NYSERDA's Residential Energy Assessment Process Guide for Participating Auditors

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Logging In and General Navigation of the New York Home Energy Portal (NYHEP)

Logging In / Password Maintenance

- You will receive an email with a link with a temporary password and username. Within the email, follow the link to create a unique password. You will then use the new password and your username to log in to the NYHEP system.

  - There can only be 1 account per email. There can be more than one account per company. To request a new account, please contact homeaudits@nyerda.ny.gov or call 1-800-284-9069.
  - If you are locked out of the system, please contact homeaudits@nyerda.ny.gov and the REA team will reset your password.

- NYSERDA's New York Home Energy Portal (NYHEP) sign-in link is here: https://homeportal.nyserda.ny.gov/

Knowledge Base Site References

- NYSERDA's Public Knowledge Base site has helpful information for participating contractors navigating the NYHEP. Some basic NYHEP details can be found in the Knowledge Base site links below:

  - Log-In Details
  - Password Reset Details
  - Profile Details
  - Online Help Details
  - Adding Notes
  - Uploading Documents
  - Important Terminology
  - Downloadable REA Measures List

NYHEP Home Screen

- Once you have logged in, you will see a Home Screen with Announcements and Publications relevant to the Program(s) you participate in. Keep an eye on these sections as updates from the NYSERDA Program Teams are distributed!

- The search box in the middle of the screen can be used to locate any enrollment associated with your company. You can search by last or first name, street address or city, or Enrollment number.
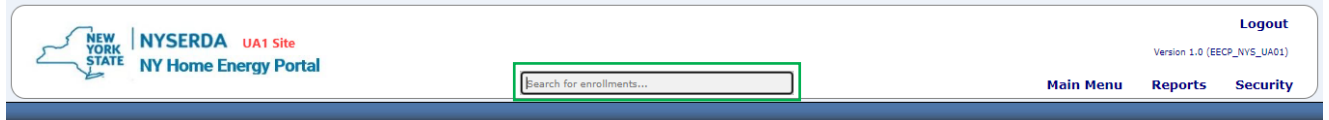
- Within the Main Menu dropdown, you can navigate to Customer Information, Enrollment Information or your/your company's To-Do List.
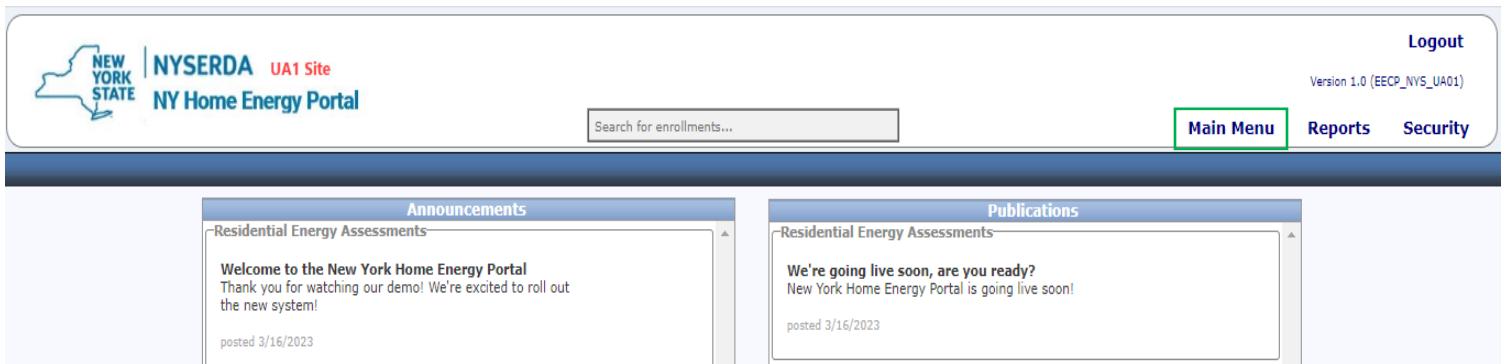
- Within the Security Menu, you can view your user profile and change your password.

NYHEP To-Do List

- This is where you will find open steps assigned to your company (Trade Ally).

- Navigate to the Maintaining To-Do List section of Knowledge Base on how to manage enrollments that are assigned to your company.

NYHEP Enrollment List

- This is where you will find enrollments your company (Trade Ally) has access to.
- Input/select search criteria, then click "Search."
- Some common search criteria include:

  - Program
  - Enrollment Date From/To (by default, this is the date the enrollment was created)
  - Enrollment Number
  - Customer Name

- Once the search results are displayed, you can open the enrollment by clicking the Enrollment # hyperlink.

- After you execute the search, you can modify your search criteria and re-execute it by clicking the "Show Search Details…" button below the Enrollment List header.

NYHEP Enrollment Profile

- The Enrollment Profile will show the workflow timeline/current step.
- The Enrollment Summary on the left side of the screen displays some high-level enrollment information like the Program, Electric Utility Account Number, Enrollment Number, Customer and Applicant information, and the Electric Utility Service Provider.
- Buttons at the top of the Enrollment Profile screen enable you to do the following, when active:
  - Cancel Enrollment – Cancel the enrollment. This will end the workflow. Only certain users will have access to cancel enrollments.
  - Close – Close the Enrollment Profile page and return to the Enrollment List.
  - Double Dip Report – View the Double Dip Report. Clicking the Double Dip Report button queries the database and assembles a report of previously planned / committed / cancelled measures for the account and premise.
- All the enrollment workflow steps will be displayed in the order that they were generated in on the Enrollment Profile. Assessment Submission step will always be displayed above the Assessment Review or Assessment QC Review step.

Main Menu >> Enrollments >> Enrollment >> Workflow

Enrollment Summary

Program
Residential Energy Assessments

Account #:   2222222222
Enrollment #:   1003756
Reference #:   1003756
Status: Open
Application
Submission Date: 5/25/2023

Customer:

Enrollment Profile - Workflow

View Lead   Add Workflow   Cancel Enrollment   Close   Double Dip Report

Workflow Step	Trade Ally	Disposition / Status	Start Date	End Date	Total # Days	
Enrollment						
Assessment Submission	Test Contractor	Closed - Work Completed	5/25/2023	5/25/2023	1	WO
Inspection						
Assessment Review		Open - Unscheduled / Awaiting Results	5/25/2023			

Accessing Workflow Steps

- To open a workflow step, click on the workflow step name from the To Do List or from the Enrollment Profile.

- Only users with access to the step and who are associated to the Trade Ally that is assigned to the step will be able to open the step to view the details.

Submitting a New Assessment for Reimbursement

- When you are ready to submit an assessment for reimbursement (after the assessment is complete), you will navigate to the NYHEP site, if you aren't already there.

  - As a reminder, you will use your username and password, and sign into the NYHEP system.
  - Next, you will navigate to Knowledge Base for a step-by-step guide on how to submit an REA Enrollment in NYHEP

  1. Step 1: Search for/Create Customer
  2. Step 2: Create Enrollment
  3. Step 3: Assessment Submission

- Should you have any questions or issues with submitting an enrollment, please reach out to homeaudits@nyserda.ny.gov with your specific question(s) and screenshots, if possible.
- Assessments must be submitted to the Program within 30 calendar days of completion in order to be eligible for reimbursement.
- If you need assistance with modeling an Air Source Heat Pump, guidance can be found in the Air Source Heat Pump Sizing Assistance section of this guide.
- Remember, if you need help uploading documents or adding note, there are steps to follow in the Knowledge Base to assist:

  - Adding Notes
  - Uploading Documents

- If the customer's electric utility account number needs to be changed, it must be done in the customer profile record first.

  - When updating the electric utility account number in the customer profile, please add a note to the enrollment confirming the change. The Implementation Contractor will change the electric utility account number in the enrollment after the change is made.

- If the customer's natural gas or delivered fuel account number needs to be changed, it can be done in the Assessment Submission step within the 'Usage & Fuel Information' tab.

Air Source Heat Pump Sizing Assistance

- We encourage all weatherization contractors to take advantage of our educational tools and training opportunities through Clean Heat Connect.
- Specifically, there are two tools that will be helpful when trying to properly size a new ASHP installation.

  - Heat Pump Home Runs
  - NEEP Guide to Sizing and Selecting Heat Pumps in Cold Climates

- Both tools, along with other contractor resources, are available here.

- We also encourage contractors to take the ASHP sizing and design trainings, which are available online, on demand.
- Contractors looking for ASHP information used to help educate interested customers can visit NYS Clean Heat for additional resources.

ProForma Report Guidance

When contractors have completed modeling the Existing Conditions and Measures in NYHEP you can generate the Invoice ProForma Report, which will provide the savings information needed to complete the Web ProForma Processing Tool. In order to ensure the savings used on the Web ProForma Tool is accurate, contractors should be aware of the information below.

- If a heating system upgrade is not modeled, the weatherization measures will reflect savings based on the Existing Conditions heating system.

- If a heating system upgrade is modeled, the weatherization measures will reflect savings based on the new heating system.

- In order for measure savings to populate the Invoice Proforma report you must select "No" on the 'Is this recommended for the assessment only (no incentive or loans)?' question.

In an effort to encourage beneficial electrification we are asking contractors to consistently recommend an ASHP upgrade when completing an REA. We understand that in some cases homeowners may want to move forward with a project that may not include an ASHP but still require a loan. Please use the guidelines below to ensure the appropriate savings are being used for the Web ProForma Tool. The guidelines below are temporary until additional workflow steps can be added to the REA Program.

I know my customer is going to use NYSERDA financing before I process the REA enrollment.

- Model the Existing Conditions using the guidance in the Assessment Submission section of Knowledge Base.

- Model the Measures as you plan to install them using the guidance in the Assessment Submission section of Knowledge Base.

- Generate the Invoice Proforma Report to use with the Web ProForma Tool.

- Generate the Customer Report and provide it to the homeowner.

My customer may use NYSERDA financing, but I will not know until after I process the REA enrollment.

- Model the Existing Conditions using the guidance in the Assessment Submission section of Knowledge Base.

- Model the Measures as a whole home solution without an ASHP using the guidance in the Assessment Submission section of Knowledge Base.

- Generate the Invoice Proforma Report (will reflect weatherization savings with existing heating system).

- Add an ASHP upgrade to the Measures using the guidance in the Assessment Submission section of Knowledge Base.

- Generate the Invoice Proforma Report (will reflect weatherization savings with an ASHP upgrade).

- Generate the Customer Report and provide it to the homeowner.
- This enrollment will have 2 Invoice ProForma Reports saved for future use.

I already processed my REA enrollment, and the Invoice ProForma Report is not correctly reflecting the savings I need to input into the Web ProForma Processing Tool.

- Create a new REA enrollment for the customer using their existing customer record in NYHEP.
  - From the customer profile, click the Enrollments tab
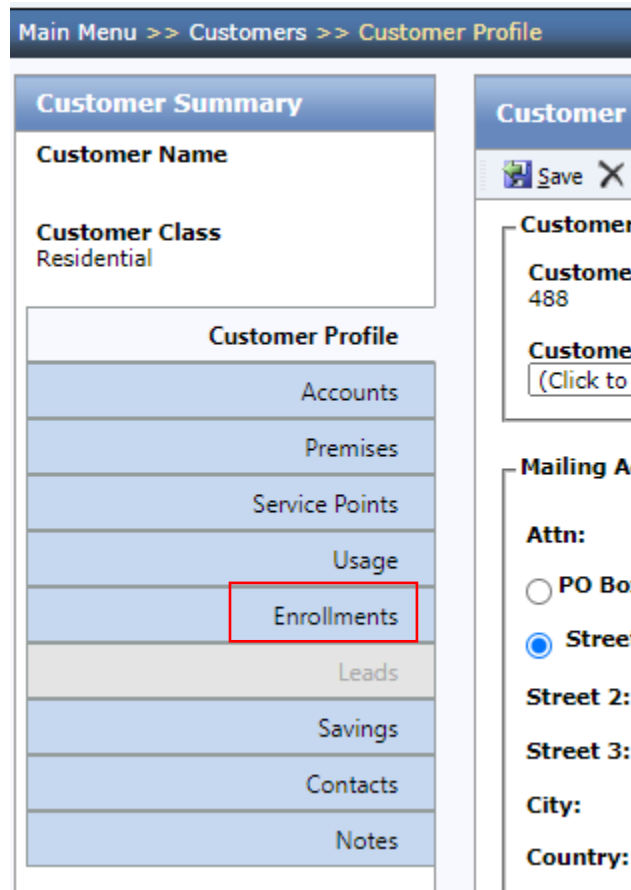
- Click New Enrollments
- Select Residential Energy Assessments from the dropdown and select Next.
- The NYHEP site will bring you to the Assessment Submission step.

- Re-Model the Existing Conditions using the guidance in the Assessment Submission section of Knowledge Base.
- Model the Measures as you plan to install them using the guidance in the Assessment Submission section of Knowledge Base.
- Generate the Invoice Proforma Report.
- Do NOT submit this REA enrollment for processing.

- This enrollment will be used for the new report only, contractors will not be reimbursed again.

Additional information about NYSERDA Residential Financing Programs can be found [here.](#)

Data Collection Form Guidance

- The data collection form is intended to be printed out and used to complete in the field if needed.
- Once completed, contractors should use the form to populate NYHEP to submit an enrollment for reimbursement.
- There are two types of data collection forms available in NYHEP:

  - Pre-populated with customer information (only available within an enrollment)
  - Completely blank

- To generate a pre-populated data collection form, you can follow these steps:

  - From the Enrollment Profile of an enrollment, select the 'WO' button

  - Allowing pop-ups, the NYHEP system will open a new window with the partially completed data collection form.
  - Right click within the form to print the form to use in the field.

- To generate a completely blank data collection form, you can follow these steps:

  - From the main screen on NYHEP, hover over the 'Main Menu' tab
  - Click 'Enrollments'
  - From the Enrollments List, select the 'Print Work Order' button

  - From the Program dropdown, select Residential Energy Assessments
  - Then click 'Print'
  - Allowing pop-ups, the NYHEP system will open a new window with the blank data collection form.
  - Right click within the form to print the form to use in the field.

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Customer Report Guidance

- After completing an assessment for a customer, contractors must generate the Customer Report to provide to the customer.

- The Customer Report will provide the customer with insight into where they could save energy in their home based on the measures recommended during the assessment.

- If the Assessor Name on the Customer Report needs to be changed, follow the below steps:

  - Navigate to the 'Applicant Information' tab of the enrollment in the Assessment Submission step.

  - Scroll down to the 'Trade Ally Information' section and click on the 'Add' button under 'Trade Allies'.

  - Select the correct Assessor Name from the dropdown and click the 'Primary' checkbox.

  - Click the 'Save' button at the top of the 'Applicant Information' tab of the enrollment in the Assessment Submission step.

Despite being eligible measures in NYHEP, the furnace, boiler and central air conditioning measures are not visible on the Customer Report.

- For steps on how to generate a report, navigate to the Reports tab within the Assessment Submission section of Knowledge Base.

- For guidance on what information entered into NYHEP populates on the report, contractors should reference the NYHEP Customer Report Mapping document.

Maintaining Enrollments in NYHEP

- If you are interested in seeing the status of an enrollment that you submitted for reimbursement, you should reference the NYHEP To-Do List section of this guide to assist in reviewing your to-do list.

- Enrollment statuses and stages (Screenshots below are in order of the bulleted stages below):

  - Enrollments in "Assessment Submission" stage are audits that require additional work by your company. See the Processing Resubmittals in NYHEP section below for details on resubmitting an assessment.

  - Enrollments in "Assessment Review" or "Assessment QC Review," with the status of 'Open' are being reviewed by the Shared Services team.

  - Enrollments in "Closed-Work Completed" status, within the Assessment Review or Assessment QC Review step means they have been fully reviewed and payment has been or will soon be processed. Payments are typically provided within 30 days of approval.

- Enrollments in "Cancelled" status means the audit has been reviewed and deemed not fundable. To view the reason why, view the 'Reason' listed in the Enrollment Summary section of the Enrollment Profile.

Assessment Submission:

Enrollment Summary

Program
Residential Energy Assessments

Account #: 123456789012345
Enrollment #: 1003776
Reference #: 1003776
Status: Open

Enrollment Profile - Workflow

View Lead Add Workflow ✕ Cancel Enrollment Close Double Dip Report

Workflow Step	Trade Ally	Disposition / Status	Start Date	End Date	Total # Days	
Enrollment						
Assessment Submission	Launch Consulting	**Open - New**	5/31/2023			WO

Assessment Review & Assessment QC Review:

Enrollment Summary

Program
Residential Energy Assessments

Account #: 14521452
Enrollment #: 1003810
Reference #: 1003810
Status: Open
Application Submission Date: 6/2/2023

Customer:

Enrollment Profile - Workflow

View Lead Add Workflow ✕ Cancel Enrollment Close Double Dip Report

Workflow Step	Trade Ally	Disposition / Status	Start Date	End Date	Total # Days	
Enrollment						
Assessment Submission	Test Contractor	Closed - Work Completed	6/2/2023	6/2/2023	1	WO
Inspection						
Assessment Review	CLEAResult	**Open - Unscheduled / Awaiting Results**	6/2/2023			WO

Enrollment Summary

Program
Residential Energy Assessments

Account #: 90003560001
Enrollment #: 1003500
Reference #: 1003500
Status: Open
Application Submission Date: 5/18/2023

Customer:

Enrollment Profile - Workflow

View Lead Add Workflow ✕ Cancel Enrollment Close Double Dip Report

Workflow Step	Trade Ally	Disposition / Status	Start Date	End Date	Total # Days	
Enrollment						
Assessment Submission	Test Contractor	Closed - Work Completed	5/9/2023	5/18/2023	9	WO
Post-Engineering						
Assessment QC Review	CLEAResult	**Open - Unscheduled / Awaiting Results**	5/18/2023			WO

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Closed-Work Completed in Assessment Review & Assessment QC Review:

Enrollment Summary

Program
Residential Energy Assessments

Account #:	44454
Enrollment #:	1003571
Reference #:	1003571
Status:	Closed
Application Submission Date:	5/18/2023

Customer:

Enrollment Profile - Workflow

View Lead   Add Workflow   ✕ Cancel Enrollment   ⟲ Close   Double Dip Report

Workflow Step	Trade Ally	Disposition / Status	Start Date	End Date	Total # Days	
Enrollment						
Assessment Submission	Test Contractor	Closed - Work Completed	5/18/2023	5/18/2023	1	WO
Inspection						
Assessment Review	CLEAResult	Closed - Work Completed	5/18/2023	5/18/2023	1	WO

Enrollment Summary

Program
Residential Energy Assessments

Account #:	3356666
Enrollment #:	1000410
Reference #:	1000410
Status:	Cancelled
Reason	Project Not Eligible for Reimbursement
Application Submission Date:	2/28/2023

Enrollment Profile - Workflow

View Lead   Add Workflow   ✕ Cancel Enrollment   ⟲ Close   Double Dip Report

Workflow Step	Trade Ally	Disposition / Status	Start Date	End Date	Total # Days	
Enrollment						
Assessment Submission	Test Contractor	Closed - Work Completed	2/28/2023	2/28/2023	1	WO
Post-Engineering						
Assessment QC Review	CLEAResult	Cancelled - Cancelled	2/28/2023	2/28/2023	1	WO

Cancelled:

Enrollment Summary

Program
Residential Energy Assessments

Account #:	3322889
Enrollment #:	1000344
Reference #:	1000344
Status:	Closed
Application Submission Date:	2/14/2023

Customer:

Enrollment Profile - Workflow

View Lead   Add Workflow   ✕ Cancel Enrollment   ⟲ Close   Double Dip Report

Workflow Step	Trade Ally	Disposition / Status	Start Date	End Date	Total # Days	
Enrollment						
Assessment Submission	Test Contractor	Closed - Work Completed	2/14/2023	2/14/2023	1	WO
Post-Engineering						
Assessment QC Review	CLEAResult	Closed - Work Completed	2/14/2023	6/12/2023	117	WO

Processing Resubmittals in NYHEP

- If there was an error in your submission, the enrollment will be sent back to you.

- Enrollments must be corrected within 14 days of submission to be eligible for reimbursement.

- Navigate to the Processing Resubmittals section of Knowledge Base.

REA Contact Information

- If you have any questions about the Residential Energy Assessment workflow, contact homeaudits@nyserda.ny.gov or call 1-800-284-9069.