

Home Modernization Program Update

Scott Oliver, Associate Director

David Friello, Program Manager

Erik Gilbert, Senior Project Manager

Steve Wagner, Senior Project Manager

EmPower +
Virtual Energy Assessments (VEA)
Comfort Home

October 2, 2026

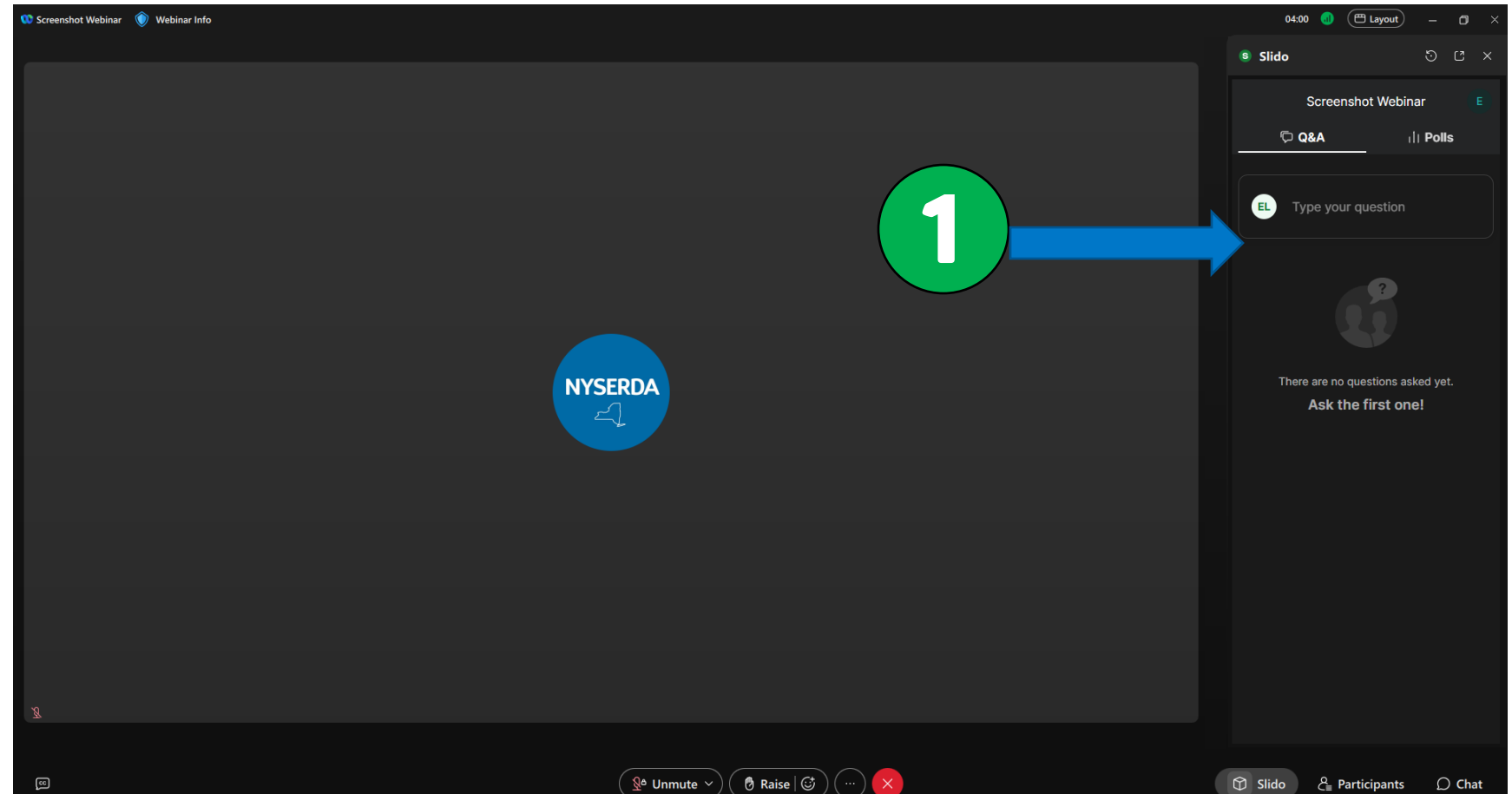


NYSERDA
New York State Energy Research
and Development Authority

Options for Q&A During Today's Webinar - Text

OPTION 1 - TEXT

- Locate **s**lido panel in the right portion of your webinar panel.
- Type your question as prompted into the text field and click "send."



Format of Q&A During Today's Webinar

Topic: [Type your question]

- > Please list your topic first followed by a colon sign.
- > Type your question pertaining to the topic after the colon sign.
- > This will allow the Host to align the questions with the topic being presented.
- > ***Please note that specific inquiries and topics not covered during today's agenda, i.e., enrollment number or client name can be addressed through the standard customer or contractor support options (Slide 4).***

Topic

Comfort Home: will the deadline for the new incentives be extended?

from Uthman Aziz to everyone: 1:24 PM

Topic

EmPower+: How will new applications be processed after MyEnergy roll out?

from Uthman Aziz to everyone: 1:28 PM

Topic

NYHEP: How do we confirm if a customer is getting OTDA funding or IRA funding?

from Uthman Aziz to everyone: 1:34 PM

Topic

REA: How will the new testing requirements be implemented?

from Uthman Aziz to everyone: 1:35 PM

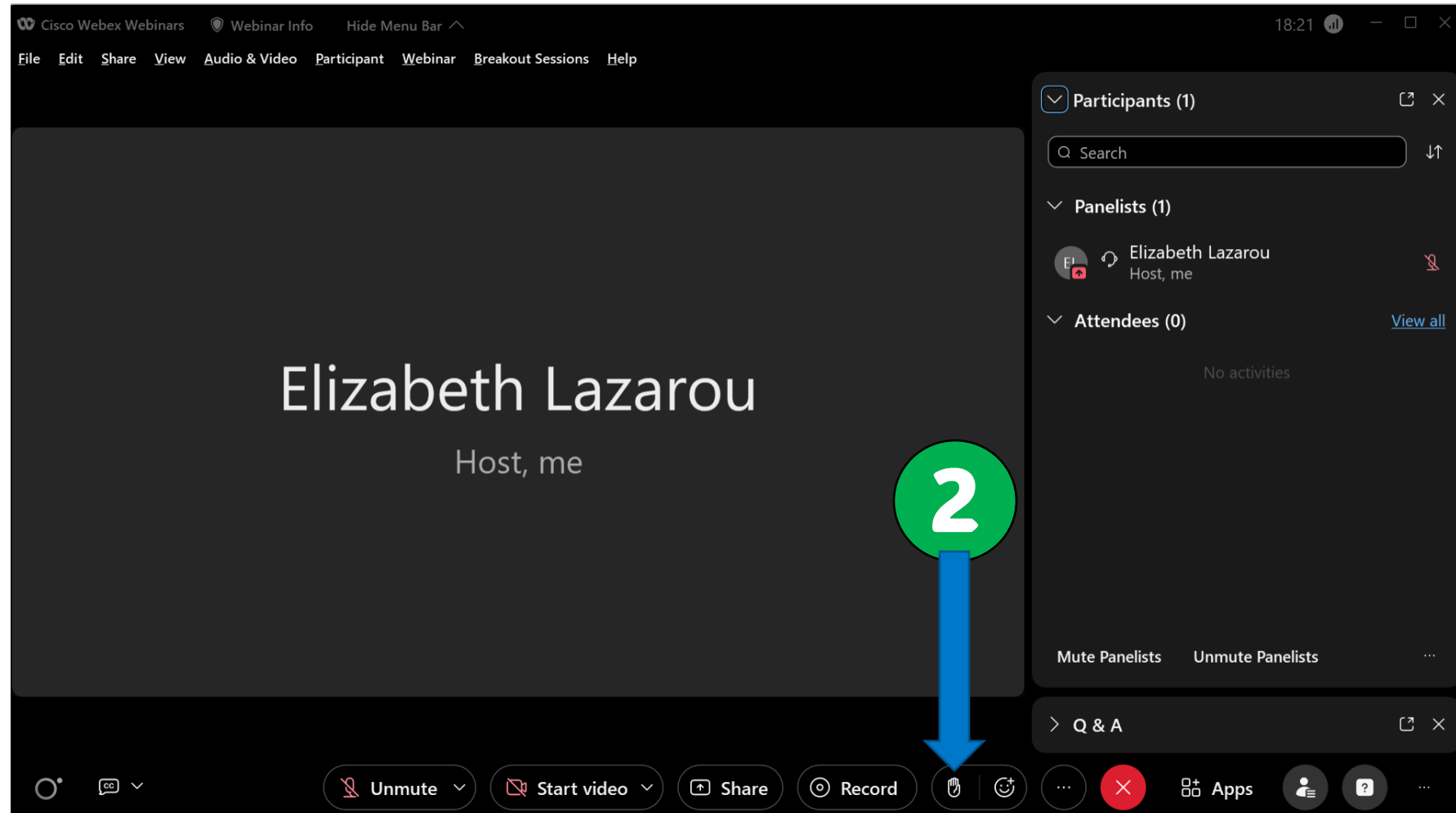
Topic

GJGNY:

Options for Q&A during today's webinar Mic/Phone

OPTION 2 - MIC/PHONE

- > Locate the “raise hand” icon in the toolbar at the bottom of your screen.
- > Click on the raise hand icon to let the host know you have a question.
- > The Host will indicate when you have been sent a request to unmute. Click on the unmute request to ask your question verbally.



Support questions should be directed to:

Please send your email to only ONE of the email addresses listed below, using both causes duplicative work for the implementation teams.

Customer Engagement and Enrollment Contractor

- Implementor: **TRC**
- 1-866-NYSERDA
- 1-877-NYSMART (Customer Support)
- info.residential@nyserda.ny.gov
- 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.

TRC



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+ and Residential Energy Assessment and Comfort Home programs.

CLEAResult



Today's Agenda:

Multi-Family

- Contract Network & Amp Up Overview

EmPower+

- RMAG Update
- Vendor Responsibility Checklist
- NYHEP & NYSERDA System Users
- No Heat Guidelines
- Contract Requirements

Important Reminders

- Audit Only Projects
- LED Lighting
- Project Completion Timeline
- Customer Support Reminder
- Clean Energy Hub Coordination



NYSEERDA
New York State Energy Research
and Development Authority

Multi-Family



Multifamily Contractor Network & AMP Up

October 2, 2026



NYSERDA

Multifamily Contractor Network



Benefits of Being in the Network

Access NYSERDA Multifamily Incentives

Build Skills & Network

Quarterly Webinars (re: programs, demos, emerging tech)

Listed on Find a Contractor page

Access Tech Tips

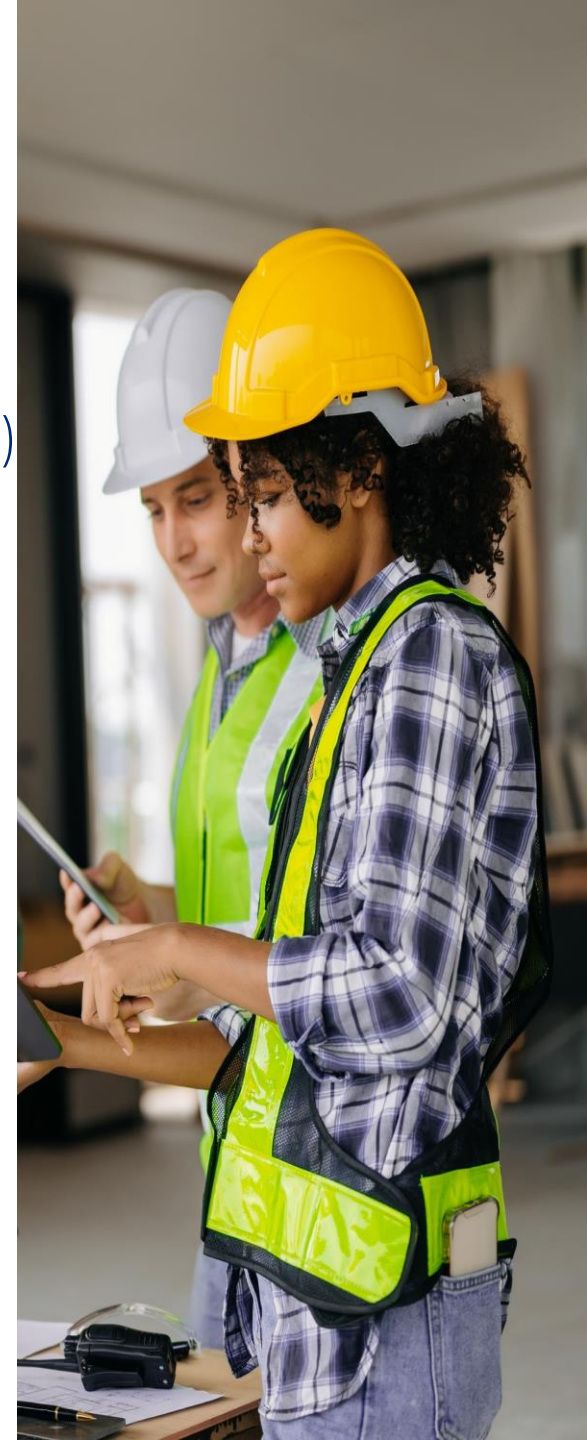
Bulletins to support energy efficiency

Provide Feedback on Program Design

Share Market Insight with NYSERDA

Case Study development opportunities

May qualify for other opportunities



Multifamily Contractor Network Service Categories

All categories of contractors are important contributors to AMP Up, but only a contractor with an Energy Assessor Service designation can submit an application for and lead an AMP Up project.

Service Categories	Service Subcategories
Technical Assistance	Energy Assessor
Climate Resilience	Design Professional
Multifamily Support*	General Consulting Services
Installer	ASHP Installer
	GSHP Installer
	Direct Exchange GSHP Installer
	Electricians
	Plumbers
	General Contractors
	Insulators – Shell/Envelope
	Insulators - Window/Insulated Panel/Storm Window

Contractor Application – Full or Shortened

Shortened application available for members of these networks:

- AMEEP Participating Contractor
- Comfort Home Contractor
- EmPower+ Contractor
- FlexTech Consultant
- HPD Pre-Qualified Vendor
- NYCHA PACT Developers and General Contractors
- NYS Clean Heat Participating Contractor
- WAP Subgrantees

Shortened applications do not require case studies, customer references, technical expertise documentation

Application Resources

Multifamily Residential Energy Pathways Participating Contractor Network

The Multifamily Residential Energy Pathways Participating Contractor Network (Contractor Network) is a roster of high-quality organizations who work directly with developers, building owners, and their representatives to plan and implement energy reduction projects in multifamily buildings. The Contractor Network replaces NYSEERDA's Multifamily Building Solution and expanded service categories (see below) to ensure the full scope of multifamily property needs are being addressed in each project.

Joining the Contractor Network offers contractors the opportunity to support NYSEERDA's multifamily programs. Benefits of the Contractor Network include:

- **Access NYSEERDA incentives:** Deliver incentives to eligible customers through the [Low Carbon Pathway Program](#) on potential projects.
- **Grow your customer base and generate leads:** Get listed on NYSEERDA's contractor page, where participating contractors are visible to a steady stream of clients/projects and have the ability to capture leads through NYSEERDA.
- **Enhance your reach and reputation:** Leverage marketing collateral, case studies, and web-based resources that demonstrate expertise of working with NYSEERDA's Contractor Network.
- **Build your skills and network:** Join Network Quarterly Webinars and any technical conferences, webinars or trainings regarding new technologies and methodologies in the field organized by the NYSEERDA Multifamily team.
- **Tap into technical assistance:** Utilize the Energy Use Snapshot, NYSEERDA's baselining services, for any eligible project.

> [Service Categories and Minimum Requirements](#)

> [Application Portal and Application Resources](#)



Application Portal and Application Resources

- [Participating Contractor Network Solicitation and Application \(RFQL 5906\)](#)

Supporting application materials:

- [Participating Contractor User Guide](#)
- [Application Training Questions & Answers](#) [PDF]
- [Management Plan – Customer Service Plan](#) [PDF]

www.nyserda.ny.gov/multifamilycontractornetwork

Multifamily Residential Resources

**Multifamily
Contractor Network**



Email List



**Questions? Please email
mf.contractor.network@nyserda.ny.gov**

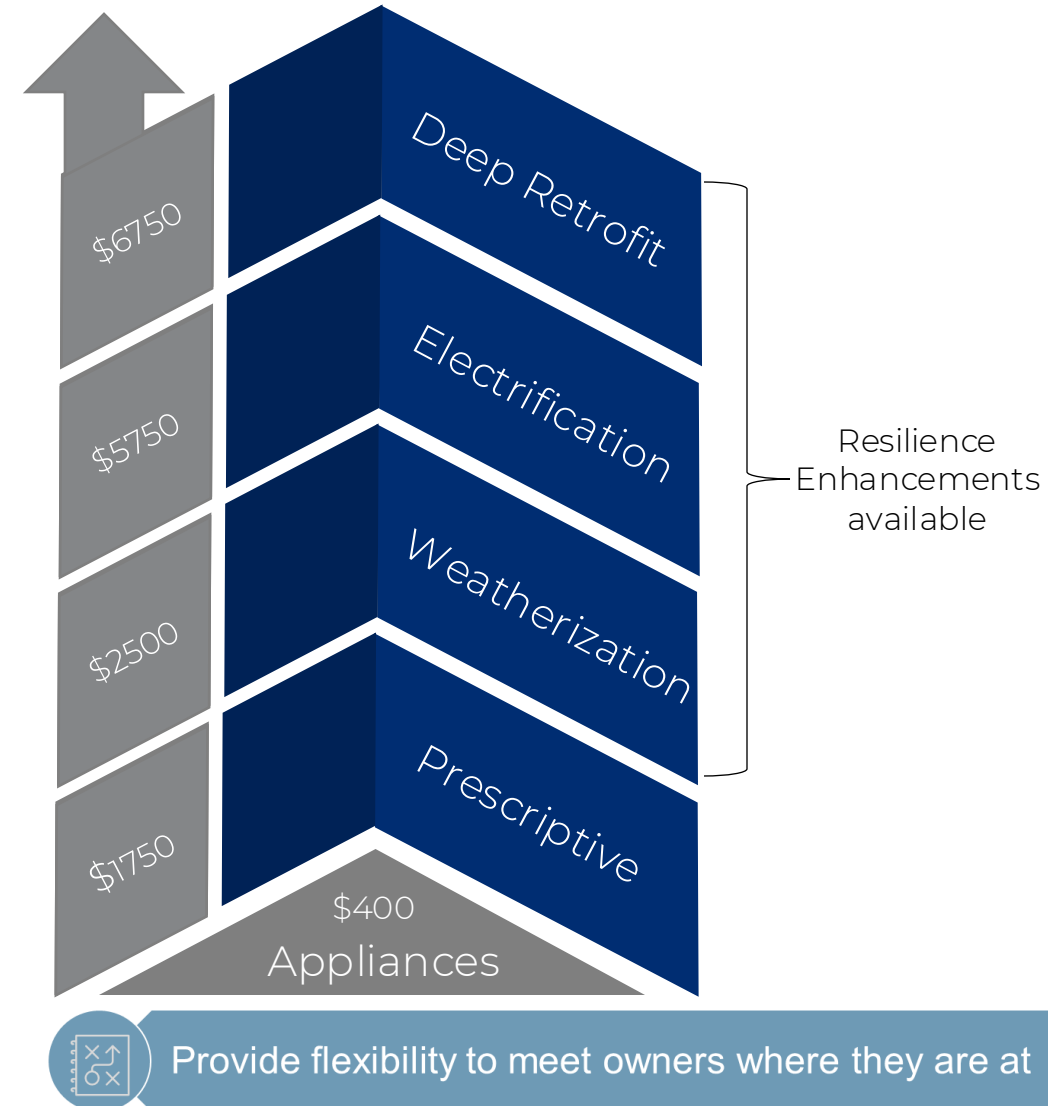
Introduction to AMP Up



Affordable Multifamily Program Upstate (AMP Up)

Offers upstate multifamily buildings incentives for energy efficiency and building electrification upgrades

- Serves only affordable multifamily buildings
- Embedded technical assistance
- Concierge services
- Resilience enhancements
- Two upgrade pathways – low-rise and large building



Eligible Measures



Upgrade Type	Eligible Upgrade Examples*
Appliances	Refrigerator w/freezer replacements
Prescriptive	Direct install upgrades, such as low flow aerators and lighting
Weatherization	Insulation and air-sealing upgrades, such as roof and wall insulation
Electrification	High-efficiency building electrification upgrades for space heating and cooling and domestic hot water, such as mini-split systems and heat pump water heaters
Deep Retrofit	Upgrades that could support transition to net zero, such as heat recovery ventilation and envelope overclad
Resilience Enhancements	Enhancements that aim to reduce current and future climate risk from flooding, extreme heat and wind, such as equipment and electrical floodproofing

*** Complete list of approved upgrades are available at our website!**



Provide flexibility to meet owners where they are at

Program Eligibility

Must have a total of 5 or more units in one or more existing buildings

- Project may be one building with 5+ units, or a group of buildings with 2+ units per building totaling a minimum of 5 units

Mixed use buildings and substantial renovations are acceptable

Must be in the upstate region of NYS (north of Con Ed)

- Does not need to pay into the System Benefits Charge (SBC)

Must meet LMI criteria on a project level

- 25% of the project must be $\leq$ 80% AMI or SMI, whichever is higher

Must use a NYSERDA-approved Participating Contractor

Services Provided

Scope of Work	Concierge Service	Technical Assistance
Program Application	✓	
Building Assessment		✓
Project Scoping		✓
Project Deliverables	✓	
Project Planning	✓	
Competitive Bid Process	✓	
Capital Funding Stack Guidance and Analysis	✓	
Communication and Relationship Management	✓	
Construction Oversight	✓	
Cost Management	✓	
Project Close Out	✓	

✓ Black checkmarks indicate services that are required by the program.

✓ Gold checkmarks indicate services that the Participant may or may not choose to pursue.

Floodproofing design assistance may be available for eligible Resili-



Provide flexibility to meet owners where they are at

Service Incentives

Concierge Services are available to all projects.

Project Type	NYSERDA Coverage of Approved Concierge Services Costs
PHA owned or managed; or located in a DAC	100%, up to \$35,000
Non-PHA owned or managed; and not located in a DAC	100%, up to \$20,000 75%, from \$20,001-\$35,000

Technical Assistance incentives are available to all projects.

Technical Assistance	Stage 1	Stage 2
Building Assessment and Project Scope	75% of approved TA Budget	25% of approved TA Budget
Floodproofing Design Assistance	100% of approved TA Budget	n/a



Provide flexibility to meet owners where they are at

Low-Rise Pathway

Better targeting & support for small buildings

For projects with 5-20 units & 1-3 stories

- Enhanced support available through Concierge Services
- Streamlined alternative to modeling available
- Higher incentive cost cap (85% vs 70%)
- More money paid out earlier



Provide flexibility to meet owners where they are at

Project Incentives



Incentive Category		Incentive Category Cap	Low-Rise Pathway Incentive Cap	Large Building Pathway Incentive Cap
Tech Services	Technical Assistance	Up to 100% of approved costs	Up to 100% of approved costs	Up to 100% of approved costs
	Concierge Services (capped at \$35,000)			
End-Use Incentives	Appliance Rebate	\$400 per unit	Up to 85% of the costs for the approved scope of work	Up to 70% of the costs for the approved scope of work
	Prescriptive	Up to \$1,750 per unit		
	Weatherization	Up to \$2,500 per unit		
	Electrification	Up to \$5,750 per unit		
	Deep Retrofit	Up to \$6,750 per unit		

The incentive per category is capped at the lesser of the applicable incentive caps. (i.e., the incentive category cap and either the Low-Rise / Large Building Project Cap)

Resilience Enhancements



Resilience Enhancements



Reduce climate risk to low-income New Yorkers by offering right-time, tailored resiliency resources in coordination with AMP Up upgrades

Resilience measures target flooding, extreme heat, and extreme wind risk

Total Resilience Enhancement end-use incentives + Floodproofing Design Assistance incentives are capped at \$500,000 per project

Incentives for Resilience Enhancements do not apply towards the AMP Up total project incentive cap

Incentives are subject to NYSERDA review and approval and as detailed in the Incentive Offer Letter

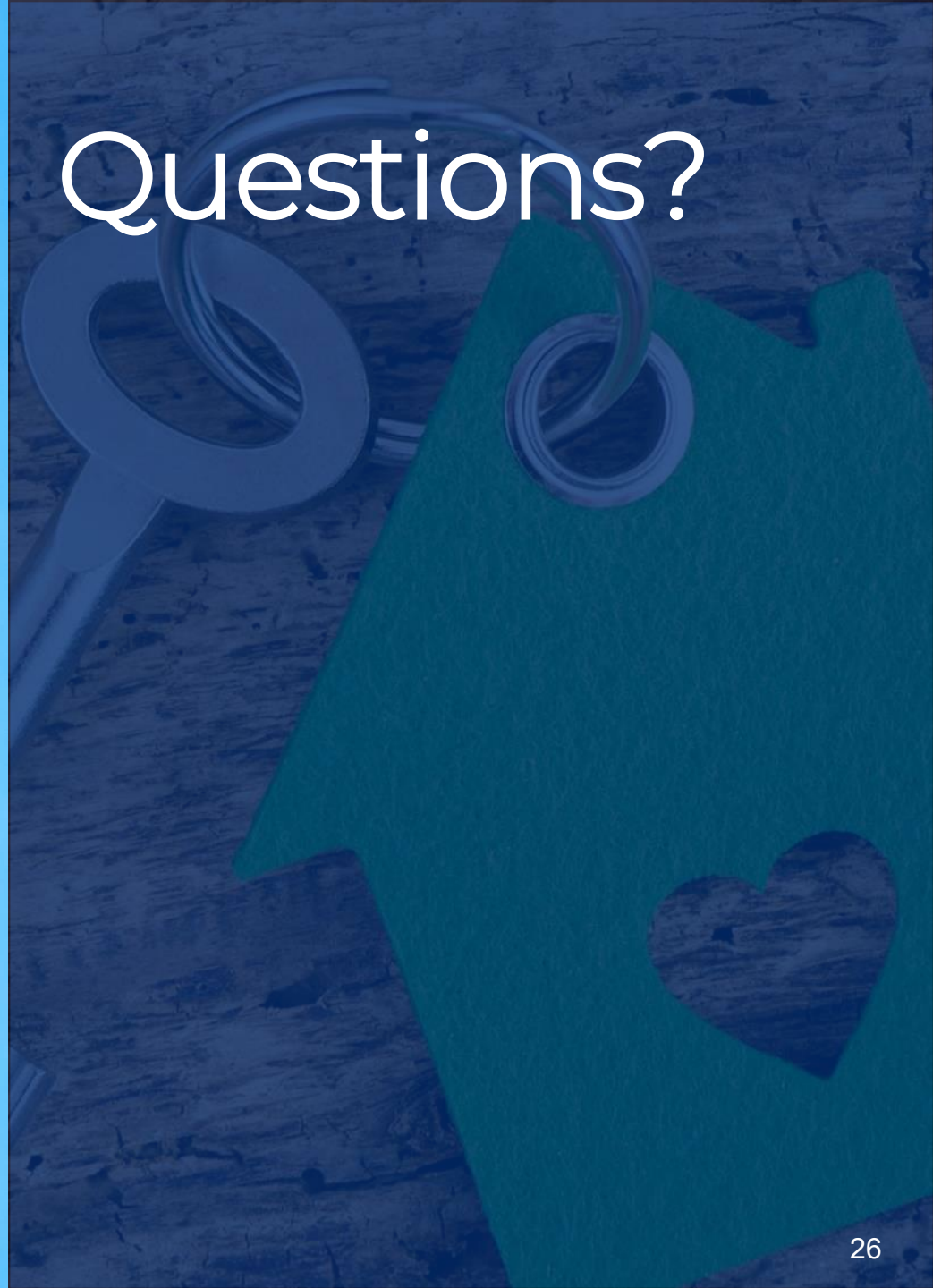
Resilience Enhancements



Measure Classification	Incentive Cap
Floodproofing Design Assistance	Up to 100% cost of developing Floodproofing Schematic Design(s)
Heat Pump Floodproofing	Up to 100% of total cost of floodproofing
Heat Pump Water Heater Floodproofing	
Advanced Ventilation Floodproofing	
Electrical Panel Elevation	Low-Rise Pathway: Up to 85% of enhancement cost Large Building Pathway: Up to 70% of enhancement cost
Electrification for Heat Vulnerable Populations	Up to 30% of heating and cooling heat pumps cost
Hurricane Resistant Windows	50% of the cost difference between regularly qualifying AMP Up windows and hurricane resistant windows



Questions?



EmPower+

RMAG UPDATE

The NYSERDA upcoming RMAG meeting on October 8th will be online instead of in-person.

- A two-hour Residential Market Advisory Group (RMAG) webinar will be held on Thursday, October 8, 2026 from 10:00 a.m. – 12:00 p.m. ET. You can register for the webinar [here](#).
- **If you have already registered, your registration remains valid for both events, and no further action is required.**

October 8, 2026 Webinar: A calendar invitation for the webinar will be sent by the Kearns & West facilitation team as soon as possible to you.

December In-Person RMAG Meeting: Your registration will be automatically honored for the event. A calendar hold will be sent by the Kearns & West facilitation team once a new date and venue is identified.

At the upcoming 2026 virtual RMAG meeting we will explore New York State programmatic and policy updates, discuss the status of market development efforts in the residential clean energy sector, and solicit feedback to help inform future collaborations across the State as we look toward 2027 and beyond.

NYSERDA staff from the EmPower+ and Residential Energy Storage programs, as well as the Municipal Permitting Modernization effort, will provide updates.

A recent report developed by an RMAG-hosted working group on geothermal heat pumps, co-led by the New York Geothermal Energy Organization (NY-GEO), will also be presented.

Additionally, we will learn about NYSERDA-funded research on how to electrify space heating and cooling during no heat emergencies in multifamily buildings, and how stakeholders can get involved in the next phase of research.

EMPOWER+ AND COMFORT HOME CONTRACTORS

Vendor Responsibility Checklist

- All EmPower+ and Comfort Home Contractors **must** complete and return a NYSERDA Vendor Responsibility Checklist.
- This [document](#) is available to download from the Contractor Support site.
- Please complete and submit to support.residential@nyserda.ny.gov by November 13th.

CHECKLIST

Vendor Responsibility



NYSERDA

QUESTIONNAIRE

Please answer yes or no to the following questions (as the Business Entity).

☐ Yes ☐ No

1. Do you wish to have any information submitted in your contract package treated as proprietary or confidential trade secret information?

☐ Yes ☐ No

2. Are you a Minority or Women-Owned Business Enterprise?

☐ Yes ☐ No

3. Are you a certified Service-Disabled Veteran-Owned Business Enterprise?

☐ Yes ☐ No

4. Previous NYSERDA Contracts awarded?

☐ Yes ☐ No

5. Has the Business Entity or any of its principals been indicted/convicted of a felony in past 5 years?

☐ Yes ☐ No

6. Has the Business Entity or any of its principals been the subject of an investigation, whether open or closed, by any government entity for a civil or criminal violation for any business-related conduct?

2026 EmPower+ Program Manual

Home / Program Manuals

2026-2027 EmPower+ Program Manual and Residential Contractor Participation Agreement

2026-2027 EmPower+ Program Manual → rev. 09.01.2026

Residential Contractor Participation Agreement → rev. 05.19.2026

Vendor Responsibility Checklist → rev. 08.11.2026

Residential Programs Contractor Application → rev. 07.10.2023

Supplemental Information Form → rev. 04.30.2025

Serving Customers Outside Contractors' Designated Service Territory → rev. 05.11.2026

Contractor Status Designations → rev. 07.10.2023

Quality Assurance Policies and Procedures → rev. 08.16.2023

Quality and Market Standards Checklist Specifications → rev. 05.27.2025

1 of 3

CONTRACT REQUIREMENTS - CLARIFICATIONS

Required Contract Language [Section 6.1, Residential Contractor Partnership Agreement](#)

All EmPower+ Contracts must include the following language:

- “Any holder of a consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods and services obtained pursuant hereto or with the proceeds hereof, recovery hereunder by the debtor shall not exceed amounts paid by the debtor hereunder.”

Additional required language dependent on NYSERDA’s portion the EmPower+ funding:

- Entire project cost: “The contract price is being paid by NYSERDA through the EmPower+ program, for and on behalf of the customer.”
- Portion of project cost: “Part of the contract price is being paid by NYSERDA through the EmPower+ program, for and on behalf of the customer.”

The enforcement start date has been extended to projects with new workscope submissions on or after November 1, 2026.

CONTRACT REQUIREMENTS - CLARIFICATIONS

Update to Contract Requirements as Previously Discussed:

The following language is not required in the Contract as it is on the Test-In Form :

- “I understand that funding for this project will be approved by NYSERDA through the EmPower+ Program. The EmPower+ Program requires the completion of required paperwork as well as required testing upon project completion. I understand that EmPower+ Program funding will be withheld for this project if I fail to sign all required paperwork or if I do not allow the required testing to be completed at project completion. If EmPower+ Program funding is withheld for this project, I understand that I will be responsible for payment of the total project cost to the EmPower+ contractor.”

Contractors must be using the updated Test-In Form which includes the language above. The up-to-date version is located on the Contractor Support Site and available for download within NYHEP.

The enforcement start date has been extended to projects with new workscope submissions on or after November 1, 2026.

NYHEP & NYSERDA SYSTEM USERS

New York Home Energy Portal (NYHEP) and NYSERDA system users that have never logged in or have not logged in within the past 12 months will be deactivated on a rolling basis.

- Participating Contractors are provided with individual credentials permitting access to [NYHEP] for approved program purposes and must not share passwords or allow unauthorized access to NYHEP
- Unauthorized use or attempted unauthorized use of this system is not permitted and may constitute a crime.
- NYHEP is intended to be used by individual users to manually enter data in accordance with the documentation and training materials provided for the purpose of supporting direct human users working on individual projects.

2026-2027 NO-HEAT SEASON INSTALLATION GUIDELINES

No-Heat Season Installation Guidelines

Contractors are expected to complete No-Heat emergency Installations within seven calendar days of workscope approval

- Installation delays should be noted on the NYHEP enrollment and include an explanation for the delay and anticipated date of installation.
- If prompt submission does not occur, outreach will be conducted to the contractor requesting more information about the delay in installation and final submission.
- Enrollments not moving through NYHEP in a timely manner, or not responding to outreach requests, may cause the enrollment to be reassigned to another contractor for completion.

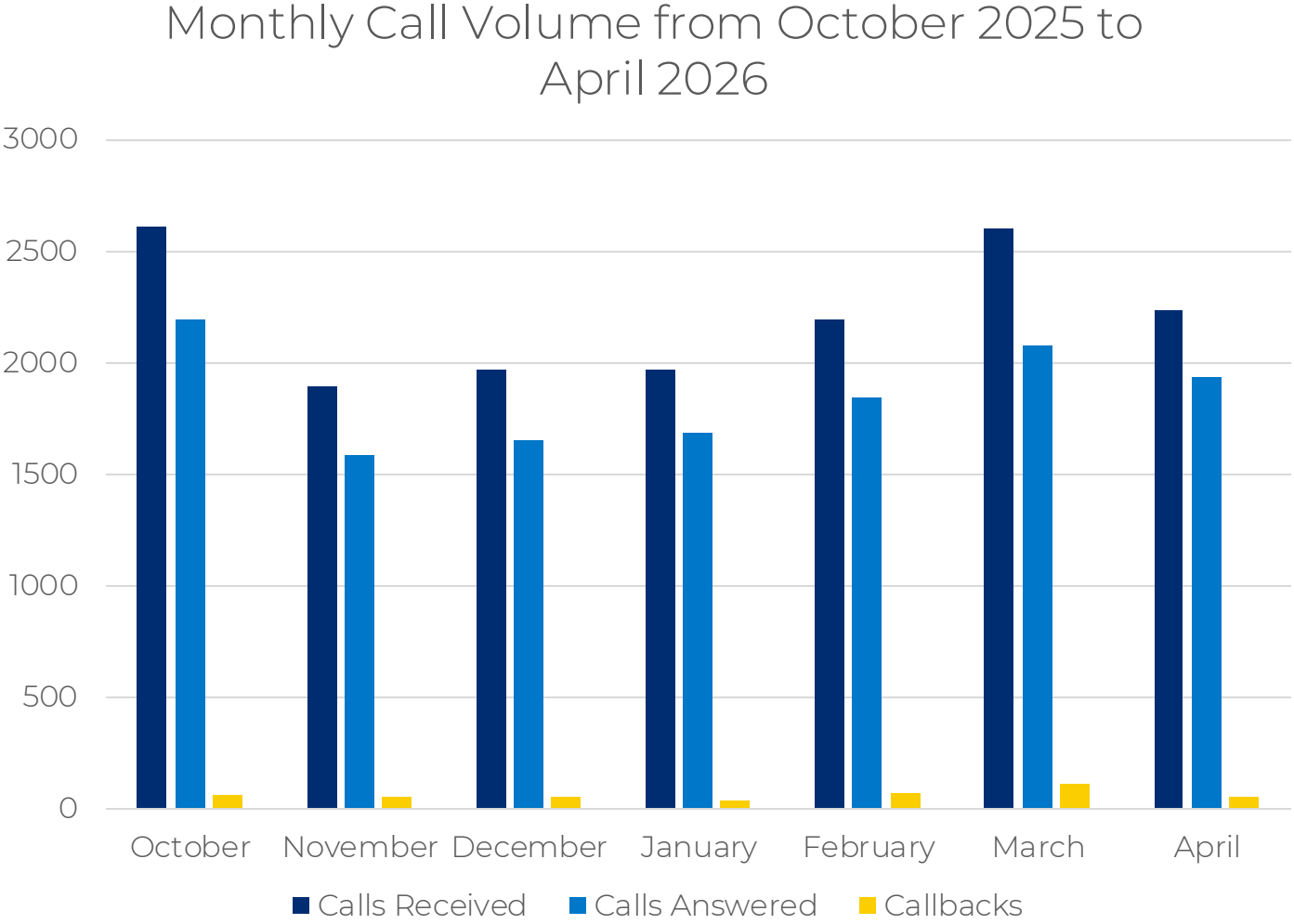
General Reminders for No-Heat Season

- 2026-2027 No-Heat season begins October 1, 2026, and ends April 15th, 2027, or until funding is no longer available.
- EmPower+ may only be used as a last resort for no-heat emergencies where the homeowner has already exhausted all other public assistance options to obtain a functioning heating system.

2025-2026 NO-HEAT SEASON CALL VOLUME TO CONTRACTOR SUPPORT

Contractor and Customer Call Volume

- Highest callback month was March 2026.
- Callbacks are returned within 28 minutes on average during no-heat season.
- Callbacks do not change your spot in the queue. It simply allows agents to finish their active calls then get your callback routed in the order the call was received.
- If you hang up, and do not opt for a callback, you will lose your place in line and will need to start over.



Pause For Questions

CLEARRESULT TEAM TRANSITION

Welcome to Meewa Mull, Program Manager!

We are excited to welcome Meewa to the team! She will be leading CLEARResult's delivery of EmPower+ going forward as Pete Hoke is no longer with CLEARResult.

CONTRACTOR AND CUSTOMER SUPPORT REMINDERS

Please continue to use the appropriate channels when support is needed by reaching out to Contractor Support or Salesforce Case System.

Expectations and Tips

Help us, help you...

- Each phone line is responsible for specific questions **or** tasks. Please be sure to call the correct number so that your question can be answered.
- TRC and CLEAResult work together behind the scenes to ensure that calls are returned, and customers/contractors are triaged to the appropriate place.
- If you've called one number and left a voicemail to request a call back, do not call the other line and make the same request.
 - Do not call and email for same reasons.
 - This duplicates efforts, further increasing volumes, hold times, and response rates.
- Refrain from emailing individual team members and contact only Program emails.
- Allow at least 24 hours/1 business day before following up.

Contact Contractor Support with questions at (800) 284-9069 or via email support.residential@nyserda.ny.gov.

✓ If an inquiry is sent to CLEAResult incorrectly, then CLEAResult has to re-triage to TRC and vice-versa (resetting the clock).

✓ Pro tip: If you call from 11am-2pm, you are likely to have a longer hold time.

✓ It's recommended that you review program documents, announcements and past webinars on the [Contractor Support site](#) prior to contacting support.

- Utilize the case escalation process rather than sending emails to directly to NYSERDA staff. This allows the issue/question to be efficiently routed to the best person to provide an answer.**

ation

Projects

Project Invoices

Manage Users

Manage Eligible Vehicles

Cases

Project Inspections

Knowledge

Case Number

00073094

Created Date

3/17/2022 7:08 AM

Status

Active

Priority

High

Case Owner

Residential - Triage Queue

Customer in unique circumstances

Customer is in unique circumstances and I need to get an exception to proceed because of X, Y, and Z.

Feed

Details

Case Detail

Escalate

Case Number	00073094	Case Re
Case Owner	Residential - Triage Queue (Change)	Rec
Contact Name	Señor Residential Test	Contractor Acco
Account Name	Residential Test Account	Custo
Contact Phone		

Residential Escalation Detail

Residential Escalation

Before escalating a Case to NYSERDA, please make sure you've checked the various resources available to you :

- NYSEDA Knowledgebase: contains helpful step by step instructions and video walk-throughs of certain program elements (i.e., how to submit a Combined Residential Application).
- Contractor Support website: the "go to" resource for contractors to access program related information. Including: Contractor Resource Manual, sign up for Program Announcements, Contractor Webinar and training recordings.
- Recent Program Announcements: announcements are sent out weekly intending to keep the contractor network up-to-date with updates in the program. If you missed the email, that's okay, they all get posted to the Contractor Support website.
- Contractor Support call line: speak to someone on the contractor support team that will help triage the question to the correct team members and expedite getting an answer
- Account Manager: when you need assistance with specific situations in the home, your account manager can help guide you through addressing the needs within program guidelines.

After those steps have been taken, if you still need to escalate the question or concern to NYSEDA please fill out the form below and provide details about why escalation is needed.

Have you searched the EmPower/AHP Knowledgebase? *

Have you searched Contractor Support website? *

Have you checked Recent Program Announcements? *

Have you spoken with Contractor Support line (1-800-284-9069)? *

Have you spoken with your Account Manager? *

Comments *

Yes

No

Yes

No

Yes

No

Yes

No

Yes

No

CANCEL

SUBMIT

Pause For Questions

Reminders

REMINDER EMPOWER+ AUDIT ONLY PROJECTS

Effective January 1, 2027, participating contractors must **submit and complete** comprehensive work scopes.

Standalone home energy assessment projects will be discontinued.

The Program has had an increase in home energy assessment only projects where another contractor weeks later completes another home energy assessment and submits a comprehensive workscope.

Having multiple home energy assessments for one project is not cost effective for the program and is confusing for the customer, who also needs to make time for multiple home visits.

The participating contractor can install the measures or use a subcontractor to install the measures.

A comprehensive work scope should include one of the following, air sealing, attic, wall, rim joist insulation or an upgraded HVAC system.

NYSERDA understands that there may be situations where a contractor will only complete a home energy assessment; however, the intention is to avoid these as a majority of a contractor's overall projects.

REMINDER MEASURE UPDATES

LED Lighting

Effective **January 1, 2027**, LED lighting/bulbs will no longer be eligible for incentives through EmPower+ per the requirements of the EEBE order.

Projects with lightbulbs in approved workscopes can proceed but no new light bulb measures can be added to projects.



Contact Contractor Support with questions
support.residential@nyserda.ny.gov.

Project Completion Timeline

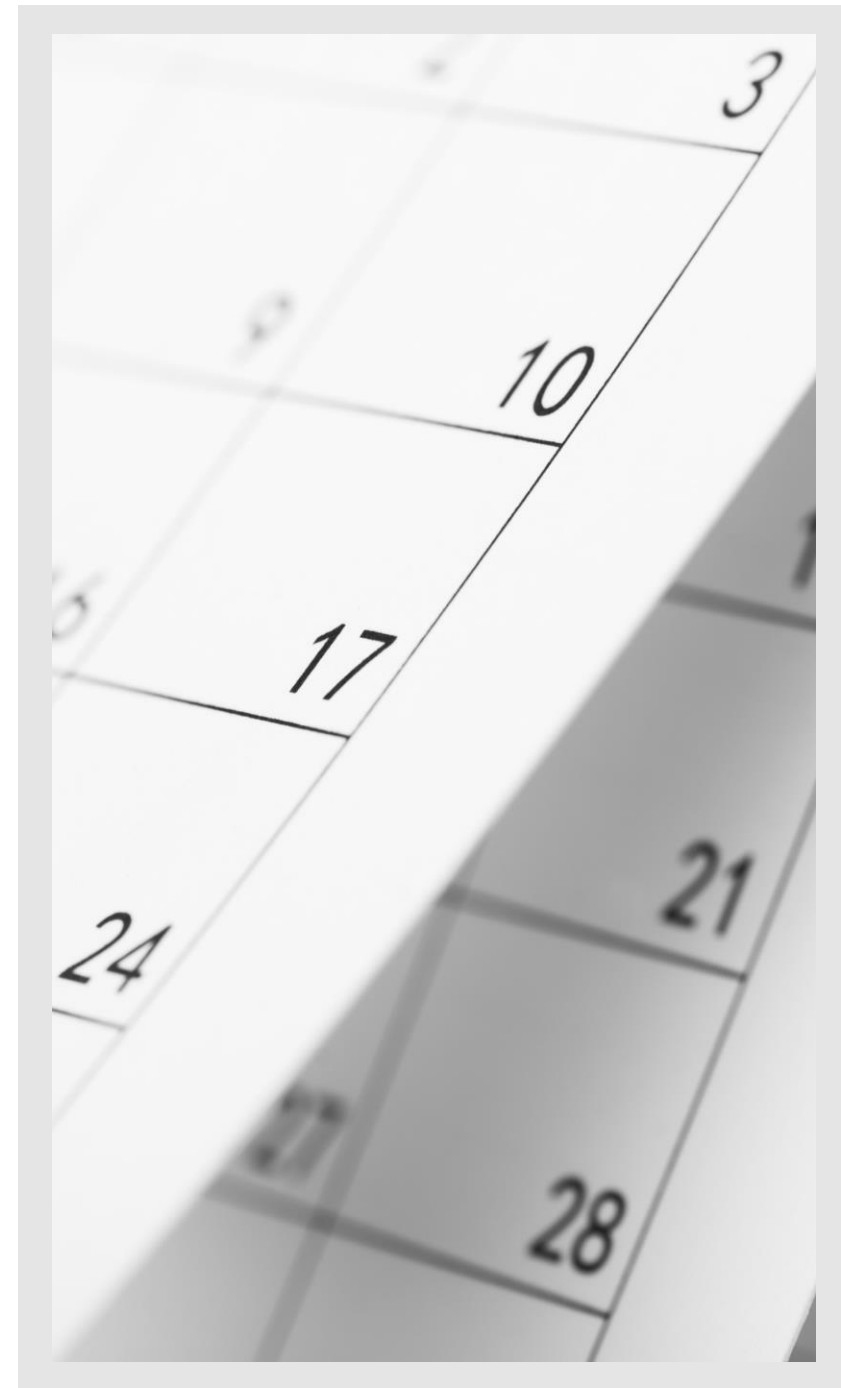
Contractors are expected to complete projects in a timely manner. Over the past few months Program has seen the number of open enrollments increase in relation to closed projects. Two areas are noteworthy:

5 business days - Initial Contractor Assignment acceptance of enrollment. Contractors can also request a one-time, 5 business day extension in NYHEP.

- Enrollments are being ignored increasing the length of time for customers to be assigned a contractor.

90 calendar days – Project completion upon notification of the Final Workscope Submission step (approval) in NYHEP.

- Enrollments with approved workscopes are not being completed within the 90 days timeframe.



CLEAN ENERGY HUB COORDINATION

- Coordinating with your Clean Energy Hub where possible, helps make your job easier!
- The Hubs have been tasked with assisting NY residents navigate this space. If you are reached out to by one of the Hubs, please be responsive.
- <https://www.nyserda.ny.gov/All-Programs/Regional-Clean-Energy-Hubs>



Final Questions