

EmPower New York Project Assignment Process

Once a household has been approved for services, the Program Implementer sends a letter to the household, informing them of approval and providing the name and contact information of the Contractor and the Program Implementer.

Referrals to Contractors are made via the Internet. The Program Implementer sends an e-mail message to the email account designated by the contractor to receive such messages. The Contractor must ensure that the recipient is the correct designee. The Contractor is then required to log into the EmPower tracking system, CRIS, where detailed referral information is provided.

The Contractor is given ten days in which to accept the referral. Once this deadline has past, the Program Implementer may refer the household to a different Contractor.

Upon accepting a household, the Contractor must download contact information and, when available, energy usage information, directly from CRIS. Prior to the visit, the Contractor should review this data to identify energy usage patterns and potential measures.

The Contractor must then contact the household to schedule a visit. During this contact, the Contractor may:

- A. Verify interest
- B. Schedule an audit
- C. Clarify directions
- D. Use this opportunity to identify the make and model of appliances under consideration for replacement
- E. Discuss the need to gain FULL access to the dwelling and the length of the inspection.

The Contractor must make at least three phone call attempts to contact the household at various times of the day and evening. If no response is received, the Contractor must send a letter to the household requesting contact from the household by a given deadline and providing appropriate phone numbers. The Program Implementer's 800- number must be included. In the event that the household does not respond by the deadline, the Program Implementer must be notified. The Program Implementer may then choose to drop the household from the program, or initiate further contact attempts.

If an appointment is scheduled more than a week in advance, Contractor must contact the household a day or so before to remind them of the appointment, thus reducing the likelihood of a no-show appointment.

Assignment Process

NYSERDA receives referrals to its low-income residential program from multiple organizations including, but not limited to, Utilities participating in the Clean Energy Fund, Offices for the Aging, Participating Contractors, and other local community groups. NYSERDA's Program Implementer will distribute these referrals to Participating Contractors for energy efficiency services based on the criteria below.

Participating Contractors approved to provide low-income energy efficiency services will be offered the opportunity to receive referrals from the program. However, the number of referrals received and customers approved to move forward in the Program may fluctuate month-to-month. NYSERDA or the Implementation Contractor cannot guarantee assignments to Participating Contractors.

- 1. Geographic Territory:** Low-income communities and households are located throughout the State and NYSERDA is committed to balance the number of households served as equitably as possible among the ratepayers of participating Utility territories. Additionally, on occasion, NYSERDA receives supplemental funding from other sources to serve low-income households with energy efficiency services within a certain territory. Participating Contractors in these regions may receive additional referrals.
- 2. Participating Contractor Status in the Program:** Contractors with Full status will be prioritized to receive referrals first. Participating Contractors that are Provisional or on Probation will receive only enough referrals to meet the terms of their participation status or an individual Probation Action Plan. Contractors that are Suspended or Terminated from the Program are not eligible to receive customer referrals from the program.
- 3. Participating Contractor Quality Assurance (QA) Score:** Contractors with the highest QA scores will be prioritized to receive referrals first over Participating Contractors with the lowest QA scores. QA scores are typically reviewed monthly. Under the current guidelines, Participating Contractors with an overall Job Score Report (JSR) score of 80 or greater is considered in good standing.
- 4. Production Lifecycle Time (Acceptance of Referral to Date of Approved Invoice):** Participating Contractors that perform work in a timely manner and achieve an average of completing Electric Reduction projects within 60 days or less and Home Performance projects within 120 days or less will be prioritized to receive referrals first. Participating Contractors are responsible for providing written justification to the Program Implementor for all projects not meeting the established deadlines. Over-due projects may be reassigned to another Participating Contractor.
- 5. Contractor Capacity:** Participating Contractors will be assigned production targets over a given period of time, based on the availability of funds, QA scores, and production lifecycle time. It is the responsibility of the Participating Contractor to manage their work assignments accordingly. Additionally, Participating Contractors with a maintained backlog of production may have referrals reassigned to a Participating Contractor in need of additional work.

- 6. Program Compliance:** Participating Contractors that follow program guidelines will be prioritized to receive referrals. Participating Contractors demonstrating a lack of knowledge about program guidelines, have a high rejection rate of project workscopes or invoices, or are non-responsive to NYSERDA or the Program Implementer's requests will be considered out of compliance with the Program. The Participating Contractor will be notified in writing and required to correct the problem as prescribed. During this time Program referrals may be limited until the issue is satisfactorily rectified.
- 7. Contractor Referrals:** Participating Contractors may refer households to receive services from the Program. The Program Implementer will make every effort to assign the project back to the referring contractor. However, self-referrals may be assigned to another Participating Contractor if the referring contractor has poor QA scores (JSR Score less than 80), has reach Contractor capacity, as prescribed by production goals or established through Probation, or has been Suspended or Terminated from the Program.