

Residential Program Announcement



For the period of: 7/29/2021 to 8/4/2021

Dear Participating Contractors, Vendors, and Interested Parties:

To make it easier for you, we are combining program announcement notifications into one email from areas related to NYSERDA's small residential (1 to 4 family) energy efficiency programs. This week's announcement covers updates for the program(s) listed below.

- EmPower New York & Assisted Home Performance with ENERGY STAR®
- Heating and Cooling

Please read carefully to determine which notice(s) apply to your company. Some notices may be for programs your company does not participate in or pertain to you.

EmPower New York & Assisted Home Performance with ENERGY STAR®

To: EmPower/AHP Contractors, Stakeholders, NYSERDA & CR

Regarding Programs: EmPower New York & Assisted Home Performance with ENERGY STAR®

Summary: NYSERDA Single Family Programs Update

NYSERDA Single Family Program Update

Date: Friday, August 6, 2021

Time: 8:30 a.m. - 9:30 a.m. ET

Join the Webinar

Event Password: Energy

Phone Number: +1-415-655-0003

Event Number: 145 293 9850

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](#).

Combined Residential Application Launch

To: Participating Contractors, CEAs

Regarding Programs: AHP and EmPower New York

Summary: Digital Signature Procedures for the Combined Residential Application

Contact/Questions or More Information: support.residential@nyserda.ny.gov

With the launch of the Combined Residential Application on July 16, 2021, NYSERDA is pleased to provide updated guidance on the use of digital signatures when submitting an application to the program. These rules are effective immediately.

The below outlines the acceptable methods for securing customer authorization on the Combined Residential Application. When uploading to the Application Portal, the entire application should be uploaded, not just the signature pages.

For applications initiated by the homeowner/renter, the signature options are as follows:

1. Customer utilizes Docusign to electronically sign their application within the Application Portal itself. Docusign is a native functionality within the portal and an approved method of collecting electronic signatures.
2. Customer prints a copy of the application, applies a wet signature to the application, and uploads an electronic copy of the signed application to the Application Portal.
3. Customer prints a copy of the application, applies a wet signature to the application, and mails the physical copy of the signed application to NYSERDA for manual processing.

For applications initiated by a participating contractors or Clean Energy Advisors (CEAs), the signature options are as follows:

Note: The application should be initiated from the contractor or CEA's Portal Account and not from the Combined Residential Application landing page.

1. A contractor or CEA prints a copy of the application, presents the application to the customer for a wet signature, and uploads an electronic copy of the signed application to the Application Portal.
2. A contractor or CEA prints a copy of the Application, presents the application to the customer for a wet signature, and mails the physical copy of the signed application to CLEAResult for manual processing.
3. A contractor or CEA downloads a PDF version of the application, using their mobile device, obtains an electronic signature from the customer using either Adobe electronic signature or equivalent product, and uploads an electronic copy of the signed application to the Application Portal.
4. A contractor or CEA downloads a PDF version of the application, creates an electronic signature block using their Docusign, Adobe, or equivalent product, and emails the PDF to the customer. The customer would then open the PDF on their own device, electronically sign, and email the electronically signed application to the contractor. The contractor would complete the application by uploading the electronically signed PDF to the Application Portal and submitting the application.

Electronic signatures streamline the application process by allowing for a much quicker turnaround in reviewing and approving the final incentive for the applicant. The Combined Residential Application can be found on [NYSERDA's website](#). For an overview of the application process, please visit the [EmPower/AHP Contractor webpage](#).

NYSERDA will be covering these Digital Signature updates as part of the August 6, 2021, monthly webinar series. For any questions, please reach out to your account manager or support.residential@nyserda.ny.gov.

To: EmPower/AHP contractor, CEEP contractor, MPP Network Provider, NYS Clean Heat Contractor/HeatSmart Campaign

Regarding Programs: EmPower/AHP, MPP, NYS Clean Heat Contractor/HeatSmart Campaign

Summary: \$1.5 M Added to Demonstration of Heat Pumps for Low- to Moderate-Income Households

Contact: For questions, please reach out to your account manager

NYSERDA is pleased to share with you that the previously announced \$10 million investment to spur electrification in the low- to moderate income (LMI) housing sector has been increased to \$11.5 million. The additional \$1.5 million is available to qualified contractors to install heat pumps in approximately 100 additional LMI single family residential homes through NYSERDA's EmPower and Assisted Home Performance Programs. All program rules remain the same. The contract cap of 25% of total single funding will now be \$1,625,000.

This investment will aid in the installation of more heat pumps for our most vulnerable residents, providing a more comfortable, affordable, and healthier living space for many families heading into the cold winter season. It will provide a pool of real-world projects to study practical issues and measure impacts on LMI households from the installation of heat pumps as part of comprehensive energy efficiency programs. This demonstration effort is expected to see funds committed within the next year and will see project implementation and evaluation that takes place over a 1- to 3-year period. It will inform NYSERDA's longer-term investment planning with regards to low-income energy efficiency and electrification programs.

Applications have been received for the \$5 million available to serve approximately 3,000 multifamily affordable units through NYSERDA's Multifamily Performance Program. New applications are being put on a wait list in the event other funding becomes available. These projects will allow the state to study and develop best practices and incentive structures for increased heat pump adoption for the LMI housing sector across the state - helping those who need it most.

For single family, there is a [contractor resources page](#) that includes the amount of funding available, required project documentation and [Frequently Asked Questions](#).

If you have questions about the LMI Heat Pump Adder Study for single family, please contact your account manager. If you have questions about the LMI Heat Pump for Multifamily, please contact Brian Cabezas at 518-862-1090 Ext. 3643.

Sincerely,
The NYSERDA Team

If you have any questions please contact your account manager or reach out to us at resmarket@nyserda.ny.gov.

Thank you,
The NYSERDA Single-Family Residential Team

CONNECT WITH US



About NYSERDA

NYSERDA, a public benefit corporation, offers objective information and analysis, innovative programs, technical expertise, and support to help New Yorkers increase energy efficiency, save money, use renewable energy, and reduce reliance on fossil fuels. NYSERDA professionals work to protect the environment and create clean energy jobs. NYSERDA has been developing partnerships to advance innovative energy solutions in New York State since 1975. To learn more about NYSERDA's programs, visit nyserdera.ny.gov or follow us on [Twitter](#), [Facebook](#), [YouTube](#), or [Instagram](#).

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