

Comfort Home

For Contractors



BENEFITS FOR PARTICIPATING CONTRACTORS:

qualified sales leads

incentives

pre-approved work scopes

options to simplify sales process

email:
comforthome@nyserda.ny.gov

A pilot program serving 14 counties

The New York State Energy Research and Development Authority's (NYSERDA) Comfort Home Program helps homeowners make smart investments for a more efficient home and assists them with affordable clean heating options in the future. Maximizing a home's efficiency starts with seal and insulation work before making the switch to a heat pump system.

Participating contractors may elect to provide comprehensive services, including both the installation of envelope improvements and heat pump, or install only envelope improvements to make the home heat pump ready, followed by passing a referral to a qualified heat pump installer. The seal and insulation work must be completed by a participating Comfort Home contractor. The customer may then work with a contractor of their choosing for the heat pump installation.

Target customers

Homeowners of one- to four-family homes who pay into the System Benefits Charge on their electric bill are eligible to participate. The program targets ranch, raised ranch, colonial, and split-level homes with heating oil, propane, or electric resistance heat.

Comfort Home contractors and HeatSmart Community contractors will exchange customer leads and heat pump installation referrals.

If you serve one of the pilot areas and are interested in participating in the pilot or in delivering Comfort Home benefits to residents outside the pilot areas, contact comforthome@nyserda.ny.gov.

Contractor eligibility

- Participating contractors in the NY Residential Existing Homes Program with a "full" status for the immediate three months prior to consideration are eligible.
- A minimum of three inspections over the past 12 months with an overall quality average inspection score of 4.0 or better under the current Quality Assurance Contractor Scoring System (QACSS).
- No more than two open customer concerns or Corrective Action Reports (CARs) unresolved for more than 30 days at the time of the submission and review process.

