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Healthy Homes by



YOUR HOME SAFETY & EFFICIENCY EXPERTS

SANFILIPPO
 SOLUTIONS

Qualification for EMPOWER Tier 1



Free Energy Assessment and Cost-effective work with a blower door test. (don't need to own the home, can be a renter)

Renter's income qualifies the home's eligibility

Services available:

Air Sealing, Insulation, Refrigerator, Stove, Hot Water Tank, Windows, LED lights, CO, Smoke, Thermostats

Qualification for Assisted Home Performance Tier 2



Free Energy Assessment with a blower door test and 50% up to \$5,000 towards approved Energy Saving Measures (don't need to own the home, can be a renter)

Renter's income qualifies the home's eligibility

Services available:

Air Sealing, Insulation, Hot Water Tank, Windows, LED lights, CO, Smoke, Thermostats

Comfort Home No Income limits



Three tiers of load reduction packages*

Package	Description	Incentive
★ ★ ★ Good	Seal and Insulate attic + seal and insulate rim joists	\$1,000
★ ★ ★ Better	Seal and Insulate attic + seal and insulate rim joists + Insulate walls + Insulate floors	\$2,500**
★ ★ ★ Best	Seal and Insulate attic + seal and insulate rim joists + Insulate walls + Insulate floors + install ENERGY STAR® windows	\$4,000**

Comfort Home Program not available to BPU customers

EmPower New York

What You Need to Know



Is it really free?

Yes—State residents meeting EmPower New York eligibility requirements can receive home energy services through the program at no cost.

How do I know if I qualify?

You may be eligible if the following are true:

- Your total household gross income meets the income guidelines or if you are receiving HEAP, SNAP, or public assistance.
- You are an electricity or natural gas customer of Central Hudson, Con Edison, National Fuel, National Grid (Upstate, Metro and Long Island), NYSEG, Orange and Rockland, Rochester Gas & Electric—or heat with oil, propane, kerosene, wood, coal, or pellets.
- The person on the utility account resides in the household.
- You reside in a building with 100 units or less.

For more information about EmPower New York eligibility requirements, visit nysenda.ny.gov/empower-eligible

What are some of the no-cost energy services that EmPower New York may provide?

- Replacement of old-style light bulbs with high-efficiency lighting.
- Replacement of inefficient refrigerators and freezers with new ENERGY STAR® certified models.
- Added insulation to keep your home more comfortable.
- Air sealing to reduce drafts.
- A monthly electric bill credit of between \$5-\$15 from community solar
- Everyday strategies and tips to help you manage your energy costs.

What are some services that EmPower New York does not provide?

- Generally roofs, windows, doors, and stoves.

If I accept work from EmPower New York, are you going to put a lien on my home? Am I required to pay the program back if I move or my income changes?

No—there is no cost or future obligation when you participate in EmPower New York.

Do the contractors perform code inspections?

No—EmPower New York contractors are not code inspectors.

Does EmPower New York provide services to renters?

Yes—EmPower New York provides energy services to anyone who owns or rents a home and meets all of the eligibility requirements.

Does my landlord have to be involved?

No—EmPower New York can provide some limited electric reduction services to your apartment where possible but landlords are encouraged to participate in order to provide you with a more comprehensive work project.

Does my landlord have to pay anything?

If an eligible tenant directly benefits from the energy services being provided through EmPower New York, those services will be completed at no cost to the landlord. Some services, such as adding insulation, require the landlord to sign an agreement allowing the upgrade to be installed. A landlord investment may be required for certain upgrades or if EmPower New York is providing energy services to multiple units in a building.

What are some of the benefits that I can talk to my landlord about?

When EmPower New York provides energy services to a building where a low-income family rents, it also benefits the landlord:

- Free energy efficiency upgrades can increase the value of the property without an investment from the landlord.
- A more comfortable home attracts and retains long-term renters, helping to keep units filled and revenue steady.
- Lower energy costs reduce the financial burden on tenants, making it easier for them to pay their rent on time.

Does everyone get a free refrigerator and/or freezer?

No—refrigerators and freezers are only provided if the old appliance uses a lot of energy and replacing it is an effective way to reduce the family's energy costs.



NYSERDA

What kinds of refrigerators are installed?

EmPower New York provides brand-new ENERGY STAR-certified models complete with shelving and freezer compartments. The size of your refrigerator is determined by the size of the appliance currently used in your home and the most cost-effective option for saving energy. New refrigerators are white and do not include automatic defrost or ice/water dispensers. The makes and models are program-approved and are not chosen by the program participant.

Can I keep my old refrigerator? Can I get my old one back if I don't like the new one?

No—the goal is to remove old, inefficient refrigerators and freezers from the energy grid. Participating households must agree to give up their old appliance to receive a new replacement. The old appliances are then scrapped and recycled.

What happens if the refrigerator or freezer needs repairs?

The appliances come with a full one-year warranty. As the new owner, you are responsible for service or repairs should any problems arise after the warranty period.

Can I hire my own contractor?

No, however, you are welcome to select a contractor from a predefined list of participating contractors approved to work in NYSERDA's programs. If you are unsure, the program will assign the next available contractor to your project. Participating contractors are certified by equipment manufacturers and/or national organizations who establish the installation requirements for energy-efficient equipment. In addition, participating contractors follow the standard and testing requirements set by the Building Performance Institute (BPI), so you know they're applying the latest knowledge and technology to the energy efficiency of your home.

Can I get paid back for work I have already performed?

No—EmPower New York cannot fund work that has already been completed.

Who pays for the energy services delivered through EmPower New York?

The program is funded through a "System Benefits Charge" included in the bills of participating electric and natural gas utilities. This means that everyone who is a customer of a participating utility is chipping in to pay for this program. Additional funding is provided from other sources as well, such as the Regional Greenhouse Gas Initiative, which provides funding for energy efficiency upgrades to lower carbon emissions.

Who will be working on my EmPower New York project?

There is an entire team working to ensure that you receive the best services possible.

- NYSERDA administers the EmPower New York program.
- CLEAResult is the implementation contractor that coordinates the delivery of services to your household from the application process through the installation of upgrades in your home.
- A program-approved energy contractor will install the energy improvements.
- Honeywell is the quality assurance contractor that ensures energy upgrades were installed in the best possible way to save you the most energy.

How does the monthly electric bill credit from community solar work?

As an EmPower New York participant, you may receive credits on your monthly electric bills from community solar. There is no cost or future obligations, and this will not impact any assistance you may already be receiving from HEAP or a utility bill assistance program. Nothing is installed at your home—community solar is a group of panels that are installed at a site in your community rather than on individual roofs. Please be aware that a community solar project may not be available in all areas.

Ready to get started?

Call 1-877-NYSMART or visit nysenda.ny.gov/ny/ahp-empower

EmPower New York

NYSERDA's EmPower New York program offers no-cost energy efficiency services to low-income (such as HEAP-eligible) homeowners and renters. These services include electric reduction and home performance upgrades. On-site energy education offers customers additional strategies for managing their energy costs.



Assisted Home Performance with ENERGY STAR® Program



TAKE CONTROL OF
HIGH ENERGY BILLS.

FIND
areas where
your home is
wasting energy

FIX
issues with
affordable
home energy
improvements

SAVE
hundreds or
even more in
energy costs
every year

**Ready to
get started?**

Learn more at
nyserdera.ny.gov/assisted-home-performance

For questions call
1-866-NYSERDA



LMI-AHP-homeowner-fs-1-v2 12/22

It all starts with a home energy assessment

Join the thousands of New York State residents who have made the smart choice to invest in the energy efficiency of their homes — and are paying a lot less in monthly energy costs. The Assisted Home Performance with ENERGY STAR® program makes it easy and affordable to pinpoint where your home is wasting energy and fix the problem at the root.

Follow these five simple steps to lower your energy bills:

1. Visit nyserdera.ny.gov/ny/ahp-empower and fill out an application today

When completing the application you will be able to select from a list of contractors serving your area.

2. Schedule a home energy assessment

A home energy assessment takes a whole-house approach to energy efficiency, analyzing how all the elements of your home work together to give you a top-to-bottom look at where you're wasting energy. The result is a report recommending the home energy improvements that can deliver the biggest energy efficiency gains.

3. Customize a plan to lower your energy bills

After your assessment, you'll review the results with your contractor and choose which home energy improvements you'd like to make. These can include everything from air sealing and insulation to installing ENERGY STAR certified appliances. Income eligible residents may qualify for a discount covering up to 50% of the eligible energy efficiency improvements up to \$5,000.

4. Apply for financing to help pay for the work (optional)

We offer two loans if you're interested in financing your project, including an option that allows you to build loan payments right into your utility bill and use your energy savings to pay for the work. If you prefer, we also offer a more traditional loan.

5. Complete the work and start saving

Once the project is finished and follow-up tests are completed to ensure that the home energy improvements were effective, you will be asked to sign off that the work has been satisfactorily completed.



NYSERDA

Comfort Home

For Homeowners



MAKE
smart investments

IMPROVE
home comfort

RECEIVE
incentives
up to \$4,000

Improve your home's comfort and save money with seal and insulate packages

Do you want your family to be more comfortable in your home, lower your energy bills, and get on the path to a clean energy future? Save money and improve your home's comfort year-round with seal and insulate packages. NYSERDA's Comfort Home program makes it easy to make smart investments for a more efficient home now, while paving the way for the latest clean energy heating and cooling options.

The importance of load reduction

When a home's load is reduced, the amount of heat needed to make a home comfortable is reduced, saving energy and money.

NYSERDA's program offers incentives for standardized and pre-screened home improvement packages. These packages range from sealing and insulating an attic and rim joists (good package) to sealing and insulating attics, walls, and windows (best package). By pre-packaging home improvements, NYSERDA makes it easier for homeowners to bundle services and create a clean, comfortable home environment.

Three tiers of load reduction packages*

Package	Description	Incentive
★ ★ ★ Good	Seal and insulate attic + seal and insulate rim joists	\$1,000
★ ★ ★ Better	Seal and insulate attic + seal and insulate rim joists + Insulate walls + insulate floors	\$2,500**
★ ★ ★ Best	Seal and insulate attic + seal and insulate rim joists + Insulate walls + Insulate floors + install ENERGY STAR® windows	\$4,000**

*Dollar amounts shown reflect incentive amounts, total package costs to be discussed with contractor

**Additional incentives available for homeowners located in Westchester County

visit:
nyserdera.ny.gov/comforthome
call:
1-888-406-4009



NYSERDA

Who can participate

Homeowners of one-to-four family homes who pay into the System Benefits Charge (SBC) on their electric bill are eligible to participate. Start with a no-cost consultation with a qualified contractor who will help you select the improvement package that is right for you, including available rebates and financing.

To find out if the Comfort Home program is right for you, visit nyscrda.ny.gov/comforthome.

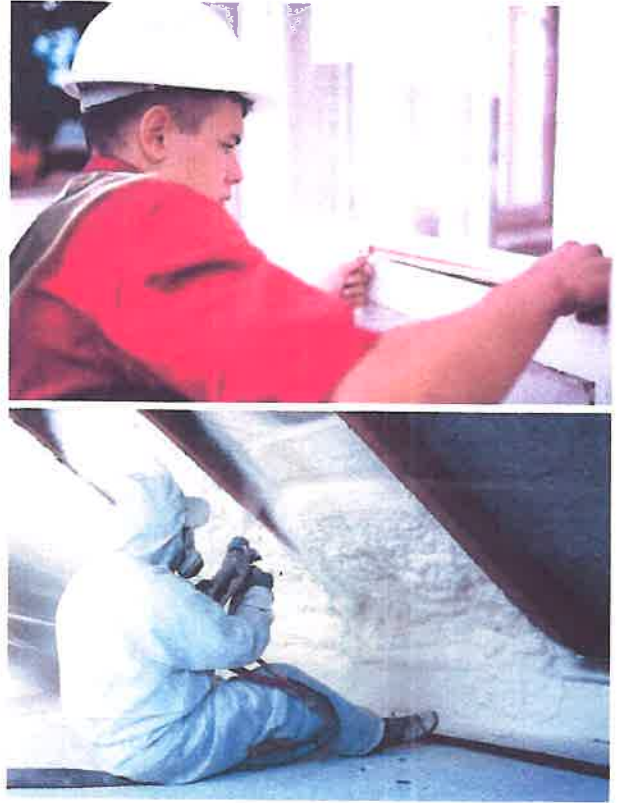
Additional upgrades

Once you've done the initial load reduction work, your home is on its way to being sealed and more comfortable. For additional ways to save energy and money on heating fuel costs, your Comfort Home contractor can provide you with information about clean heating and cooling heat pump equipment options for your home as well as available rebates and incentives.

Heat pumps are an energy-efficient alternative to conventional heating and cooling systems and can provide up to 100 percent of the home's heating and cooling needs with no fossil fuel. To learn more about Heat Pump technology, visit nyscrda.ny.gov/Heat-Pumps.

Ready to get started?

Learn more about the program at nyscrda.ny.gov/comforthome or call 1-888-406-4009



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