

September 8, 2021

Contractors,

Processing times for application reviews, support case responses, and final project reviews are being impacted due to a significant increase in the volume of submissions being received which can be partially attributed to the changes to the Assisted Home Performance income limits change which took place on September 1. CLEAResult and NYSERDA are looking at adding additional staff to assist with the processing of the backlog.

While program staff is addressing the backlog, the following impacts to processing time can be expected:

- Combined Residential Applications may take up to 2-3 weeks before a decision is made.
- Support Cases/Responses are ~3 business days behind our typical 1-2 day turn around.
- Final Project Review of documentation is ~1 day behind.
 - These are being prioritized to avoid delay in EmPower payments.

If you have any questions on the status of an application or project payment, please review the above timeframes before reaching out to Contractor Support or your Account Manager.

Thank you,

NYSERDA Program Team