

Electronic Signature Policy

NYSERDA recognizes the value of electronic signatures in improving the efficiency of services and is carefully in implementing these new procedures, and limit liability risks to contractors and the programs. Some use of electronic signatures has been approved and NYSERDA has developed electronic PDF versions of these forms for use in the field. While new procedures are in development it is critical that contractors ensure the integrity of the signature process, as follows:

1. Signatures are a declaration that a customer or contractor understands and accepts the statements above the signature. In some cases they serve as an attestation that a contractor has taken responsibility for the statements in the document. As such:
 - a. It is inappropriate to transfer one signature to another document.
 - b. Altering documents by changing dates of signature or pricing is not allowable. It is unlawful to alter a document after a customer has signed it.
 - c. Changing pricing or signature dates after the signature was obtained will be cause for disciplinary actions from NYSERDA.
2. Authentic signatures are critical. Currently the only acceptable processes for obtaining signatures are as follows:
 - a. The customer's physical signature on a paper document (a "wet signature").
 - b. An electronic signature created by the customer directly on the specific document, after the document has been completed. Staff must ensure that no data points above the signature are modified after the signature has been executed.
 - c. If a customer is incapable of providing a signature according to the above, please document the reason on the form.
3. Cutting and pasting a signature from another document, or forging a signature can result in disciplinary action from NYSERDA.

If you have questions about what is acceptable, please contact your Account Manager/Field Representative.