



NYSERDA

ANDREW M. CUOMO
Governor

RICHARD L. KAUFFMAN
Chair

DOREEN M. HARRIS
President and CEO

June 24, 2021

Dear Participating Contractors and Community Energy Advisors,

As we near the anticipated launch of the Combined Residential Application (expected on July 16, 2021), we wanted to communicate the transition of program income qualification services for Assisted Home Performance with ENERGY STAR® (AHP) and EmPower New York (EmPower) eligible households from EFS/Slipstream to CLEAResult. **Loan applications and documentation related to loan applications (such as income eligibility determination for customer interest rates) will not be impacted and will continue to be processed by EFS.** Below are some key dates for this transition.

- **Effective July 9, 2021 End of Day:** EFS will no longer accept AHP subsidy or AHP subsidy + loan applications for income-eligibility determinations. Any AHP subsidy or AHP subsidy + loan application submitted or postmarked to EFS by 5:00 p.m. ET on July 9, 2021 will be reviewed, and any outstanding information related to the AHP subsidy will be required to be submitted to EFS by 5:00 p.m. ET on July 16, 2021.
- **Effective July 16, 2021:** Cease use of the standalone AHP subsidy or EmPower applications. The new Combined Residential Application will now serve as the application to both programs. CLEAResult will review and make income eligibility determinations for all low- to moderate-income households. CLEAResult will begin processing incentive payments for AHP.
- **The week between July 9 and July 16:** CLEAResult will still be accepting and reviewing EmPower applications; however, any AHP eligible customers should hold off and submit the new Combined Residential Application launching on July 16.
- **Effective July 19, 2021:** All new loan applications must be submitted directly to EFS. New AHP subsidy applications must be submitted by completing the new Combined Residential Application. The application will be accepted through the application website or by mailing a paper application to Energy Audit Application; 2 Wall Street, Albany, New York 12205. Websites for the online and pdf versions of the new application will be announced shortly.

If you have any applications that have not yet been pre-approved by EFS, we ask that you please confirm the status of your customers' subsidy application(s) by logging in to the Slipstream LOS Portal: <https://app.energyfinancesolutions.com/contractorportal/Default.aspx>. It is your responsibility to inform your customers of these changes.

Any applications that are missing documentation as of 5:00 p.m. ET on July 16, 2021 will be canceled and will require resubmission using the new Combined Residential

Application. We certainly hope that any required resubmissions will be minimized, but a one week window allows for transferring data from EFS to CLEAResult in a timely manner so as to not hold up subsequent process steps on projects that were pre-approved by EFS.

Contractor/Community Energy Advisor Selection: Applicants will now have the flexibility to identify community organizations they are working with and choose a contractor from an approved list. **Community Energy Advisors with access to NYSERDA's Salesforce system must sign and return the NYSERDA NDA prior to application launch to view applicant data.**

Income Verification via Statewide Geo-Eligibility: The Combined Residential Application includes geo-eligibility income screening for EmPower incentives in communities where more than 50% of households are earning at, or below, 150% of the Federal poverty level. Geo-eligibility will eliminate the need for these households to provide any additional income documentation.

Income Qualification Transition: CLEAResult will make income-eligibility determinations for all low- to moderate-income incentive applications. AHP subsidy applications will no longer be processed by EFS/Slipstream. Having one entity performing both the intake and review will streamline the process and provide CEAs and contractors with one point of contact for eligibility status.

Audit Applications

As EmPower and Assisted Home Performance transitions to a combined application, customers interested in Assisted Home Performance will need to complete an incentive application and be approved **before they receive an audit**. NYSERDA realizes this is a major change to business practices for contractors. With the launch of the combined application, contractors will still be able to use the Express Audit track in the project portal; however, this will be phased out in the upcoming months. Contractors initiating an audit project without the submission of a combined incentive application may experience delays when moving to the contract phase. Following the launch of the combined audit application, contractors will be encouraged to have customers first complete the combined application for review and approval prior to having an audit completed. NYSERDA will provide further details in the upcoming trainings about these changes and will be finalizing the rules for end of audit only projects in the near future with an estimated change over date in late October or November.

Training Webinars

NYSERDA will offer training webinars prior to the launch of the Combined Residential Application. These trainings will be focused on the new combined application and providing guidance on other updates rolling out with the application. You can sign up for these trainings now by clicking on the links below:

Date/Time	Hyperlink to Register
Friday, July 2nd 9:30-11am	EmPower/AHP Combined Application Training Session (Participating Contractors & WAP Agencies)
Wednesday, July 7th 9:30-11am	EmPower/AHP Combined Application Training Session (Participating Contractors & WAP Agencies)
Thursday, July 22, 2021 9:00 am	Follow-up Q & A Session

For questions regarding the status of applications currently submitted to EFS, call 1.800.361.5663 or email efs@energyfinancesolutions.com.

For any other questions, please feel free to reach out to hpwes@nyscrda.ny.gov.

Thank you,

NYSERDA's Energy Affordability and Equity Team