

BPCA Presentation - July 8, 2026

Q&A

Do we know when this page was last updated as far as projects needed? Why does it show PSEG at 0?

<https://hpwescontractorsupport.com/energy-affordability-guarantee/>

The production table on the Guarantee Pilot page of the contractor support site has been simplified to indicate whether a utility service territory needs additional eligible projects (Y/N) and a total count of space available in the Pilot. It is important that contractors fill out and submit the Reservation Form, also available from the same page, to flag the project as a candidate for the Pilot.

Are PSEG Long Island customers eligible for the Guarantee Pilot?

Yes, PSEG-LI customers are eligible.

Which utilities are still accepting new applications for the Guarantee Pilot from?

All utilities have space available for new participants. There is a specific focus to increase eligible projects in the following utilities: Central Hudson, Con Edison, Orange & Rockland, NYSEG, RG&E, National Grid – Upstate (Niagara Mohawk).

Is the Guarantee Pilot available for customers receiving Tier I and Tier III incentives through EmPower+?

No, only customers receiving Tier I incentives through EmPower+ are eligible.

Is the maximum allowable ACH for mobile homes still ACH=12?

Yes, maximum allowable ACH for mobile homes is still 12.

Will Empower+ now allow all natural gas customers switch to heat pumps (Tier III) or only people eligible for the Guarantee Pilot?

Only customers that are otherwise eligible for the Guarantee Pilot can take advantage of the EmPower+ program modifications including allowing natural gas conversions. Tier III customers

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are not eligible for the Guarantee Pilot, and thus not eligible for the EmPower+ program modifications.

For waiving the 1 year look-back – does that mean if a customer maxed out funds less than a year ago, they can revisit EmPower+ to get more funding to install the HPWH?

Yes.

Can building envelope requirements beyond ACH have exceptions for this? Wall/attic minimums etc.

At this time, no other EmPower+ rule modifications are in effect.

Has NYSERDA seen any concerns from customer when they apply?

DPS, NYSERDA, and the Implementation Team have seen limited concerns from customers when they apply, but there has been some confusion on eligibility, with some customers applying who have only installed ASHP or HPWH, and not both required measures.

Will energy monitors be mandatory and how will monitoring be scheduled with customers?

Installation of energy monitors will be mandatory, and we are still determining scheduling. Additional details regarding the installation of energy monitors will be made available once finalized.

What form does the Guarantee Pilot benefit come in?

The benefit comes in the form of a credit on the customer's electric bill.

So utilities that were not accepting new Guarantee Pilot participants now are again? During no-heat season we tried to get folks to heat pumps but National Grid and NYSEG were closed to new ones.

Customers in National Grid and NYSEG territory have always been eligible for the Guarantee Pilot, and welcome to apply should they meet the eligibility requirements.

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The updated guidance from this meeting is that the EmPower+ rule modifications allowing natural gas conversions, maximum ACH50 of 10, and waiving of HPWH cost-effectiveness requirements have now been expanded to include NYSEG and National Grid.

If a customer is approved for Tier I incentives through EmPower+, what if an electrical service upgrade is necessary 100A to 200A?

No changes have been made to the requirements for electrical service upgrades, though this may be covered by EmPower+ funds.

Can we leverage WAP shell work to meet requirements?

Yes, you can leverage outside funds to meet EmPower+ program requirements.

Municipal Electric cannot participate but what about an Electric Co-op?

No, electric co-op customers are not eligible. Only customers of the following electric utilities are eligible: Central Hudson, Con Edison, Orange & Rockland, NYSEG, RG&E, National Grid – Upstate, and PSEG Long Island.

Is there a time limit on the credit? 15 years from pilot start of when residents start receiving it?

Guarantee Pilot participants will receive bill credits for the life of the heating system starting from the date of enrollment in the pilot.

People on natural gas and other fuel sources are now eligible for the Guarantee Pilot? Is this so that people can then afford to do the rest of EmPower+?

Customers who install heat pumps to electrify space heating and cooling and hot water are eligible for the Guarantee Pilot. In all utilities except PSEG Long Island, conversions from Natural Gas to heat pumps are now permissible in EmPower+, provided a pilot reservation form is submitted and the project would otherwise meet eligibility requirements for the Guarantee Pilot.

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Can you provide an example with real numbers how a persons bill looks with an Guarantee Pilot credit applied? It is difficult to explain percentages to customers.

We have compiled sample utility bills containing Guarantee Pilot credits and are integrating these into program resources.

We've had issues where HEAP recipients getting oil, would actually pay more for heating with a heat pump because HEAP covered most or all of their oil bill, but HEAP for electric heat would not provide as much benefit. How does this apply to them?

This would offset the electric bill for that customer, regardless of HEAP benefit. The HEAP benefit will be considered in the calculation of the credit. As a side note, state agencies are looking at the different policy issues that need to be addressed to help improve affordability for low-income heat pump customers; HEAP is one of those areas we're working on.

Some folks don't have internet for the monitors will that be an issue? Many only have internet on their phone due to affordability.

DPS and NYSERDA are considering how to handle that scenario. Additional details regarding the installation of energy monitors will be made available once finalized.

We have heard customers say that if their usage has been reduced, their other fees have been increased. Is there any truth to this?

No, a reduction in electricity use will not increase any other component of someone's electric bill. If you have customers who think this is happening to them, you can refer to them to the [DPS Call Center](#).

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If a customer previously went through EmPower+ less than one year ago and exhausted available funds, but would like to revisit the program to install heat pumps and join the Guarantee Pilot, do we flag it in the application notes?

The contractor needs to submit an application and pilot reservation form so the project can be flagged as pilot-eligible in NYHEP.

So for Hubs would we let the contractor know as soon as we enter the application in MyEnergy, especially if they don't have HEAP, etc. letter to allow a contractor to upload the initial EmPower+ application and then the contractor will submit their Guarantee Pilot reservation form?

The sooner the pilot reservation form is submitted by the contractor, the better. That way, the application can be prioritized and expedited by the EmPower+ team.

If someone goes through NYS Clean Heat for heat pumps instead of EmPower+, are they eligible for the Guarantee Pilot?

If a customer installs heat pumps through Clean Heat and did not go through EmPower+, they are NOT eligible. Clean Heat is not an LMI program, and there are no considerations for affordability considerations tied to the project.

I thought the incentive was being evaluated at certain times over the course of the program. Will a person ever be withdrawn based on actual savings or any other criteria?

The credit is based on the level of electricity consumed each month. There will be months when the customer gets a credit, there will likely be months where they don't receive a credit.

How does this work for folks on budget billing? Can they get the credit monthly for the Guarantee Pilot still or will it only show up at the end of their budget period?

Budget-billing customers will still receive a monthly bill credit where monthly charges exceed the 6% target energy burden. The Implementation Team is exploring if an annual true-up bill credit will be necessary.

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How does the federal changes to the HEAR program impact the ability to do these projects now that fuel switching with HEAR funds will be disallowed?

Please see the program update concerning IRA changes here:

<https://hpwescontractorsupport.com/08182026-1/> .NYSERDA expects to have incentives available for this work for the foreseeable future.

If a Hub is assisting a customer through EmPower+ and on the path to receive Tier I incentives, should we be doing the reservation form too?

No, please work with the contractor to complete and submit the reservation form.

Does the credit follow the unit or just the specific applicant?

The credit would become inactive for that home, but it could be reactivated for a new qualifying low-income customer that moves in.

Do customers have to re-certify their income each year to maintain eligibility and participation the Guarantee Pilot? Same for if someone new moves into an eligible or participating household - if they are tier-1 eligible, they can receive the Guarantee Pilot credit from the previous owner's enrollment?

Yes, customers have to re-certify their income each year once they are participating in the pilot. We must recertify income to calculate energy burden each year, which informs the level of credits that the customer may be receiving. It may impact the amount of credits they receive, but this will NOT remove them from the pilot if their income increased above Tier I levels.

If someone moves into an eligible household, they can enroll in the Guarantee Pilot so long as they are Tier I eligible.

Is there a canned approved pre-formatted email that can be used to send to potential clients available?

DPS and the Implementation Team will work on developing this, and will share with contractors.

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Can the Regional Clean Energy Hubs receive lists of eligible customers to conduct outreach?

NYSERDA is leading referrals to eligible customers at this time. We have shared lists with the Hubs for eligible customers without emails on file, for assistance in reaching out. DPS and the Implementation Team may consider updates to this guidance and the degree of data sharing, and will communicate to the Hubs any changes in guidance.

For low-income rentals with a single meter paid by the landlord, would the customer (tenant) be eligible for the Guarantee Pilot?

The customer must pay for their electricity in order to qualify for the Guarantee Pilot.

Does NYSERDA have a list of projects that are near-eligible for EAG, such as those who have installed ASHP or HPWH, but not the other? Could these lists be shared with contractors?

NYSERDA and CLEAResult sent a list of eligible projects with either a heat pump or ASHP installed to contractors so they could identify projects to return to.

Does waiving the HPWH cost-effectiveness requirement also apply to ASHP? Even if natural gas conversions are technically allowed, it won't pass the cost-effectiveness test.

Yes, cost effectiveness can be waived for ASHP projects that will be enrolling in the Guarantee Pilot.

Could this apply to full electrification through EmPower+ of vacant homes? Does it have to be tagged to a specific client? How would they identify Tier I incentives?

Vacant units are still subject to all other EmPower+ program rules. In order to qualify for EAG, the homeowner of the vacant would need to be low-income and any future renter would also need to be low income.