Automated Audit Application Approval Process

NYSERDA is pleased to introduce an updated, streamlined process that will allow for quick and automated approval of most online audit applications in the Home Performance with ENERGY STAR® (HPwES) Program. <u>This new process will be effective the evening of February 3, 2016.</u>

KEY CHANGES

- Once the automated approval of the audit application is complete, the audit reservation number will be immediately received by e-mail.

- E-mail notification will be sent if an audit application cannot be automatically approved and requires further review. Once that review is completed, a reservation number will then be sent via e-mail for claiming.

- There will be a few new questions added to the online application, not previously part of the application, pertaining to home size, and multi-unit buildings. These questions were previously asked during a follow up phone call to the applicant.

- A Contract project will no longer be automatically created at the conclusion of the process. You will need to indicate at the end of the audit claim task that you would like to create a follow-on project.

- All notification e-mails will be sent to the Task Assignment e-mail address, not the Contact e-mail address.

Questions & Answers

How will the workflow process be changing?

When you submit the online application, an audit project will be immediately created in the NY HP Portal.

If the application is automatically approved, the reservation number will be emailed to you immediately upon application submission so that you can claim the reservation number.

However, there are two scenarios in which a reservation number will not be immediately emailed to you:

1) Application flagged as a potential duplicate
2) A "Not Sure" answer provided to the 5+ unit question

If the application requires further review before approval, you will receive an email acknowledging receipt of the application with an explanation that the application requires further review. Once that review has been completed, you will be emailed a reservation number (assuming the application is approved) and you will then be able to claim the reservation number.

Once you claim the reservation number, you will be assigned an Audit Claim task with the same questions that you are asked to complete today.

In what cases will an audit not be eligible for automated approval?

The following project characteristics will preclude automated approval. These submissions will be routed for further review per the legacy process:

- Application flagged as a potential duplicate. We will double-check to see if this is a duplicate application.
- Application for 5+ unit building that includes any "Not Sure" answer on Page 3. We will contact the applicant to discuss their home type's eligibility further.
- Application for a home in which the applicant is not the owner and does not have authority to make decisions for the home. These homes will not be eligible for audits unless homeowner permission is received.

In cases where you are not able to address the items above, paper applications can still be submitted to the Audit Call Center for additional homeowner follow-up.

How will the application form be changing?

The application will remain largely unchanged, although there will now be a few additional questions on Pages 2 and 3:

- Does the home have more than 3,500 square feet of finished space?
- For 5+ unit buildings:
    - Does the customer own the unit? If not, are they authorized to make renovations?
    - Does the unit have a separate exterior entrance? If not, does the exterior entrance serve no more than four units?
    - Are there firewall separations such that there are no more than four units between separations?
- Are you the owner of the building?
    - If no, are you authorized to make improvements to the home?

Do I need to do anything new to create a follow-on Contract project?

Yes. One significant change from the existing process is that a **follow-on Contract project will no longer be created automatically**. You will have to indicate at the end of the Audit Claim task that you want to create a follow-on Contract project for one to be created.

Would you like to create the contract project now? *
○ Yes, in the HPwES Contract workflow
○ No, please do not create a contract project at this time

Add a Note (optional)   [+]

[Send Now]   [Save & Send Later]

New question added to end of Audit Claim task. Select the "Yes, in the HPwES Contract workflow" option to create a follow-on contract project.

Additional Resources

Contractor Support Site: http://hpwescontractorsupport.com
Email: contractorsupport@clearesult.com
Phone: 1-800-284-9069

Modeling software vendor contact information:

CAKESYSTEMS™
John Spillman
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OPTIMISER.
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