



Department of Public Service
Energy Affordability Guarantee
Pilot Program



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Dear Customer,

As part of your participation in the EmPower+ program, you may have the opportunity to install high-efficiency electric heating and water-heating equipment at little or no cost, depending on your eligibility and the scope of work approved for your home.

We are writing to make you aware of an additional long-term affordability benefit you may be eligible for upon completion of home improvement measures.

Customers who install eligible heat pumps through EmPower+ that cover **both** their home's space heating and cooling **and** water heating needs may qualify for the [Energy Affordability Guarantee Pilot](https://dps.ny.gov/energy-affordability-guarantee-pilot-program) (<https://dps.ny.gov/energy-affordability-guarantee-pilot-program>), a program administered by the [New York State Department of Public Service](https://dps.ny.gov) (<https://dps.ny.gov>).

What is the Energy Affordability Guarantee?

The Energy Affordability Guarantee Pilot is intended to help eligible households manage their energy costs after completing qualifying home-electrification improvements.

For customers who are accepted into the Pilot and continue to meet its requirements, the program guarantees that eligible utility costs will not exceed six percent (6%) of your annualized household income.

The guarantee is expected to cover the effective useful life, or EUL, of the installed measures. Depending on the equipment installed and the final Pilot Program requirements, this may provide eligible customers with up to 15 years of promised utility bill affordability benefits.

It's important to note that final eligibility will be determined on an individual basis, and may depend on household income, utility service, equipment eligibility, continued compliance with program requirements, and other applicable criteria. The amount and duration of any benefit may also vary by household.

How can I qualify?

Your home performance contractor helps you complete both projects and get you enrolled in the Energy Affordability Guarantee Pilot. They can help you:

- Understand whether heat pumps are appropriate for your home;

- Review the EmPower+ incentives and services that may be available to you;
- Develop a proposed scope of work;
- Explain the installation process and anticipated benefits; and
- Direct you to the appropriate resources and get you enrolled in the Energy Affordability Guarantee Pilot.

What should I do next?

This may be an opportunity to improve the comfort and energy performance of your home at little to no upfront cost while also becoming eligible for a long-term utility-bill affordability benefit.

Please contact your contractor to discuss your home, available EmPower+ improvements, and the next steps in the process.

Sincerely,

NY Energy Affordability Guarantee Pilot Program Administrator