



**Updated Contractor Guidance
Temporary Residential Program Modifications- 3/26/20**

As a follow up to the [NYSERDA Guidance on On-Premise Site Visits](#), issued on March 23, 2020, NYSERDA is providing the following guidance on temporary modifications to residential programs. In alignment with the state’s response to COVID-19, effective immediately NYSERDA is pausing **all on-premise site work through April 19, 2020** for all Market Rate and Low- and Moderate-Income residential projects, including Quality Assurance inspections. This includes the following programs:

- Home Performance with ENERGY STAR (HPwES)
- Assisted Home Performance with ENERGY STAR (AHPwES)
- EmPower New York (EmPower)
- Home Energy Ratings (HER)
- Residential Energy Audits (REA)
- Comfort Home (CH)

PLEASE NOTE: Separate guidance will follow regarding Quality Assurance Corrective Action procedures.

During the suspension of **on-premise** work, NYSERDA is exploring alternate opportunities for contractors and vendors to remain active. Additionally, we welcome any thoughts you may have and encourage you to contact us at support.residential@nyserda.ny.gov.

Program Expectations, Exceptions, and Temporary Rule Changes until Further Notice

In response to the suspension of on-premise work, NYSERDA will:

- Continue to accept and process program applications for all programs.
 - For Comfort Home, customer referrals can be entered into Compass to identify pipeline opportunities for when field work can safely resume.
- Assess the impact that the suspension of on-premise work will have on any program production goals that contractors might have and provide contractors with flexibility in meeting those goals. Further guidance on program production goals will be provided after NYSERDA fully assess the impacts of the suspended work.

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- Continue to assign EmPower projects.
 - EmPower projects must continue to be accepted in the NY HP Portal within 10 days.
 - Contractors are requested to reach out to the customer and advise work will be delayed.
 - To opt-out of referrals during this time, email support.residential@nyserda.ny.gov

- Comfort Home assessments can be completed remotely where agreed upon between contractor and homeowner, using Google Earth to determine square footage and obtain photo of house style, windows, and heating systems; payments for site assessment subject to NYSERDA review and approval.

- Suspend project completion deadline requirements as noted.
 - For work or audits that will be delayed, the contractor should add a note in the appropriate project management system that “Work/Audit delayed due to COVID-19”
 - At this time, the deadline for completing open HPwES projects is extended to June 30, 2020
 - AHPwES audit reservation and incentive approvals may be extended for 6 months from the current expiration date at the contractor or customer request.
 - EmPower New York completion deadlines are suspended indefinitely and will be revisited in the coming month
 - NYSERDA Financing approvals will automatically be extended for 6 months.
 - For the Home Energy Rating pilot, in-home data collection will not take place during the suspension. Home Energy Rating completed reports may be delivered by email.
 - For Comfort Home, Heat Pump referral incentives will be extended for heat pump installs completed within 12 months of the weatherization project

- Allow contractors to invoice for partially completed projects.
 - EmPower and AHPwES where final test-out cannot be completed or certificate of completion cannot be obtained:
 - The approved measures must be installed and the contractor must attest to the best of their knowledge the home was left in a safe condition.
 - The contractor must return to the home at the earliest opportunity, pending guidance from NYSERDA to complete work, the required test-out, and obtain the certificate of completion.
 - The amount of the EmPower audit or Contractor Incentive Fee will be withheld until final documents are received.
 - Additional considerations for partial payments may be obtained on a case-by-case basis.
 - Contact CLEAResult at support.residential@nyserda.ny.gov for procedures if you are seeking reimbursement for a partially completed project.
 - Residential Energy Audit
 - Contact homeaudits@nyserda.ny.gov for detailed procedures.

- Where the site visit, data collection, and Audit tool have been completed, the Customer Attestation form upload to the NY HP Portal will be temporarily waived.
- For Comfort Home, considerations for partial payments may be obtained on a case-by-case basis, where installation has been started. Please contact NYSERDA at comforthome@nyserda.ny.gov for detailed procedures.

Future Work

The Governor's [PAUSE Executive Order](#) is in effect until April 19. While you may choose to schedule site visits after that time based on discussions with the customer, please recognize that the state's response is fluid and evolving. NYSERDA will provide additional guidance prior to April 19 based on the state directives at that time. In any case, NYSERDA encourages contractors to follow the CDC guidance on COVID-19, including calling customers before scheduling visits and practicing social distancing.

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 patience and understanding during this difficult time, and please know we are here to assist you.