



Department of Public Service
Energy Affordability Guarantee
Pilot Program



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Dear Customer,

We are reaching out because our records show that your home previously received a heat pump installation that provides space heating and cooling **or** water heating via the EmPower+ program.

We are writing to inform you that customers who install eligible heat pumps through EmPower+ that provide **both** space heating and cooling **and** water heating may qualify for a long-term affordability benefit administered by the [New York State Department of Public Service](https://dps.ny.gov) (<https://dps.ny.gov>).

This means you may be one heat pump installation away from qualifying for the [Energy Affordability Guarantee Pilot](https://dps.ny.gov/energy-affordability-guarantee-pilot-program) (<https://dps.ny.gov/energy-affordability-guarantee-pilot-program>). The program is intended to help eligible households manage their utility costs after completing qualifying home-electrification improvements

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 can provide a guarantee 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 requirements, this may provide eligible customers with up to 15 years of promised utility-bill affordability benefits.

How can I qualify?

Your home performance contractor can help you complete the remaining heat pump installation project and get you enrolled in the Energy Affordability Guarantee Pilot. They can help you:

- Determine whether the remaining measure is 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 eligibility, available improvements, and next steps.

Sincerely,

NY Energy Affordability Guarantee Pilot Program Administrator