED]	Mark As Resolved	Insulator returned to add foam in needed areas		
2	7/28/2025	[REDACTED]	Approve Resolved Task	Contractor added insulation in needed areas per photos submitted.		
3	10/9/2025	Joe Farrell	--None--			Insert

Showing 1 to 3 of 3 entries

SUBMIT

GENERATE FINAL REPORT

When reviewing the Failed Tasks:

- Observe all findings on the left.
 - The words indicate the failure-related item, and the symbol indicates the current status.
- Check the failure description and notes for each finding.
- Review any attachments provided by the inspector supporting their finding.

CONTESTING OR RESOLVING - EMPOWER

PICN-25292767

Failure Description:

Inspector observed that contractor installed CO detector was not a sealed unit with a 10 year life, but a model with conventional annually replaceable AAA batteries. See photos.

Notes

#	Date	User	Action*	Notes*	Attachments	Action
1	4/9/2024		Mark As Resolved	Installed the new device as per code specification.		Edit Delete
2	4/12/2024		Approve Resolved Task	Per provided photos the task has been resolved		
3	10/13/2025		Mark As Reso --None-- Mark As Resolved			Insert

Showing 1 to 3 of 3 entries

SUBMIT

Questions?

Next up:
Common Findings and QA Checklist

The checklist and categories for all inspection findings:

<https://hpwescontractorsupport.com/program-resources/comfort-home-resources/>

Category ▼	Inspection Category ▼	Measure ▼	Task Requirement ▼	Defect Category ▼	Task ▼	Pass Summary ▼	Fail Summary ▼	Reference Standard ▼
Assessment Quality	Assessment Quality	Data Collection	Audit Report Provided to Customer	Major	Verify the customer has received a copy of the energy audit and all recommended measures/packages have been evaluated.	Verify the customer has received a copy of the Comfort Home completion report.	Customer did not receive the Comfort Home completion report	Program Manual
Assessment Quality	Assessment Quality	Data Collection	Customer Verification of Work Completed	Incidental	Interview customer and verify the contractor who completed the project measures matches what is listed on the submitted project documents.	Interview customer and verify the contractor who completed the project measures matches what is listed on the submitted project documents.	Work was completed by contractor not listed on the submitted project documents	
Assessment Quality	Assessment Quality	Data Collection	Fuel Type and Central AC Properly Documented	Incidental	Westchester county only - The primary heating fuel and existing Central AC system have been properly documented on the program portal	Westchester county only - The primary heating fuel and existing Central AC system have been properly documented on the program portal	Westchester county only - The primary heating fuel and existing Central AC system have not been properly documented on the program portal	

The checklist and categories for all inspection findings are in the [Program Manual Section 10.3](#).

Field Definitions

Category – Represents a specific workscope category that the inspector is reviewing.

Measure – Represents a specific component that the inspector is reviewing.

Task Description – A detailed description of the task for the inspector to reference in determining if a task should be marked as a non-conformance.

Non-Conformance Category – Each task is assigned a non-conformance rating of either incidental, minor, major or critical. Refer to the Non-Conformance Rating Descriptions below for additional detail.

Reference – The basis for each task requirement is linked to the project workscope, a program guideline, manufacturer instructions, or code.

Non-Conformance Category Description	Energy Impact	Non-Energy Impact
Incidental	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.
Minor	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.
Major	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.
Critical	N/A	Presents an imminent hazard

Quality Assurance Scoring Matrix

(Scores are determined by counting the number of non-conformances with the highest severity rating. Applies to the whole project, not each individual measure)

Score	Incidental	Minor	Major	Critical
5	Up to 3	Up to 2	0	0
4	More than 3	Up to 3	0	0
3	N/A	More than 3	0	0
2	N/A	N/A	Up to 1	0
1	N/A	N/A	More than 1	More than 0

Quality Assurance Score Descriptions

5: System Meets All Program Criteria – An inspection receiving a score of 5 is generally well-installed, with no noticeable defects in workmanship or expected energy output. These projects are examples of best practices.

3: System Meets Key Program Requirements – An inspection achieving a score of 3 meets basic Program requirements, but the project may require some modification to be considered fully compliant.

1: System Does Not Meet Program Requirements – An inspection receiving a score of 1 indicates a project that has failed to meet key Program requirements and is not expected to meet the expected energy savings. These projects may require urgent attention to address safety concerns.

COMMON FINDINGS – EMPOWER+

# of Occurrences	Checklist Item	Category	Description
48	PRGC-47047	Electrical	Projects with a panel upgrade or other work requiring an electrical inspection have been inspected by the AHJ, or the contractor/customer provide evidence a permit was obtained, and the inspection is pending.
27	PRGC-29880	Shell Measures	Insulation R-value and quantity installed matches contract
21	PRGC-29855	Leakage Testing	Blower door results are within 10% of test out
19	PRGC-29895	Shell Measures	Exposed rigid foam board or spray foam has required thermal and ignition barrier
12	PRGC-29885	Shell Measures	Attic access is insulated to R-14 or greater
11	PRGC-29883	Shell Measures	Insulation has been dammed to maintain minimum clearances to heat sources such as chimneys, flues, recessed lights or bath fans with heat lamps.
8	PRGC-29869	Health & Safety	Clothes dryers, regardless of fuel type, and bathroom exhaust fans must be vented directly outside using appropriate duct materials
8	PRGC-29843	Direct Install	Insulation is neatly mitered, tight fitting around all fittings and fastened securely
7	PRGC-40829	Electrical	Type NM or SE cables smaller than 8 AWG are run either through bored holes in joists or on running boards when located in unfinished basements or crawl spaces
6	PRGC-29908	Assessment Quality	Heating system and/or domestic hot water system have been recommended where the existing system(s) are in poor condition or pose a health risk

Questions?

Wrap Up

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>