

March 2021

**EmPower/ Assisted Home Performance
Program Updates**



NYSERDA

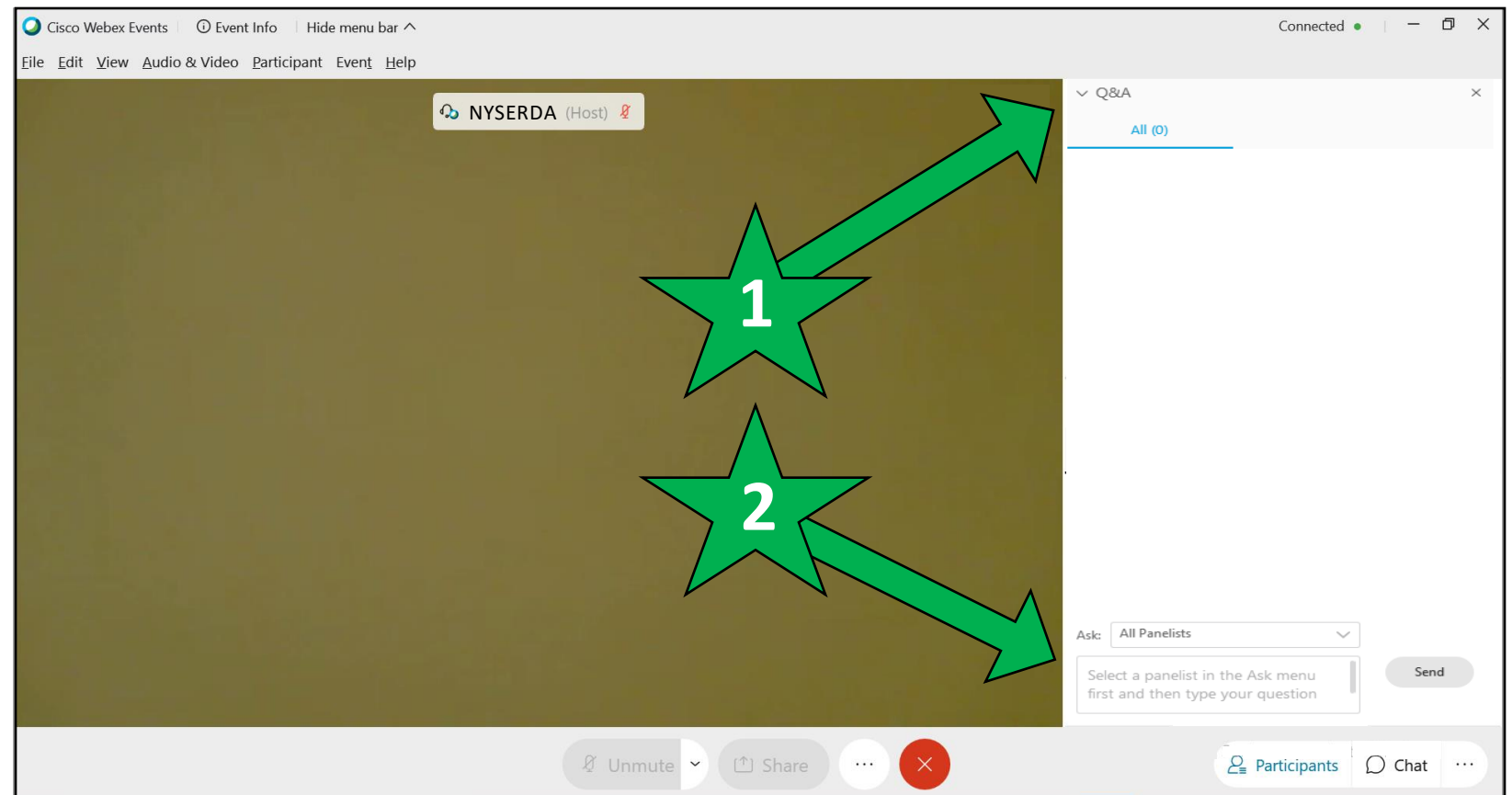
March 5, 2021

Q&A - Using Text

1. Locate the Q&A function in the upper right portion of your webinar panel.

Click on the small arrow to the left of “Q&A” to expand the text field.

2. Type your question into the text field and click “send.”



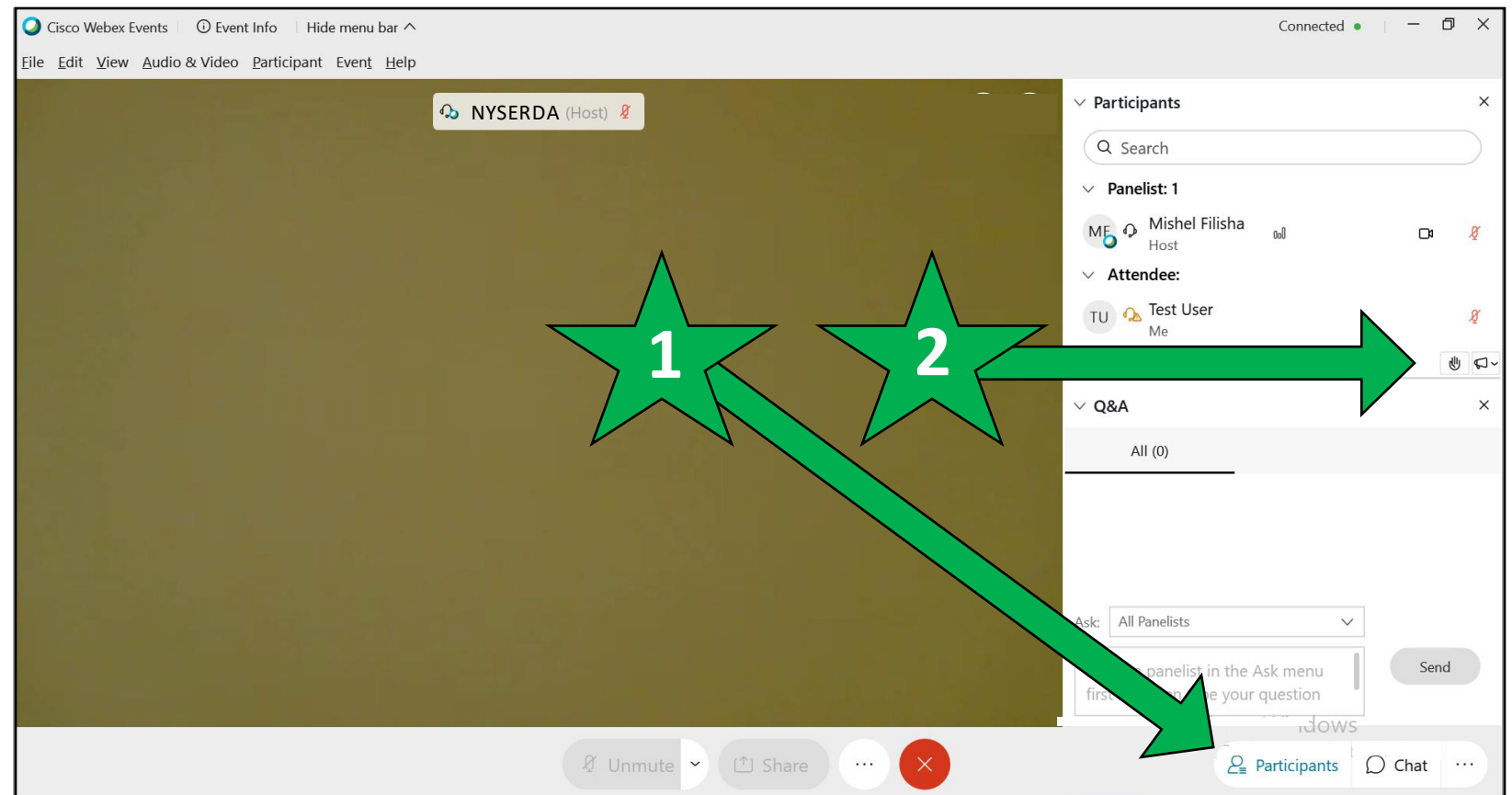
Q&A - Using “Raise Hand” and Microphone/Phone

1. Open your participant panel using the oval icon near the bottom of your screen.
2. Locate the “raise hand” icon just below and to the right of your name in the participant panel.

Click on the raise hand icon to let us know you have a question.

When the Tech Assistant indicates you are unmuted, you can ask your question verbally through your computer mic or phone.

When you are finished talking, please click on the hand icon again to indicate you are no longer raising your hand.



Agenda

1. Intro
2. Referrals (Dave)
3. Healthy Homes Value Based Pilot (Mishel)
4. Direct Install and why contractors should take advantage of them (Erik)
5. Landlord rules changes to EmPower and clarifications for the Adder program (Scott)
6. EmPCalc Updates
7. Heat Pump Adder Study Updates

EmPower Referrals & Reminders

- We acknowledge that waves of program referrals may not be ideal.
 - Continuously working with referral sources to smooth out the curve, but this is not always possible.
- The program has seen an increase in referrals not being accepted.
 - CLEARResult will be conducting outreach to Contractors with high return/denial rates.
 - Further analysis to determine regional capacity issues is underway.
 - More information the better when denying an application, if using "Other" please use text box to provide a reason
 - Remember to check the NY HP Portal on a regular basis for new work.
 - Before performing outreach to the customer, it may be better to accept the project in the NY HP Portal to prevent the auto-return after 10 days.
 - Completion due date requirements remain suspended.
 - Some funding sources do have tight timeline requirements.
 - Work with CLEARResult/Account Manger to adjust capacity expectations.
 - Available crews, staffing issues caused by COVID, customer delays, etc.
 - Program referrals are distributed as approved applications are processed and are not guaranteed.

NYSERDA Request for Qualifications (RFQL 4382) NYS Healthy Homes Value-Based Payment (VBP) Pilot Residential Service Providers

NYSERDA Single Family Programs Update Webinar

March 5, 2021



NYSERDA

NYS Healthy Homes Value-Based Payment Pilot Overview

New York State Healthy Homes VBP Pilot

Pilot Context and Opportunity

> Interagency Collaboration

- The Pilot is a partnership between the New York State Energy Research and Development Authority (NYSERDA), New York State Department of Health (DOH) Office of Health Insurance Programs and Office of Public Health

> NYS Medicaid Value-Based Payment Framework

- The market opportunity for the Pilot is aligned with recent changes to New York State healthcare policy that represent a fundamental shift in healthcare service delivery and reimbursement.
 - In 2014, New York State finalized a waiver that allowed the State to reinvest \$8 billion in federal savings generated by reforms to the State's healthcare system to address critical healthcare issues and allow for further comprehensive reform through a Delivery System Reform Incentive Payment (DSRIP) program.
 - The DSRIP program promotes community-level collaborations and focuses on system restructuring, with a specific goal of reducing avoidable hospital use, such as preventable emergency room visits and preventative readmissions. DSRIP program funds support investment in healthcare provider performance linked to successful achievement of milestones.
 - This value-based payment (VBP) framework is the primary mechanism through which New York Medicaid managed care organizations (i.e. health plans) provide services.

New York State Healthy Homes VBP Pilot

Pilot Objective and Scope

- > Develop a framework that allows New York's managed care organizations (MCO) to fund residential healthy homes interventions as part of their value-based payment (VBP) arrangements with healthcare providers within the Medicaid Healthcare Delivery System
- > Implement 500 healthy homes interventions in Medicaid member homes, both owner-occupied and rental properties, intended to:
 - Improve asthma-related health outcomes
 - Reduce energy use, reduce utility bill costs, improve home comfort and safety
 - Reduce Medicaid utilization associated with avoidable hospitalization and emergency department use
- > Funding through NYSERDA's Clean Energy Fund (rate payer \$)
 - ~\$10M for Pilot implementation and market support

New York State Healthy Homes VBP Pilot Pilot Intervention

> Healthy Homes Pilot Intervention Components

- Residential energy and environmental assessment
- Energy efficiency measures (e.g. envelope improvements, electric load reduction, heating system repair/replacement)
- Environmental trigger reduction measures (e.g. mold remediation, carpet removal, integrated pest management, ventilation)
- Household injury prevention measures (e.g. smoke alarms, carbon monoxide detectors, stair/railing repair, bathtub safety bar installation)
- Home skilled nursing visits and community health worker support (e.g. in-home education related to asthma self-management, medication adherence, and coordination across providers)
- Resident education, guidance regarding community resources, and post-intervention follow-up

New York State Healthy Homes VBP Pilot

In-unit Improvements

Energy Efficiency Measures
Installation of LED light bulbs
Installation of low flow showerheads
Insulation*
Air sealing*
Heating system replacement*
Furnace cleaning, tune up and repair*
Replacement of air filters for forced air HVAC systems*
Installation of programmable thermostat*
Dryer venting*
Refrigerator and Freezer Replacement*
Lowering of hote water heater temperature*

General Health and Safety Measures
Smoke alarms w/ 10 yr. lithium battery
Carbon monoxide alarms w/ 10 yr. lithium battery
Gas leak detection (If natural gas or propane are in use)
Tune up or install range stove (if existing appliance poses health hazard)*
Window replacement (if exiting condition poses health risk)*

Other Measures
Additional Custom Measures - Wall repair, electrical repairs or installs, carpentry work - as needed to facilitate other in-unit measures
Rearrangement of clutter and objects that prohibit work

Asthma Trigger Reduction Measures
Mold remediation*
Integrated Pest Management
Carpet removal or removal of moldy wet flooring and installation of asthma-friendly flooring material*
Carpet steam cleaning
Whole house fan / ventilation system*
Kitchen exhaust fan - repair or install*
Bathroom exhaust fan-repair or install*
Duct Cleaning*
Duct Sealing*
Replacement of forced-air furnace filters and provision of 6 additional filters*
Repairs to steam system*
Window air conditioner
Dehumidifier (with built-in pump) - basement/central*
Dehumidifer - room unit
Humidifier - room unit
Roof repair (repair only, not replacement)
Cleaning of gutters and installation of gutter screens
Gutter/downspout system replacement
Plumbing repair - repair to supply and waste lines
Plumbing repair - faucet replacement
Repairs to condensate drain
Dirt floor vapor barrier
Basement water proofing - drainage systems*
Basement water proofing - sump pump repair or replacement*
Basement water proofing - coatings*

Home Injury Prevention Measures
Anti-scalding devices
Shower seat with feet grips and backrest
Toilet safety frame
Toilet safety grab bars*
Handheld shower head installation
Grip strips for bathtubs
Shower/tub safety grab bars*
LED nightlights with day/night sensors
Cabinet safety latches
Tip resistant furniture anchors*
Bump guards for tables
Child safety self closing electrical outlet covers
Electrical hazards (e.g. cords under carpets, exposed wires)
Child safety gates (permanently affixed only)*
Threshold lowering/repair*
Repair damaged floors or carpets that present a trip or fall hazard on floors or stairs*
Handrail - interior - repair or installation*
Handrail - exterior - repair or installation*
Stair gripper treads, non-slip*
Walkway repair (if a fall hazard)*
Porch repair (if a fall hazard)*
Exterior motion sensor lights*

*Indicates landlord approval is required in the case of rental housing.

New York State Healthy Homes VBP Pilot Simultaneous Market Supports

- > In tandem, NYSERDA is providing market development support such as specification of services and VBP contracting guidance that will prepare community-based organizations (CBO) and/or home performance contractors to engage the VBP opportunity beyond the NYSERDA-supported Pilot activities by working directly with healthcare managed care organizations and/or healthcare provider networks after the Pilot has concluded.
 - Measure list and service delivery specifications for healthy homes interventions that address asthma and home injury.
 - Identification of credentialing/training needs to foster a network of qualified home contractors.
 - Toolkit-style guidance for incorporating healthy homes interventions into Medicaid value-based payment contracts that address substandard housing as a social determinant of health.

New York State Healthy Homes VBP Pilot

Pilot Goals

- > The Pilot seeks to develop a replicable model for implementing a healthy homes approach to residential building improvements with the VBP framework.
- > By validating impacts such as healthcare cost savings and benefits to residents, the Pilot will facilitate the adoption of healthy homes interventions by managed care organizations (MCOs) as part of their Medicaid VBP risk-sharing arrangements that incorporate services addressing the social determinants of health (e.g. housing conditions, energy burden).
- > Adopting this approach addresses avoidable medical costs while also encouraging third-party capital investment in residential energy efficiency and other healthy homes housing improvements.

NYSERDA Request for Qualifications (RFQL 4382) NYS Healthy Homes Value-Based Payment Pilot Residential Service Providers

New York State Healthy Homes VBP Pilot RFQL 4382 – Overview

- > Through RFQL 4382, NYSERDA seeks to establish a pool of qualified CBOs and/or home performance contractors with the technical and administrative capacity to deliver the dwelling-based services included in the Pilot intervention.
- > Dwelling-based services can be delivered by qualified CBOs or home performance contractors or their subcontractors.
- > Dwelling-based services will be delivered within some or all of the following counties, which have been identified by DOH as regions of the State with high asthma burden that will also be served by Pilot-participating Medicaid managed care organizations:

Western New York

- Chautauqua County
- Erie County
- Niagara County

New York City

- Bronx County (The Bronx)
- Kings County (Brooklyn)
- New York County (Manhattan)
- Queens County (Queens)
- Richmond County (Staten Island)

New York State Healthy Homes VBP Pilot RFQL 4382 – Qualification Requirements

- > Applicants may be CBOs or home performance contractors operating independently of a CBO. Qualifications for each category of applicant are listed in the full RRQL summary online.
 - **Technical and administrative capacity** to deliver, or willingness to subcontract with appropriately licensed and accredited parties for, the full menu of services included in the Pilot intervention,
 - Qualifying entities (or business associates) must **be or become a NYSERDA Participating Contractor** at commencement of Pilot participation, meeting the qualifying criteria (including required certifications) and application requirements for and adhering to standard procedures outlined in the *2019-2020 NY Residential Existing Homes Program Contractor Participation Agreement*.
 - At commencement of Pilot participation, installers are required to have at least one staff with **Building Performance Institute Healthy Homes Evaluator (HHE)** certification. A staff member with the Healthy Homes Evaluator certification must be on the job site during the entire completion of the approved work scope
 - Required participation in **business development webinars** designed to prepare participating CBOs and contractors to engage in sustainable business practices for healthy homes work beyond the Pilot, aligned with recent changes to New York State healthcare policy.

New York State Healthy Homes VBP Pilot RFQL 4382 - Information and Contact

Opportunity Details and Proposal Submission Information

Full information about Request for Qualifications – NYS Healthy Homes Value Based Payment Pilot Residential Service Providers (RFQL 4382) can be found on NYSERDA's Funding Opportunities webpage. Proposals are due **Thursday, March 18, 2021 by 3:00pm ET**

https://portal.nyserda.ny.gov/CORE_Solicitation_Detail_Page?SolicitationId=a0rt000001CccJIAAJ

Informational Webinar

NYSERDA will host an informational webinar on Friday, March 5, 2021 at 1:00-2:30pm ET to provide an overview of the RFQL and to answer questions. Registration for the webinar is required in advance.

<https://nyserdany.webex.com/nyserdany/onstage/g.php?MTID=e505ab87fbeb52d339ffd3d1147e33cc1>

Contact

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Assisted Home Performance (AHP)

Direct Install

- On July 11, 2020, NYSERDA launched direct install for contractors providing audits in moderate income households.
- Direct install allows for contractors to install select measures at the time of the home assessment, without Program approval and at no cost to the homeowner
- Direct install measures have set-pricing similar to EmPower New York

Preapproved Direct Install Measures:



**Energy Education
(Like EmPower)**



CO Detectors



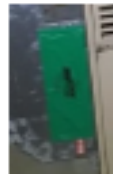
Smoke Detectors



**Combination
CO/Smoke Detectors**



Furnace Filter



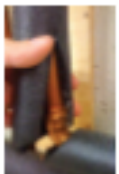
**Furnace Filter
Slot Cover**



LEDs



**Showerheads
(handheld and regular)**



DHW Pipe Wrap



**Programmable
Thermostats (not WiFi)**



Door Weatherstrips



Door Sweeps

Metrics

- Progress to date

- Since the launch of the Direct Install program 381 of 2,719 completed audits were direct install, or 14% of all audits.
- Of the 71 contractors completing moderate income audits, 23 or 32% have completed one or more direct install audits.
- The top two direct install contractors are finding opportunities at least 85% of the time.

Direct Install Advantages and Next Steps

- Advantages of Direct Installs
 - An audit costs \$250, with direct install the average audit cost jumps to \$472
 - The customer is getting something tangible at the time of the audit
 - NYSERDA can claim savings on audit projects
- NYSERDA is looking to see an increase in direct install projects moving forward and encourages all contractors to pursue direct install for their customers. Direct Install will continue as a permanent part of the Program.

Landlord Rules Changes - EmPower

- Proposed Changes

- For single family rentals, the EmPower funding cap is set at \$10,000. For 2-4 family rentals the EmPower funding cap is set at \$5,000 per unit.
- The \$40,000 annual landlord/building owner cap will be removed. Program may, at its discretion cap, the amount of annual EmPower incentives a landlord/building owner receives on multiple properties.
- Income eligible tenants, with landlord authorization, are eligible to receive comprehensive home performance measures through EmPower, regardless of whether the tenant or landlord pays the utility bill.
- Income eligible tenants, with landlord authorization, are eligible to receive comprehensive home performance measures through EmPower, regardless of whether the tenant or landlord pays the utility bill.

Landlord Rules Changes - EmPower

- Proposed Changes

- If a heating system serving an EmPower eligible tenant fails, the owner is EmPower income eligible, and the project has been denied services through the Heating Equipment Repair and Replacement (HERR) Program, NYSERDA will consider funding up to 75% of the replacement heating system and associated costs through EmPower. NYSERDA will require a landlord investment of at least 25% towards the cost of the heating system and associated costs. Owners/Landlords that are not eligible for EmPower may seek additional incentives through Assisted Home Performance with ENERGY STAR.

EmPCalc Updates

- New fuel rates March 8
- New Pricing already updated
- Questions ?

Updated Fuel Rates

- New Rates go into effect March 8, 2021
- Program is updating EmPCalc and Proformas to reflect the current pricing-visit <https://hpwescontractorsupport.com/> for the latest versions
- Contractors should update the pricing in their modeling tools.



New York Home Performance with ENERGY STAR® Energy Pricing

Utility Fuels

Natural Gas	
Company	\$/Therm
Central Hudson	1.630
ConEdison	1.630
National Grid	1.090
NYSEG	0.990
Rochester Gas & Electric	0.879
Orange & Rockland	1.180
National Fuel Gas	0.860
KEDU	1.390
KEDNY	1.560
St. Lawrence*	1.090
Corning*	1.060

Electricity (\$/kWh)	
Company	\$/kWh
Central Hudson	0.1412
ConEdison NYC	0.2210
ConEdison Westchester	0.2135
National Grid	0.1258
NYSEG	0.1194
Rochester Gas & Electric	0.0997
PSEG Long Island	0.2019
Orange & Rockland	0.1770

Source: Joint Utilities 2017-2019 SC2 3-Year Average

Source: Joint Utilities 3-Year Average 2017-2019

*Eligibility is limited to measures not receiving municipal gas incentives. Check with CEDA/Result for additional information.

Delivered Fuels

Home Heating Oil	
Region	\$/gallon
Long Island	3.2300
NYC	3.1600
Lower Hudson	3.1500
Upper Hudson	2.9600
Capital District	2.8200
North Country	2.9600
Central	2.8600
Western	3.1700

Source: NYSDOH New York Home Heating Oil Price Monitoring Program

Kerosene	
Region	\$/gallon
Mid-Hudson	3.5600
Capital District	3.2800
North Country	3.5100
Central	3.3400
Western	3.5600

Source: NYSEERDA New York Home Kerosene Price Monitoring Program

Propane	
Region	\$/gallon
Long Island	3.1700
Mid-Hudson	2.7600
Capital District	2.8900
North Country	3.6100
Central	2.5900
Western	2.5200

Source: NYSEERDA New York Home Propane Price Monitoring Program

Biomass

Hardwood Pellets (Bagged - 40lbs)	
Region	\$/ton
Long Island	314.64
Hudson Valley	284.73
Capital District	274.28
North Country	258.44
Central	249.87
Western	257.41

Source: Average Sept 2017-Oct 2020

Cord Wood	
Region	\$/cord
Statewide	225.00

Source: Dec 2018

Regions

Region	Region - County
Long Island	Nassau and Suffolk
New York City	Bronx, Kings, New York, Queens, Richmond
Lower Hudson Valley	Dutchess, Putnam, Rockland, Westchester
Upper Hudson Valley	Columbia, Greene, Orange, Sullivan, Ulster
Middle Hudson Valley	Columbia, Dutchess, Greene, Orange, Putnam, Rockland, Sullivan, Ulster, Westchester
Capital District	Albany, Fulton, Montgomery, Rensselaer, Saratoga, Schoharie, Schoharie, Washington
North Country	Clinton, Essex, Franklin, Hamilton, Jefferson, Lewis, St. Lawrence, Warren
Central	Broome, Cayuga, Chenango, Cortland, Delaware, Herkimer, Madison, Oneida, Onondaga, Otsego, Otsego, Tioga, Tompkins
Western	Allegany, Cattaraugus, Chautauque, Chemung, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Orleans, Schuyler, Seneca, Steuben, Wayne, Wyoming, Yates

Adder Study Update

- **EmPower eligible customers will be able to use NYSERDA financing for Adder projects.**
- **Contractor must submit a copy of the financing proforma with the submission package.**
- **Staff will evaluate for loan cost effectiveness.**

Leave Behind

Marketing has developed a leave behind with information on heat pumps that will be sent to customers by CLEAResult upon project completion.

Heat Pumps

Best Practices for Your New Heat Pump



Heat pumps work differently than boilers or furnaces. Use these tips to help you get the most from your heat pump and maximize your savings on your energy bills.

Let your heat pump run



Thermostat Settings — Heat pumps work best when you keep your thermostat at a constant temperature all the time — overnight, when you're out for the day or even away for a day or two. Unlike furnaces and boilers, adjusting your thermostat for short-term situations is not recommended and may lead to higher energy bills.



Winter Considerations — Continue to use your heat pump in very cold weather. It is not advised to shut your heat pump off, even when temperatures fall below zero. If you feel like you are not getting enough heat, turn up the temperature on your thermostat and consider setting the air flow at its highest setting.



Primary Heat — Use your heat pump as your primary source of heating and cooling. Even if you kept your older boiler or furnace, turn its thermostat way down and let your heat pump do the work — and save you money.

Keep the heat pump clean



Filters — Always vacuum or rinse indoor air filters when the indicator light comes on or if they become visibly dirty. At a minimum, clean or replace the filters as recommended by the manufacturer, which could be once a month, depending on how dirty they are. Wash or replace allergen cartridges according to manufacturer recommendations.



Outdoor Units — If you have an air source heat pump be sure to keep the outdoor unit clear of obstructions, like leaves, debris, snow, ice, or water runoff from the roof. A rain and snow shelter can help minimize the work needed to keep the unit clear. Be sure to trim back any plants or bushes that are touching the unit.



Air Flow — Make sure the airflow is unrestricted around both the outdoor and indoor units.



Seasonal — check on your indoor and any outdoor equipment at least once per season. Make sure there is no obvious damage, like mold, ice buildup, or water dripping from the unit. If you notice an indicator light turned on, be sure to clean the filter before calling a maintenance professional.



Professional Maintenance — Schedule regular maintenance visits with your installer. Consult the manufacturer specs and/or warranty for the recommended intervals (most are every 1-2 years). If you ever notice damage to your heat pump, call your installer to schedule a visit, and they will make sure your heat pump is working properly.

Thank You

Questions?

Thoughts?

Feedback?