

Procedures for Referring Households into EmPower New York

Potential participants must complete an EmPower New York Program Application. This application includes a signed household authorization allowing NYSERDA and its Program Implementer to obtain household information and energy usage data relevant to provision of services in the program. All such information is kept confidential to the extent allowable by law.

Referrals of eligible households may be made into EmPower in one of the following ways:

- A. **Utility Referrals:** Customers participating in utility low-income payment assistance programs may be referred electronically from the utility to EmPower through a secure server. If a specific customer requires urgent assistance, the utility must supplement the referral with an email to the Program Implementer explaining the circumstances of the emergency. Non-emergency customers referred by a utility will be sent an EmPower New York Program Application. If the customer is a verified participant of the utility's low-income payment program or received regular HEAP assistance within the last twelve months, no income documentation is required. If no such verification is provided by the utility, income documentation must be provided by the customer.
- B. **Agency Referrals:** Offices for the Aging, participating WAP Agencies, and other organizations approved by NYSERDA may also refer households to EmPower. Interested organizations may be provided with flyers and copies of the application describing the program upon request. The organization may verify that the household is eligible by one of the following the guidelines on EmPower New York Program Application.

The organization may email or mail the completed application to the Program Implementer.

- a. If a WAP Agency or an Office for the Aging has income documentation for the household on file at the agency, the agency need not provide copies of the income documentation.
 - b. In all other situations, a copy of the appropriate income documentation must be provided to the Program Implementer along with the application.
 - c. If the Agency is not able to verify income and provide such documentation, the household will be required to provide such documentation to the Program Implementer in order to be considered for energy services. Applications may be obtained from the Program Implementer.
- C. **Contractor Referrals:** Participating Contractors other than those listed in section B above under Agency Referrals may refer customers to EmPower on a limited basis, and within the contractor/self-referral goal established by the Program. The potential participants must complete an EmPower New York Program Application and list the referring contractor's name on the application. Income may be documented according to the instructions on application.