



**NYSERDA**

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## **NYSERDA Residential Program Announcements**

**For the period of: 7/15/2021 to 7/21/2021**

Dear Participating Contractors, Vendors, and Interested Parties:

The following document contains the combined Program Announcement(s) related to NYSERDA small residential (1 to 4 family) energy efficiency programs supported by the Energy Affordability and Equity, Single Family Residential, Clean Heating and Cooling, Finance, Standards and Quality Assurance and Workforce Development teams. We will be seeking to coordinate with additional teams in future program announcements.

Please read carefully to determine which notice(s) apply to your company. This announcement covers updates from the programs listed below. All contractors and interested parties are receiving this update and be aware that some notices may be for programs your company does not participate in or pertain to you.

<b>Energy Affordability &amp; Equity Team</b>	
• Assisted Home Performance with ENERGY STAR	See Reminder
• EmPower New York	See Reminder
<b>Single Family Residential Team</b>	
• Comfort Home	No Update
• Residential Energy Audit	No Update
• Home Energy Ratings	No Update
• Low-Income Forum on Energy (LIFE)	No Update
<b>Coordinated Program and Support Teams</b>	

• Residential Financing	See Update
• Clean Heating and Cooling	No Update
• Workforce Development	No Update
• Standards and Quality Assurance	No Update

<b>To</b>	EmPower/AHP Contractors, Stakeholders, NYSERDA & CR
<b>Regarding Program(s)</b>	EmPower New York & Assisted Home Performance with ENERGY STAR
<b>Summary</b>	NYSERDA Single Family Programs Update

**Full Announcement:**

**NYSERDA Single Family Programs Update**  
**Friday, August 6, 2021**  
**8:30am - 9:30am**

<https://nyserdany.webex.com/nyserdany/onstage/g.php?MTID=e9978651c4625614bd2b8d4b8424a663f>

**Event Password: Energy**  
**Call-In Number:** United States TOLL  
+1-415-655-0003  
**Event Number:** 145 293 9850  
**Event Password:** Energy

NYSERDA staff will continue to host webinars on rotating topics, the next date and topic will be announced soon. All webinars are recorded and links to the recordings are found below. The recorded webinars are also available on the [Contractor Support website](#).

<b>To</b>	Participating Contractors and Community Energy Advisors
<b>Regarding Program(s)</b>	Assisted Home Performance with ENERGY STAR® (AHP) and EmPower New York (EmPower)
<b>Summary</b>	Combined Residential Application Launch and Revised Paper Application - Reminder
<b>Comments/Questions or More Information</b>	<a href="mailto:hpwes@nyserda.ny.gov">hpwes@nyserda.ny.gov</a>

**Full Announcement:**

Dear Participating Contractors and Community Energy Advisors,

The Combined Residential Application will be available beginning July 16, 2021, on the

Combined Residential Application landing page at <https://www.nyserdera.ny.gov/ny/ahp-empower>. The landing page contains links to the geo-eligibility screening tool, the online application, and the paper application. This revised application will replace the current subsidy application and EmPower New York Application.

As a reminder, along with the launch of the Combined Residential Application comes 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 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.
- **Through 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.

## Revised Certificate of Completion

A revised Certificate of Completion is available on the contractor support site at <https://hpwescontractorsupport.com/wp-content/uploads/2021/07/8.2c-AHP-EmPower-Certification-of-Completion-7.14.21.pdf>. The updated Certificate of Completion can be used for any Assisted Home Performance or EmPower New York project completion. The revised certificate removes some of the outdated testing requirements and the COVID-19 attestation language. Contractors should transition to using the updated Certificate of Completion on projects moving forward.

## Training Webinars

NYSERDA has offered several training webinars over the past few weeks to provide stakeholders with an opportunity to review the new online application submission process. These trainings focused on the new combined application and providing guidance on other updates rolling out with the application. You can review recordings of these trainings in Knowledge Articles on the [EmPower/AHP Page](#). A follow up training will be held on July 22, 2021, to provide stakeholders with an opportunity to provide feedback and ask questions on the Combined Residential Application, to sign up, use the link below:

Date/Time	Hyperlink to Register
Thursday, July 22, 2021 9:00 am	<a href="#">Follow-up Q &amp; A Session</a>

For questions regarding the status of applications currently submitted to EFS, call 1.800.361.5663 or email [efs@energyfinancesolutions.com](mailto:efs@energyfinancesolutions.com).

For any other questions, please feel free to reach out to [hpwes@nyserdera.ny.gov](mailto:hpwes@nyserdera.ny.gov).

Thank you,

NYSERDA's Energy Affordability Team

<b>To</b>	EmPower/AHP Contractors and Stakeholders
<b>Regarding Program(s)</b>	Single Family Heat Pump study
<b>Summary</b>	The NYSERDA Single Family Heat Pump study is still accepting projects
<b>Comments/Questions or More Information</b>	Scott Oliver Scott.oliver@nyserda.ny.gov

**Full Announcement:**

The NYSERDA Single Family Heat Pump study is still accepting projects. The remaining budget is approximately \$470 thousand. The NYSERDA team is updating the tracker twice a week, [HERE](#). When the funding falls below \$1 million the tracker will be updated daily. NYSERDA is continuing to explore future funding opportunities for heat pumps and will share these opportunities as they become available.

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