

May 7, 2021

Participating Contractors and Vendors,

The NYSERDA Portal (Contractor Support) system is experiencing technical issues and is currently down. The email to case option was impacted and requests sent today to support.residential@nyserda.ny.gov may not have come through properly. NYSERDA is monitoring the situation and will let you know when service is restored.

In the meantime, reach out to your Account Manager for support and please resend all support cases submitted today to your Account Manager.