

The following provides a status update on activities related to the implementation of Green Jobs – Green New York (GJGNY).

### Workforce Development

#### ***PON 1816: Worker Readiness***

Workforce Development training partnerships under PON 1816: GJGNY Worker Readiness, are well under way with some partnerships completing contracted activities. As detailed in the April report, the Syracuse University Southside Innovation Center, Solar One and Northern Manhattan Improvement Corporation have all completed contracted activity and continue to monitor the retention of students placed in employment opportunities.

Other Worker Readiness training providers have faced enrollment challenges due to economic factors. Madison Oneida BOCES, under contract to deliver lighting retrofit training in Western NY, was not able to achieve sufficient enrollment in its courses and has returned funds awarded under GJGNY. The Mason Tenders Training Fund of Long Island City, Queens was also unable to fill its Home Performance Auditor course and the contract was cancelled. Since the implementation of the Worker Readiness training program in 2009, we have learned a great deal about serving disadvantaged individuals seeking to enter the clean energy economy and will reprogram the funds, totaling \$27,738 of the total \$250,000 Worker Readiness budget, to build upon successful training partnerships established to date.

#### ***PON1817: Oil Heat Technician Training and Small Commercial Audit Training***

Community Power Network, curriculum for oil heat technician training, is under development. A stakeholder meeting held with industry and contractor associations resulted in new BPI eligibility options for the accreditation of HVAC contracting companies. BPI now recognizes the specialized training and work experience HVAC contractors bring to the home performance industry and have established HVAC eligibility criteria for HVAC companies to achieve BPI Accredited Contractor status that reflect this background. The HVAC companies must employ at least one staff member (or at least two staff members each of whom have one or the other) of the following certifications: BPI Building Analyst certification; plus Refrigeration Service Engineers Society (RSES) certification -- (one of three member designations: Certificate member, Certificate Member Specialist, or Active Specialized Member); NATE (Oil or Gas Service or Installation certifications); or NORA (Silver or Gold certification).

CUNY's Small Commercial Energy Auditing Training curriculum is also under development. The program will be designed to work effectively with existing energy audit training. It will address gaps in skills, knowledge, and understanding of specific needs and requirements found when working with small businesses and non-profit organizations in facilities they typically occupy. It is noteworthy, for example, that because of the nature of small businesses, they are often tenants, with varying arrangements for who is responsible for specific energy-costs, thereby impacting cost-benefit analysis for recommended energy efficiency measures.

A SUNY Stony Brook Small Commercial Energy Auditing Training Curriculum Advisory Group meeting was held this month and curriculum development plans have been vetted. Their Small Commercial Energy Auditing Training will be based on existing ASHRAE standards for Level 1 and Level 2 auditing.

#### ***PON 2032: Technical Training and Certifications***

Open-enrollment applications are in development for Funding Category A: Hands-on technical workshops. One proposal has been received for this opportunity and it is currently under TEP review and negotiation. Prior to

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the May 22, 2012 due date, several proposals were received for Funding Category C, to develop oil and gas furnace installation certification standards.

### ***PON 2033: Curriculum Development***

In addition to the curriculum development contracts awarded to Solar One for Green Building Operations and Maintenance and to the Urban League of Rochester for enhancement of their Construction Technology program, a third contract is under negotiation with the Laborer's International Union of North America (LIUNA) Local 17 to enhance its apprenticeship offerings.

### ***PON 2033: On-the-job-training (OJT)***

To date, fifty-seven proposals for OJT have been forwarded to the NYS DOL Business Services division for further review. Of the fifty-seven pre-approved proposals, NYSERDA has approved twenty-five contracts. Sixty-two people have been hired under this PON.

## Outreach and Marketing

(as of 05/31/12)

### **GJGNY CBO Initiative Outreach and Implementation**

The Next CBO Training Event: The **Annual Conference of CBOs** will be held on Friday June 29<sup>th</sup>. The conference will be held via videoconference (Tandberg) with CBOs attending via NYSERDA's Albany and New York City offices. The preliminary agenda includes the following sessions:

- Update on outreach activities- CBOs were given a list of items to discuss.
- CRIS/SharePoint Reconciliation, Reporting, Changes, and Requirements
- CBO Breakout sessions
  - *Option A*: Multi-family expert workshop (*Regional, NYC only*)
  - *Option B*: Paperwork for the Program – NYC Boardroom & Albany Boardroom
- Workforce Panel: Workforce and One Stop
- Role-playing Activity – Working with Customers
  - Common problems and stumbling blocks
    - Interviews with “customers” where CBO has to solicit information and find out the customers concerns and issues
    - Group discussion regarding -- what happens when you cannot get a customer's utility bills, tenants will not let contractors into their units, etc.
  - Filling out necessary program paperwork
  - Moving a customer through the process (use of NYSERDA's Comprehensive Residential Information system (CRIS) as a Customer Relationship Management (CRM) system)
  - Role play scenarios

NYSERDA Staff continues to meet with individual CBOs to discuss their progress to date. On May 14, 2012 staff visited the Asian Americans for Equality (AAFE) and Downtown Manhattan CDC (DMCDC) groups.

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Mark Wyman and CSG, the GJGNY Training and Implementation contractor, represented the GJGNY Outreach Program at the Buffalo Contractor Exchange on May 15th and the Long Island Exchange on May 17th. CBOs participated in break-out panels at these events to discuss their GJGNY programs and the Aggregation pilot.

The Marketing Staff participated in an Aggregation Coordination meeting with the Home Performance team and CSG to address technical and coordination issues related to the CBO Aggregation pilots. The agenda for the meeting included:

- Exchange with the CSG call center staff to discuss the process
- Meeting with CSG program staff to discuss what to expect and where best to show the aggregation markers. CSG modified the DBASE system so that CSG project approval staff can see aggregation markers (status, cluster number, etc)
  - Aggregation Status - assigned in CRIS by CSG Call Center upon receipt of application
  - Aggregation Cluster Number - assigned in CRIS by CBO upon receipt of reservation number updated with daily feed
- Modifying transmittal from CSG to EFS so that EFS is aware of CBO Aggregation customers and which CBO is assigned to a particular contractor.

In an effort to seek additional contractors to work with CBOs, Marketing staff sent an email blast to the approved Home Performance contractor list (within specific CBO regions) to inquire if they would be willing to work in specific CBO neighborhoods (zip codes), and inquire whether they have staff that speak languages other than English. The Marketing and Outreach staff is currently working with the Home Performance team to modify the audit application's layout. Issues with the current application include: Aggregation numbers at the top of the application and the CBO's names at the bottom are being cut off during the faxing process. The CBO "Official Use Only" notification is confusing and customers are not filling this section out because they assume this is to be filled out by NYSERDA. All of the CBO contracts were modified to add specific language on the performance payment schedule. The new language cites that retrofits, input and verified by NYSERDA's CRIS database system, will be the official source used as the basis for CBO payment.

### **GJGNY Marketing**

NYSERDA's Workforce Development team and Marketing staff are working to complete a Workforce brochure to be used by CBOs to inform and recruit applicants for the GJGNY training opportunities.

Two CBO customer case studies from the Long Island Progressive Coalition have been completed.

The first draft of a Small Business/NFP Green Kit has been finalized. The kit will contain financing case studies, a business case brochure, and program fact sheets promoting GJGNY Small Business/NFP program and financing opportunities.

NYSERDA Staff and CSG are undertaking revising the marketing plan to be used to support CBOs during the remainder of 2012.

The Home Performance staff was provided the names and contact information of thirty potential home performance contractors generated from the Contractor Direct Mail/Email Campaign. CSG Implementation staff will follow up with the individuals in an effort to enroll additional contractors in the program.

<b>One-to-Four Family Homes - AUDITS</b> <b>Home Performance with ENERGY STAR® (as of 5/31/12)</b>				
		Timeframe	CBO Initiated since 11/01/11 <sup>1</sup>	GJGNY Totals Since 11/15/10 <sup>2</sup>
<b>Received Audit Applications</b>		Month	152	1,600
		Program to Date	936	28,002
	<b>Average Number of Applications Received per Month</b>			<b>134</b>
<b>Approved Audit Applications</b>	Free Audit			
		Month	178	1,638
		Program to Date	841	24,246
	Reduced Cost			
		Month	3	105
		Program to Date	39	2,063
	<b>Total Approved Audit Applications</b>			<b>880</b>
<b>Average Number of Applications Approved Per Month</b>			<b>126</b>	<b>1,422</b>
<b>Scheduled Audits</b>	Scheduled Audits as of End of Current Month			20,166
<b>Completed Audits</b> <b>Goal: (46,000 Audits)</b> <b>Budget: (\$11,596,000)</b>	Completed Audits		378	18,885
	Free			
		Month		1,307
		Program to Date		17,418
	Reduced Cost			
		Month		93
		Program to Date		1,468
	<b>Total Completed Audits</b>			
<b>Audit Funds Invoiced to Date</b>				<b>\$4,485,950</b>
<sup>1</sup> CBOs are also working all leads where progression faltered after applications were received and process did not result in a completed project.				
<sup>2</sup> GJGNY totals as of November 2011 are inclusive of CBO initiated activities.				

<b>One-to-Four Family Homes - PROJECTS</b> <b>Home Performance with ENERGY STAR® (HPwES) (as of 5/31/12)</b>				
	Timeframe	CBO Initiated since 11/15/10	GJGNY Totals Since 11/15/10	HPwES Totals Since 11/15/10
<b>Contracted to Date</b>			4,816	NA
Assisted				
	Month		83	119
	Program to Date		3,230	3,408
Market Rate				
	Month		217	306
	Program to Date		1,160	6,895
<b>Total Completed Projects <sup>1</sup> Goal: (15,000)</b>		32	4,390 <sup>2</sup>	10,303
<sup>1</sup> Projects do not reflect number of units served. Example: A two or four family home is represented as one project. NYSERDA is pursuing the ability to report unit data in future reports.				
<sup>2</sup> Projects completed resulting from a GJGNY Audit				

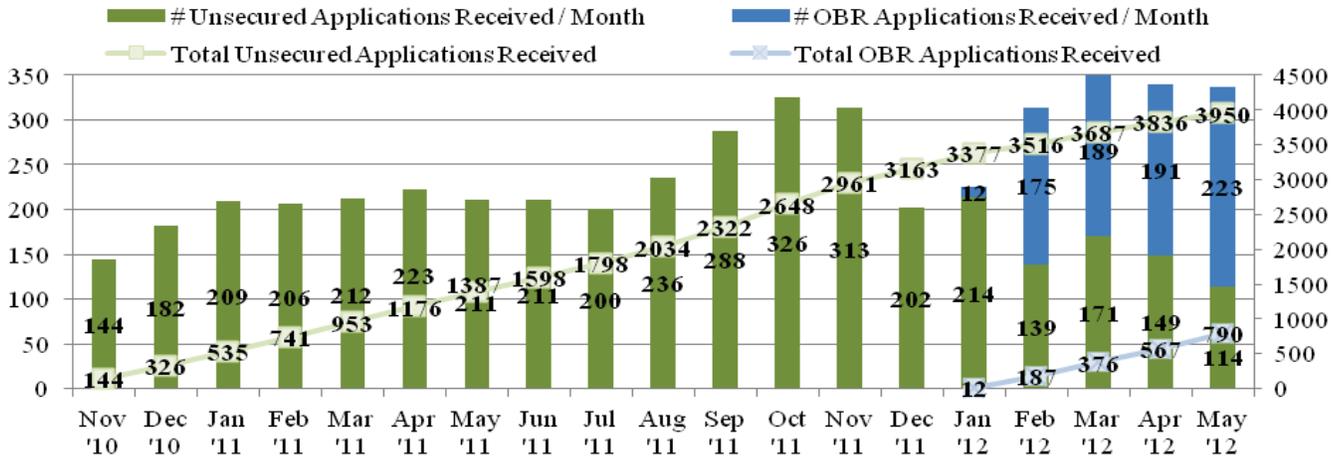
Contractors continue to report a strong demand for free/reduced-cost comprehensive home assessments with the program receiving 1,600 audit applications in May. The conversion rate from audit to energy retrofit project in May dropped from 27% to 26%. The drop in audit to project conversion rate is partly due to a high volume contractor performing a large amount of audits in a short period of time and the recent introduction of the CBO referred audits. The average cycle time between audit completion to project approval/completion is 90-120 days, therefore NYSERDA expects the conversion rate to stabilize and increase over the next couple of months.

There were 425 Home Performance with ENERGY STAR project completions in May, of which 71% originated from a completed GJGNY audit. Assisted Home Performance with ENERGY STAR customers accounted for 28% of the May project completions.

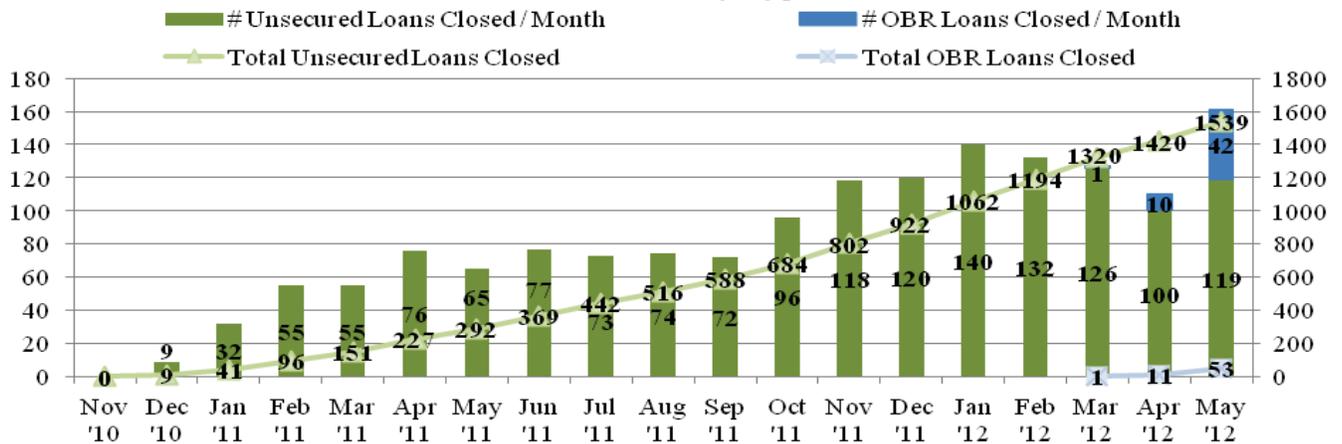
Green Jobs - Green New York Residential Financing as of 05/31/12								
1- to 4- Family Homes		Loan Product	Applications Received	Applications Approved	Loans Closed			
					Value	Total	Market Rate	Assisted
Tier 1	May	Unsecured	114	211	\$983,724	100	87	13
		On-Bill Recovery	223	203	\$432,685	40	40	0
	Program to Date	<b>Unsecured</b>	<b>3,950</b>	<b>2,172</b>	<b>\$12,837,972</b>	<b>1,419</b>	<b>1,023</b>	<b>396</b>
		<b>On-Bill Recovery</b>	<b>790</b>	<b>445</b>	<b>\$548,287</b>	<b>51</b>	<b>48</b>	<b>3</b>
Tier 2	May	Unsecured	15	31	\$181,593	19	11	8
		On-Bill Recovery	18	7	\$17,762	2	2	0
	Program to Date	<b>Unsecured</b>	<b>225</b>	<b>189</b>	<b>\$1,166,960</b>	<b>120</b>	<b>63</b>	<b>57</b>
		<b>On-Bill Recovery</b>	<b>46</b>	<b>33</b>	<b>\$17,762</b>	<b>2</b>	<b>2</b>	<b>0</b>
May		Unsecured	129	242	\$1,165,317	119	98	21
		On-Bill Recovery	241	210	\$450,447	42	42	0
<b>Total</b>			<b>370</b>	<b>452</b>	<b>\$1,615,764</b>	<b>161</b>	<b>140</b>	<b>21</b>
Program to Date		Unsecured	3,950	2,361	\$14,004,932	1,539	1,086	453
		On-Bill Recovery	790	478	\$566,049	53	50	3
<b>Total</b>			<b>4,740</b>	<b>2,839</b>	<b>\$14,570,982</b>	<b>1,592</b>	<b>1,136</b>	<b>456</b>

Unsecured		Financing Summary	On-Bill Recovery	
Tier 1	Tier 2		Tier 1	Tier 2
1,419	120	Loans Closed*	48	2
\$12,837,972	\$1,166,960	Value*	\$548,287	\$17,762
\$9,047	\$9,725	Average Loan*	\$10,751	\$8,881
11.4 Years	12.8 Years	Average Term*	14.1 Years	15 Years
N/A	N/A	2.99%	100%	100%
80.62%	78.33%	3.49%*	N/A	N/A
19.38%	21.67%	3.99%*	N/A	N/A
64.39%		Approval Rate**	65.57%	
27.49%		Denial Rate**	26.47%	
8.13%		Denied Tier 1, didn't pursue Tier 2**	7.96%	
* Refers to closed loans only				
** Does not include applications pending review or withdrawn.				

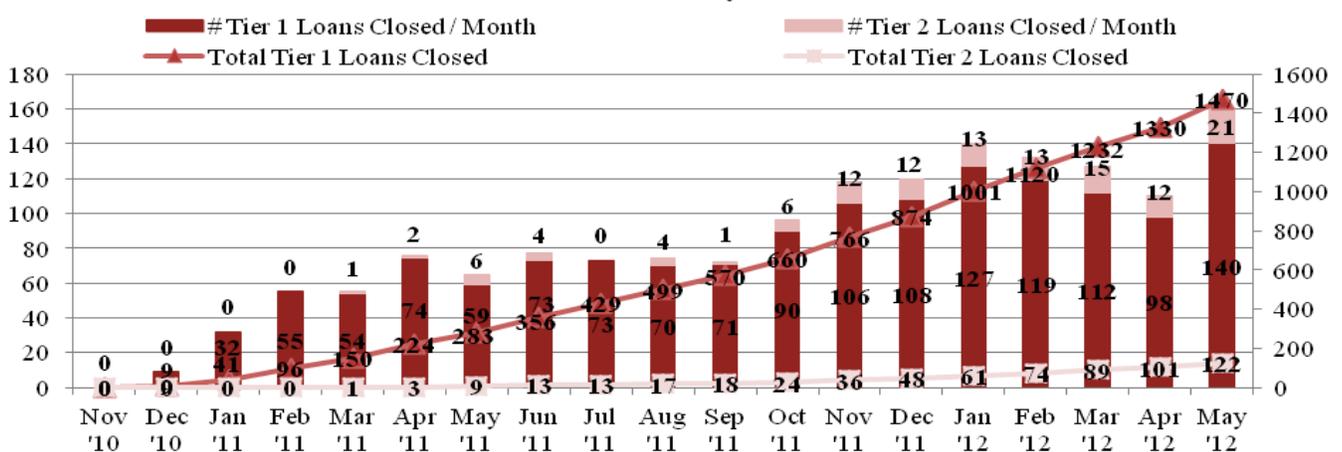
### Green Jobs-Green New York Financing Applications Received



### Green Jobs-Green New York Financing Loans Issued by Type



### Green Jobs-Green New York Financing Loans Issued by Tier



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NYSEERDA launched the residential component of On-Bill Recovery (OBR) on January 30, 2012, approximately four months ahead of schedule as required by the Power NY Act of 2011. OBR Loans originally required the filing of a mortgage, which limited the ability of strategic program partners to assist customers in the loan application process. An amendment to OBR was approved in Governor Cuomo's budget, replacing the mortgage with a declaration to notify prospective future homebuyers that a NYSEERDA loan installment charge exists on the home's utility bill. This legislative fix is expected to dramatically increase the uptake of OBR as the market continues to adapt to this new, innovative financing approach.

The processing time for Assisted Subsidies, and GJGNY financing, with particular focus on last owner searches associated with residential OBR Loans, has been identified as opportunities for improvement. Staff has been coordinating with external stakeholders to streamlining the income documentation and verification processes for program incentives for applicants to the Home Performance program with the goal of enhancing the customer and contractor experience.

NYSEERDA is finalizing a contract amendment with EFS that will facilitate the use of the LIPA incentive advance fund to enable HPwES customers who also receive a GJGNY loan and an incentive through LIPA to assign their utility incentive to NYSEERDA, who will in turn assign the utility incentive funds directly to contractor at time of project completion. This arrangement seeks to improve the cash flow position of HPwES Contractors on those LIPA projects also involving a GJGNY loan, as it typically takes LIPA two to three months to process incentives.

PON 2350: Residential Financing and Assisted Home Performance with ENERGY STAR® financing, is currently on-hold while the OBR billing processes are finalized. NYSEERDA loan installment charges are set to begin appearing on customer utility bills in June 2012. After OBR processes are finalized, additional residential lenders will be invited respond to PON 2350 to : (1) originate GJGNY Loans up to \$25,000 based upon underwriting criteria established by NYSEERDA; (2) provide prospective borrowers who were determined to be ineligible for financing under GJGNY with access to alternative financing, based upon the individual Lender's own individual underwriting criteria, with NYSEERDA subsidizing the interest rate charged to the borrower through the Residential Loan Fund; or (3) provide income eligibility determination services to qualify applicants for the Assisted Subsidy.

<b>Multifamily</b>				
<b>Audit Status (as of 5/31/12)</b>				
	<b>Affordable Housing</b>	<b>Market Rate Housing</b>	<b>Totals</b>	<b>Budget/Goal</b>
Number of Audit Applications	64	62	126	500
Audit Funds Encumbered	\$798,890	\$417,993	\$1,216,883	
Audit Funds Invoiced	\$508,420	\$233,513	\$741,933	\$3,000,000
Audits Completed	46	39	85	400
Number of Projects withdrawing from MPP after audit*	8	17	25	
Number of Projects in Pipeline**	50	44	94	
Projects Contracted (to have measures installed)	29	15	44	
Households (HH) associated with Projects Contracted	4,785	4,356	9,141	
kWh Savings of installed measures	7,194,863	87,816	7,282,679	
MMBtu Savings of installed measures	18,673	14,927	33,600	
Dollar savings of installed measures	\$1,544,596	\$227,754	\$1,772,350	
<p>*Projects may choose to proceed outside MPP. Some may chose smaller work scopes which will not achieve program standard and thus not be eligible for MPP and some may elect to access utility incentives. If energy efficiency projects are completed, building owners that have an authorized audit would still be eligible to apply for GJGNY financing.</p> <p>**MPP Projects must achieve a minimum of 15% in Energy Savings.</p>				

The GJGNY Multifamily Building Owner Financing program still has one loan currently in effect. The release of the On-Bill Multifamily Financing program has been delayed slightly while the team resolves an issue regarding when loan repayment will begin. Current rules call for loan payments to begin only when the energy efficiency measures are completely installed. This provision works for single-family home projects where the typical project construction period is ninety days or less. Multifamily projects can take over a year to complete. Banks cannot wait that long for repayment to begin under the current financing structures, so a remedy is being devised to resolve this issue.

The multifamily team is working on improvements to the Multifamily Performance Program (MPP) aimed at increasing the number of audits and program projects. These improvements will encourage partners to add smaller multifamily buildings to their portfolio and will provide incentives for buildings that achieve over 20% in source savings. An additional goal is to streamline the paperwork to simplify and speed up processing procedures.

#### Small Business / Not-For-Profit (SB/NFP)

*Energy Audits:* GJGNY energy audits are offered statewide at no charge to small businesses and not-for-profits with an average electric demand of 100kW or less and ten employees or less. For participants ineligible for GJGNY audit funding, FlexTech also uses American Recovery and Reinvestment Act (ARRA) funding to provide free energy audits to any small business or not-for-profit with an average electric demand of 100 kW or less. As of April 30, 2012, 833 GJGNY audits and 417ARRA audits have been completed.

*Energy Efficiency Financing:* The SB/NFP Energy Efficiency Financing Program partners with lenders statewide to help small businesses and not-for-profits access low-interest financing for energy efficiency improvements. To ensure that the program is clear to stakeholders NYSERDA has held webinars and conducted in person trainings for NYSERDA's lenders, Community Based Organizations, Energy Smart Community Coordinators, and FlexTech Energy Auditors since the program's launch in June 2011. NYSERDA also provided program seminars for public and investor-owned utilities, the New York Power Authority (NYPA), the Long Island Power Authority (LIPA), and the Department of Public Service Staff in an effort to increase coordination between programs and to support the implementation of energy efficiency projects. NYSERDA is also working with utilities and others to incorporate financing opportunity copy into their marketing and outreach resources. As of May 31, 2012, ten lending institutions have signed on to be listed as participating lenders for NYSERDA's GJGNY financing program. These lenders are listed on NYSERDA's GJGNY website. Four customer applications have been received to date, with three applications being approved for financing and two loans have been issued. NYSERDA has also been coordinating with the investor-owned utilities and lenders to develop On-Bill Recovery mechanisms for the GJGNY program.

#### Evaluation

Evaluation contractors completed the primary data collection for the initial Process and Market Characterization and Assessment of the residential One-to-Four Family sector. Analysis of the primary data collected through the surveys was completed and the draft report was submitted to NYSERDA in late April. Evaluation staff is working with the evaluation contractors and anticipates finalizing the report in July 2012.