



NYSERDA Residential Program Announcements

For the period of: 9/2/2021 to 9/8/2021

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.

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

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

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

NYSERDA Single Family Programs Update

Friday, September 10, 2021

8:30am - 9:30am

<https://nyserdany.webex.com/nyserdany/onstage/g.php?MTID=ea31e4e3f1a3904bfe4242cb4d45be868>

Event Password: Energy

Call-In Number: United States TOLL

+1-415-655-0003

Event Number: 145 985 8223

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](#).

To	EmPower/AHP Contractors; CEEP contractors
Regarding Program(s)	EmPower/AHP
Summary	NYSERDA Single Family Covid 19 Announcement - Eligibility Thresholds
Comments/Questions or More Information	For questions, support.residential@nyserda.ny.gov

Full Announcement:

With New York State's [announcement](#) ending New York's Covid-19 State Disaster Emergency restrictions, NYSERDA will be withdrawing the temporary program modifications implemented in March 2020 in response to the COVID-19 pandemic. The following program modifications will be rescinded:

1. The Covid Addendum language will be eliminated from contracts and participation agreements beginning July 1st.
2. The Covid webpage will be removed from the NYSERDA website.
3. The \$200 PPE Adder for EmPower home performance projects will end for all

projects submitted after July 16th. This will account for projects in progress that have been using the required PPE.

4. Blower door tests may now be used on all 1-to-4 unit properties where there are no health and safety concerns per program guidelines. Customers can request that the contractor not perform a blower door test, where there are health and safety concerns.
5. The income-eligibility threshold for the Assisted Home Performance (AHP) program incentive/audit will be adjusted from 120% AMI back to the pre-Covid eligibility threshold of 80% AMI for all incentive applications not received by 5:00 on August 31st.
6. Incentive levels for EmPower will remain at \$10,000 and for AHP at \$5,000 for a single family and up to \$10,000 for a 2-to4 family home until further notice.

If you have any questions, please reach out to support.residential@nyserda.ny.gov and we will forward questions to the appropriate NYSERDA staff member for follow-up. Thank you for your continued partnership.

To	EmPower/AHP Contractors
Regarding Program(s)	EmPower and AHPwES
Summary	NYSERDA Residential Quality Assurance (QA) Root Cause Analysis Expert Panel
Comments/Questions or More Information	Amy Kasson-Muzio amy.kasson-muzio@nyserda.ny.gov

Full Announcement:

NYSERDA is standing up the QA Root Cause Analysis Expert Panel to improve quality of NYSERDA residential programming through support of program contractors and overall market growth. As part of our assessment process, we are conducting a set of informal, semi-structured interviews with key stakeholders like yourself who have expressed potential interest in participating. Root Cause Analysis is a method for solving problems at the source, rather than just treating the symptoms. It is a template for systematically improving construction projects by defining problem areas clearly, sequencing events to identify multiple causes, recommending mitigations to reduce negative impacts, and fixing the process to ensure optimal outcomes in the future. NYSERDA has implemented the 5-Whys process. By asking "why" five times and answering it each time, the real cause of a problem is identified, which is often hidden behind the more obvious symptoms.

Kearns & West has been hired by NYSERDA to provide independent and neutral process support, planning, and facilitation of the Residential Market Advisory Group (RMAG). This includes activities that fall under the RMAG like the Residential Quality Assurance (QA) Root Cause Analysis Expert Panel. We are ready to begin the Expert Panel process and are conducting a "situation assessment" to learn more about the issues, interests, and informational needs involved in this effort (i.e., to get a better sense of the "lay of the land").

Expert Panel Expectation of Commitment

It is anticipated that members will need to commit approximately 4 hours of their time every quarter. This commitment will span 1 or 2 meetings each quarter. It is also

anticipated that members will be asked to review information in-between meetings to prepare most effectively for their deliberations. Responsibilities for the Expert Panel can include exploratory discussion, development of consensus-findings or recommendations, document review, and information exchange via survey, interviews, and other mechanisms.

Joining Expert Panel Benefits

Joining the expert panel will provide a chance to give feedback on the QA scores and the overall residential QA process. You will have the opportunity to have your voice heard in program development, build your network, identify shared best practices that reduce costs, and positively influence growth of the NYS residential market.

Kearns & West expects to ask Participating Contractors to fill out a Doodle Poll for participation. Kearns & West will then set up an interview for 20-30 minutes to discuss a "situation assessment" to learn more about the issues, interests, and informational needs involved in this effort.

These interviews will happen over the next couple of weeks and conclude by the second week in September 2021.

To	EmPower/AHP Contractors, Stakeholders, NYSERDA & CR
Regarding Program(s)	NYSERDA Residential Financing Program
Summary	Green Jobs Green-New York (GJGNY) Residential Financing ProForma Changes
Comments/Questions or More Information	residential.financing@nyscrda.ny.gov

Full Announcement:

To: Participating Contractors

From: residential.financing@nyscrda.ny.gov

On September 8, 2021, an updated version of all Proformas has become available on NYSERDA's [website](#).

Due to continual additions and adjustments to utility incentives related to heat pump projects incentivized under the New York State Clean Heat Statewide Heat Pump (NYS Clean Heat) Program, NYSERDA has modified all Proformas to require contractors to manually enter cumulative applicable utility incentive amounts.

Contractors need to confirm appropriate program incentives prior to submission of the ProForma to Slipstream. Please contact NYS Clean Heat at 844-212-7823 or nyscleanheat@icf.com for the latest program incentives.

Only version 2021.5 will be accepted after September 8, 2021.

