



New York State Energy Research and Development Authority

Green Jobs – Green New York November 2014 Monthly Update

Period ending November 30, 2014

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Program Description

Green Jobs – Green New York provides funding for energy assessments, low-cost financing for energy upgrades, and technical and financial support to develop a clean energy workforce. GJGNY is a statewide effort to strengthen communities through energy efficiency and uses constituency-based organizations to support program outreach in underserved communities. GJGNY enables New Yorkers to make a significant difference in homes, businesses and neighborhoods—making them more comfortable, more sustainable, and more economically sound. GJGNY is administered by NYSEERDA and made available by the [Green Jobs – Green New York Act of 2009](#).

1 Workforce Development

The Green Jobs – Green New York Program supports a broad range of education and training programs aimed at creating an experienced green collar workforce. This workforce will have the relevant skills and credentials needed to support New York State’s growing clean energy economy. The workforce training programs help meet the demand for energy efficiency and renewable energy measures and technologies. Through public-private partnerships, Workforce Development Programs fund the development and delivery of cutting-edge training programs, and provide financial support to those who wish to pursue new career training, professional certifications and critical on-the-job training.

Training Program Updates

Clean Energy Technical Training

Through November 2014, NYSERDA’s GJGNY training partners have trained more than 2,700 individuals in courses including solar thermal installation, introductory photovoltaic training, advanced air sealing, pressure diagnostics, BPI Basic Air Sealing and Insulation, oilheat technology, and thermography. Training partnerships include public and private educators, professional associations, and not-for-profits. GJGNY training will continue through 2015.

On-the-Job Training for Clean Energy

NYSERDA partners with businesses seeking incentives to hire and provide on-the-job training (OJT) for clean energy workers. On-the-job training assists in developing a workforce equipped to implement energy efficiency, weatherization, green building principles, renewable energy, and advanced technology system design and installation. This initiative is designed to advance the skills of new and existing workers, provide job-related experience, and connect new workers to employers.

NYSERDA has executed on-the-job training agreements with 55 businesses seeking to hire new employees or advance incumbent workers under GJGNY. Through November 2014, 238 people have been hired from NYS Department of Labor’s (NYSDOL) New York State Career Centers (formerly One Stop Centers) lists, and 13 incumbent workers have been advanced due to training. Approximately \$1.54M in wage and training subsidies has been awarded. The average wage of workers hired under the program is \$16.96 per hour.

2 Outreach and Marketing

GJGNY Outreach and Marketing provides for community-based outreach, enabling one-on-one assistance with the process of participating in the GJGNY Program. This, combined with both print and electronic statewide marketing initiatives, increases the reach of the program, particularly among disadvantaged populations and those not traditionally participating in energy-efficiency programs.

2.1 Outreach Activities

Community-based organizations (CBOs) continue to assist customers to access the Home Performance with ENERGY STAR program (HPwES) offered through Green Jobs-Green New York. Through November 2014, CBOs are responsible for 4,678 completed assessments resulting in 1294 completed retrofits. Approximately 49 percent of those retrofits were for Assisted HPwES customers who have a household income of up to 80 percent of the county median income.

Figure 2-1. CBO Percentage of GJGNY Completed Assessments.

Figure 2-1 provides percentages of GJGNY residential assessment completions by quarter that were initiated by CBOs.

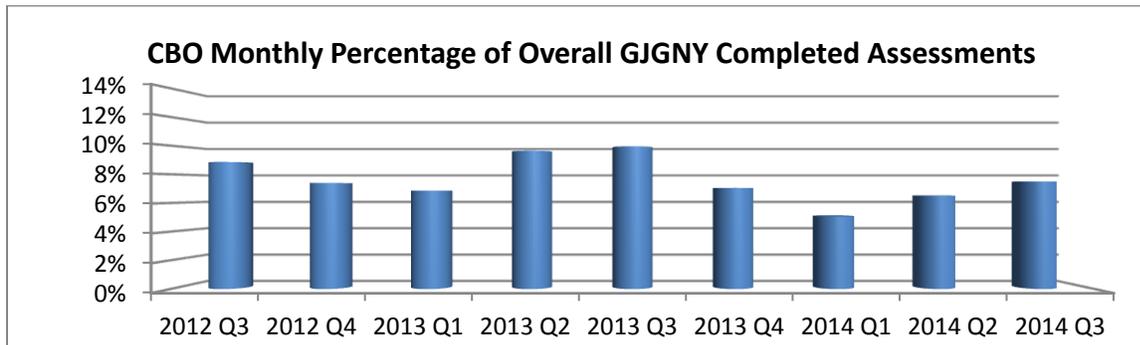
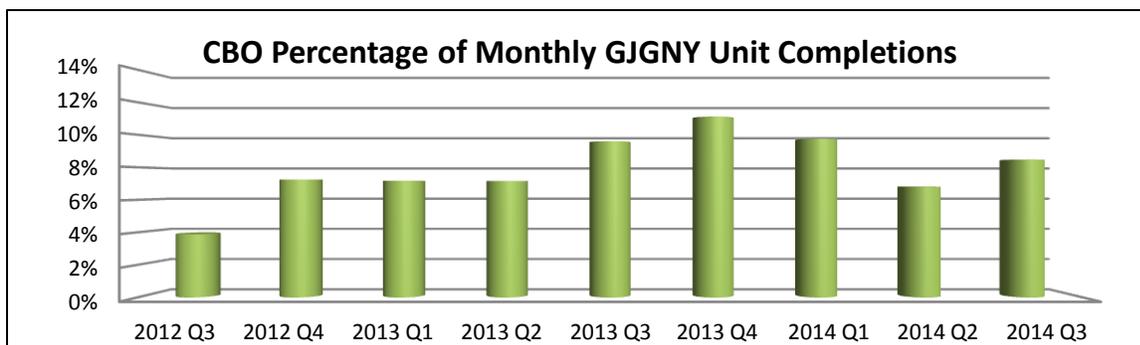


Figure 2-2. CBO Percentage of GJGNY Unit Completions.

Figure 2-2 provides percentages of project (by number of units) completions by quarter that were initiated by CBOs.



Energy Champions Referral Program

In an effort to address the New York City market for Home Performance, an Energy Champions Referral Program was developed by the GJGNY outreach program. Under the referral program, the four NYC-based CBOs (El Puente, Neighborhood Housing Services of Jamaica, Neighborhood Housing Services of Staten Island, and Sustainable South Bronx) will allow individuals to become “Energy Champions” and nonprofits to become “Energy Champion Partner Organizations” and refer homeowners into the Home Performance with ENERGY STAR® (HPwES) Program. Energy Champions as well as Partner Organizations will receive monetary as well as non-monetary benefits from the Home Performance contractor for successfully recruiting homeowners who complete a retrofit.

A meeting was held on November 3, 2014 with New York City Council member and Environmental Chair Donovan Richards, the Pratt Center for Community Development, Neighborhood Housing Services of Jamaica, and Chhaya to discuss the Energy Champions Program and enlist support. On November 17, 2014, and Energy Champions Volunteer training was held with current enrollees.

Shorehaven Project Collaboration

Shorehaven Condominiums was established in 1989 and is located on the southern point of Clason Point in the Bronx overlooking the Hudson River and the Long Island Sound. Shorehaven’s Home Owner’s Association (HOA) is interested in getting residents to go through the Home Performance program. All the buildings in the HOA are townhomes with a similar layout, built in two phases by the same developer. The homes from each phase will likely have similar issues and energy saving potential, so an aggregation-type approach is proceeding. The complex is moving forward with using BrightHome as the Home Performance contractor to complete the assessments and work.

As of November 2014, there are 28 applicants that have been screened by Sustainable South Bronx (SSBx), the CBO affiliated with the project. Once approval is received, the initial assessment will be scheduled, which will use this as an open house and demonstration opportunity for other homeowners to learn the process of an assessment. In the coming year, SSBx will plan additional recruitment efforts and will work with the homeowners who are currently enrolled to qualify for the subsidies and financing. Work will continue on finalizing an acceptable sampling protocol for the project and to plan and schedule work in the complex, to begin in early 2015.

CBO Webinars

The monthly CBO Webinar was held on November 20. Topics included:

- Community-based social marketing in Maryland – Chuck Wilson, Small Town Energy Program
- Review of the Home Performance with ENERGY STAR work scope submission and approval process – Tina Carton, Conservation Services Group
- On-bill recovery customer concern tracker submission tool training – Erik Gilbert, NYSEERDA

CBO Updates and Information Sharing

A variety of support resources were made available to CBOs during the month of November. Programmatic updates were disseminated through Home Performance webinars in addition to SharePoint announcements, blog posts, and calendar events.

2.2 Marketing Activities

During November 2014, there were 99 visits to the CBO Locator webpage (<http://nyserdagreeny.org/cbo-locator>), representing 94 unique visitors. Twenty individuals submitted their information to the CBO Locator tool, and the case study presented in the webpage sidebar was downloaded seven times.

Ongoing print marketing initiatives include the production and distribution of brochures and related promotional materials intended to expand the reach of the Green Jobs-Green New York Program. Ongoing electronic marketing initiatives include the initiation and maintenance of a CBO Locator webpage that assists customers in finding a participating CBO in their region.

3 One- to Four-Family Residential Buildings Program

NYSEERDA's Home Performance with ENERGY STAR[®] (HPwES) program offers homeowners in New York State a comprehensive, whole-house approach to improving energy efficiency and home comfort while saving money. Participating Home Performance contractors accredited by the Building Performance Institute (BPI) conduct energy assessments and upgrades. Income-qualified homeowners are eligible for additional incentives to make energy improvements.

3.1 Home Performance with ENERGY STAR[®] Assessments

Through November 2014, from the 81,686 approved assessment applications, 63,162 (77 percent) assessments have been completed.

In the month of November, 2,713 free/reduced-cost comprehensive home energy assessment applications were received. The conversion rate from assessment to energy retrofit is 31.7 percent. The average cycle time between assessment completion and project completion is 110 days.

Table 3-1. Home Performance with ENERGY STAR Assessments.

Table 3-1 provides HPwES monthly and cumulative assessment figures.

Timeframe	CBO Initiated since 11/1/11a	GJGNY Totals since 11/15/10 b	
Received Audit Applications			
November	205	2,713	
Program to Date	7,312	85,697	
Average Number of Applications Received per Month	198	1,767	
Approved Audit Applications			
Free			
November	221	2,528	
Program to Date	6,589	75,462	
Reduced Cost			
November	9	236	
Program to Date	363	6,224	
Total Approved Audit Applications	6,952	81,686	
Average Number of Applications Approved Per Month	188	1,684	
Scheduled Audits			
Scheduled Audits as of End of Current Month	634	4,876	
Completed Audits			
Goal: (77,500-Audits) Budget: (\$19,396,000)	Free		
	Month	103	1,396
	Program to Date	4,431	58,509
	Reduced Cost		
	Month	4	127
	Program to Date	247	4,653
Total Completed Audits	4,678	63,162	
Audit Funds Invoiced to Date		\$16,045,460	

^a Round 2 CBO production as of 6/1/2012.

^b GJGNY totals since 11/15/10 are inclusive of CBO initiated activities.

3.2 Home Performance with ENERGY STAR® Projects

Of the 17,221 projects completed through HPwES resulting from a GJGNY assessment and/or GJGNY financing, 5,440 (32 percent) projects are associated with income-qualified customers who have a household income of up to 80 percent of the county median income.

In November 2014, there were 642 HPwES project completions. Of the 642 HPwES project completions, 493 (77 percent) were associated with a GJGNY assessment or loan. Thirty-five percent of the November GJGNY HPwES project completions were for income-qualified customers who have a household income of up to 80 percent of the county median income.

Table 3-2. Home Performance with ENERGY STAR Projects.

Table 3-2 provides HPwES monthly and cumulative project figures.

Timeframe	CBO Initiated since 11/1/11	GJGNY Totals since 11/15/10 ^a	HPwES Totals since 11/15/10 ^b
Projects Contracted			
To Date	1,377	17,712	NA
Completed Projects/Units^c			
Assisted			
November	20 / 23	174 / 185	304 / 315
Program to Date	531 / 639	5,440 / 5,768	8,959 / 9,394
Market Rate			
November	21 / 22	319 / 323	338 / 342
Program to Date	609 / 655	11,781 / 11,927	16,046 / 16,245
Total Completed Projects/Units (Project Goal: 25,000)	1,140 / 1,294	17,221 / 17,695	25,005 / 25,639
^a Projects completed resulting from a GJGNY Audit and/or GJGNY Financing. ^b Total HPwES including GJGNY Projects. ^c Projects completed and units served resulting from GJGNY.			

On November 1, 2014, NYSERDA’s \$40 million ARRA-funded BetterBuildings Grant through the US DOE (DOE) expired, which included sub-agreements that were previously extended with the City of New York (NYCEEC) and the Community Development Corporation of Long Island (CDCLI). DOE allows up to 90 days post-expiration for all invoices to be processed. NYSERDA has approved all funds eligible for reimbursement under the grant and reallocated the remaining balance of funds that would have been unexpended to support eligible program activities.

3.3 One- to Four-Family Residential Buildings Financing

GJGNY provides two loan options for consumers: On-Bill Recovery (OBR) loans, which enable customers to make payments through their utility bills; and Smart Energy loans, unsecured loans that are paid back directly to NYSERDA's loan servicing contractor. Both loans offer expanded credit qualification criteria (Tier 2) enabling some applicants who would not qualify for a loan based on more traditional criteria (Tier 1) to qualify for GJGNY loans.

Of the 6,570 Residential GJGNY Loans closed to date, 27.3 percent are for Assisted HPwES customers, representing 20.6 percent of the total funds; while 72.7 percent are for Market Rate customers representing 79.4 percent of the total funds; 9.8 percent are Tier 2 customers, representing 9.5 percent of the total funds, while 90.2 percent are Tier 1 customers representing 90.5 percent of the funds. Of the loans closed for Assisted HPwES customers, 79.9 percent are Tier 1 loans, while 20.1 percent are Tier 2.

Since the launch of On-Bill Recovery, 32.5 percent of the Assisted HPwES customers who access financing use OBR Loans, while 38.9 percent of the Market Rate HPwES customers who access financing use OBR Loans; 31.6 percent of Tier 2 customers use OBR Loans while 37.7 percent of Tier 1 customers use OBR Loans.

Table 3-3. Green Jobs–Green New York Financing Details.

Table 3-3 provides cumulative details of the Green Jobs–Green New York financing program.

GJGNY Loan Type	Applications Received (number)	Applications Approved (number)	Loans Closed (number)	Loans Closed (dollars)	Loans Awaiting Closing (number)	Loans Awaiting Closing (dollars)
EE Smart Energy Loan	10,159	7,002	4,433	\$41,668,741	504	\$5,253,832
EE On-Bill Recovery Loan	7,037	4,191	1,982	\$21,831,578	320	\$3,953,009
Total	17,196	11,193	6,415	\$63,500,319	824	\$9,206,841
PV Smart Energy Loan	698	621	92	\$1,612,683	236	\$4,057,606
PV On-Bill Recovery Loan	1,048	828	61	\$947,568	208	\$353,418
Total	1,746	1,449	153	\$2,560,251	444	\$4,411,024
EE & PV Smart Energy Loan	37	25	2	\$31,392	1	\$13,801
EE & PV On-Bill Recovery Loan	120	53	0	\$0	1	\$24,645
Total	157	78	2	\$31,392	2	\$38,446
Grand Total	19,099	12,720	6,570	\$66,091,962	1,270	\$13,656,311

Table 3-4. Green Jobs–Green New York Financing Summary.

Table 3-4 provides a cumulative summary of Smart Energy Loan and On-Bill Recovery Loan activity.

Smart Energy		Financing Summary	On-Bill Recovery	
Tier 1	Tier 2		Tier 1	Tier 2
4,066	461	Loans Closed*	1,858	185
\$38,938,286	\$4,374,530	Value*	\$20,856,816	\$1,922,330
\$9,577	\$9,489	Average Loan*	\$11,225	\$10,391
12.6 Years	13.6 Years	Average Term*	14.6 Years	14.4 Years
N/A	N/A	2.99%	46.29%	47.57%
83.20%	80.69%	3.49%*	53.71%	52.43%
16.80%	19.31%	3.99%*	N/A	N/A
75.16%		Approval Rate**	72.17%	
18.50%		Denial Rate**	22.13%	
6.34%		Denied Tier 1, didn't pursue Tier 2**	5.71%	

* Refers to loans originated and closed by EFS. The number and value of OBR Loans varies from Concord's report due to timing issues and the treatment of successor loans.
 ** Does not include applications pending review or withdrawn.

Figure 3-1. Home Performance with ENERGY STAR Completions, Quarterly.

Figure 3-1 illustrates trends in HPwES project completions associated with GJGNY assessments and loans, by quarter.

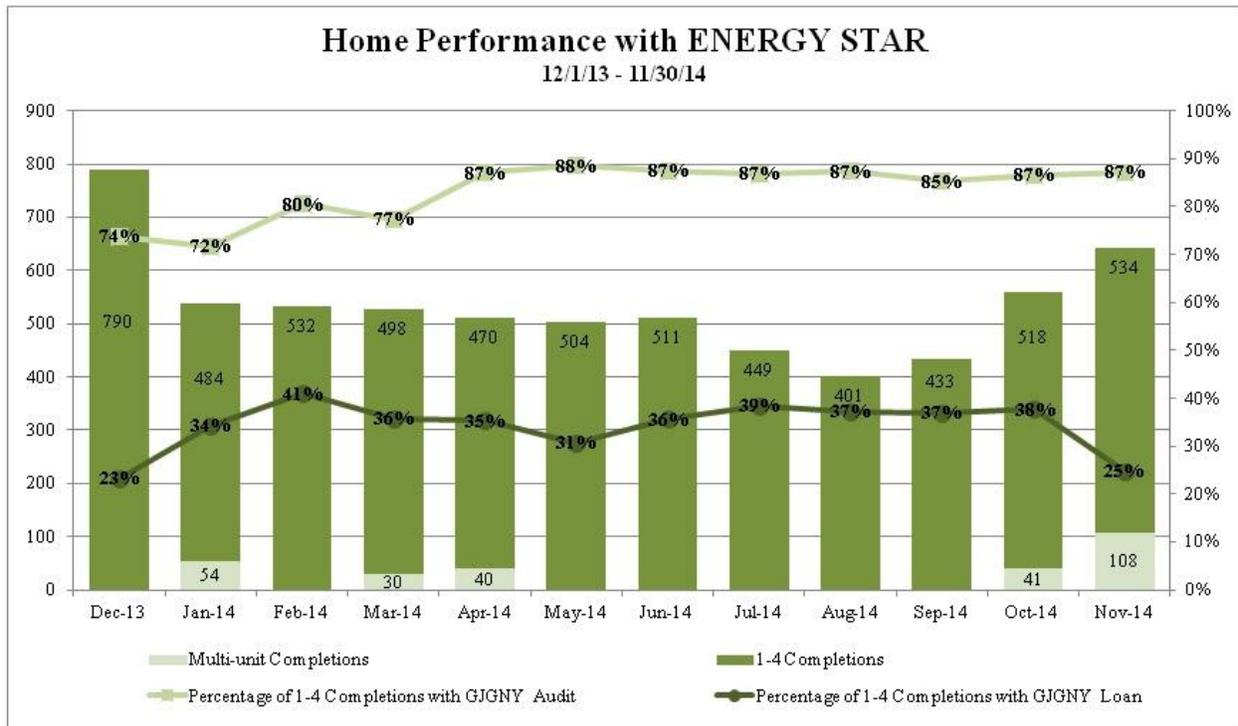


Figure 3-2. Green Jobs–Green New York Financing Applications Received, Quarterly.

Figure 3-2 illustrates the rate of applications received for GJGNY Smart Energy Loans and GJGNY On-Bill Recovery Loans, by quarter.

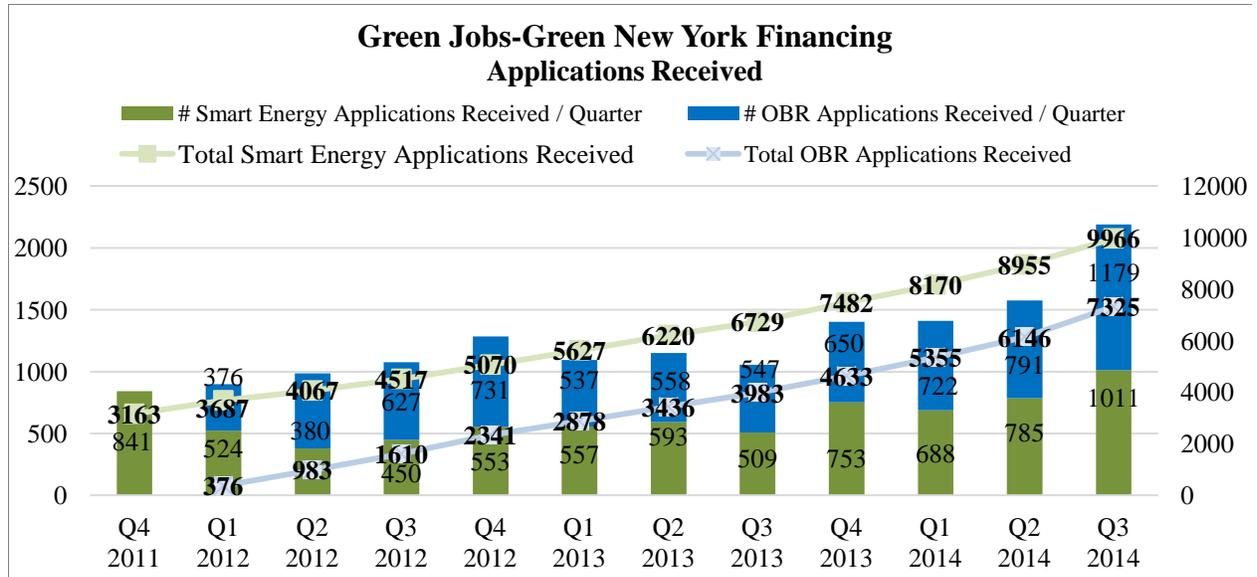


Figure 3-3. Green Jobs–Green New York Financing Loans Issued by Type, Quarterly.

Figure 3-3 illustrates the rate of loans issued for GJGNY Smart Energy Loans and GJGNY On-Bill Recovery Loans, by quarter.

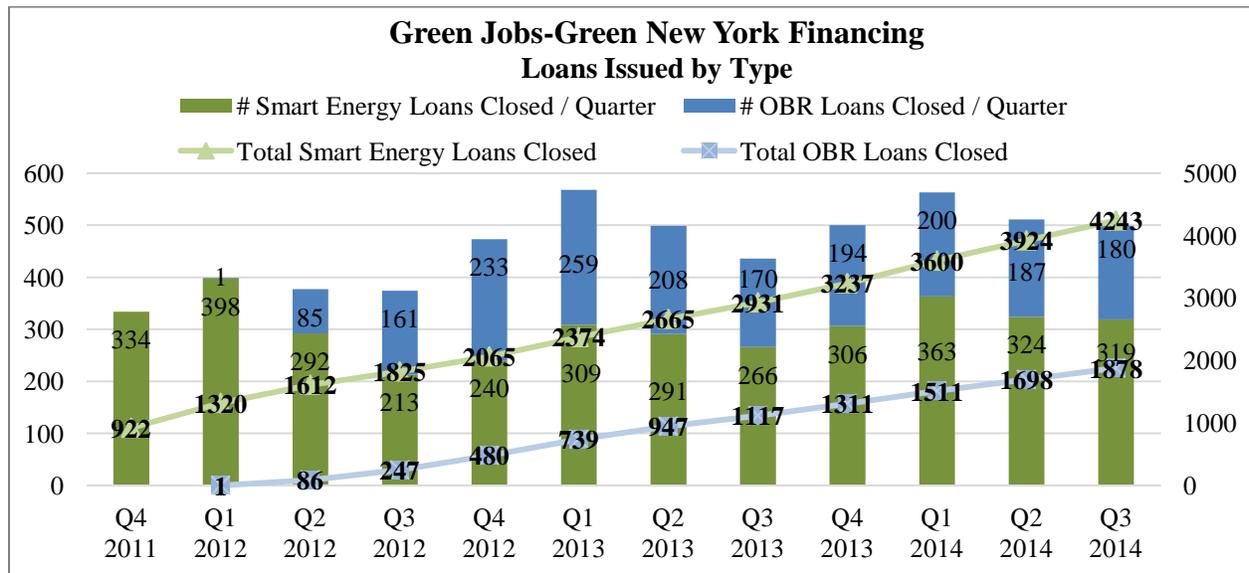


Figure 3-4. Green Jobs–Green New York Financing Loans Issued by Tier, Quarterly.

Figure 3-4 illustrates trends in GJGNY loans issued, distinguished between Tier 1 and Tier 2 loans, by quarter.

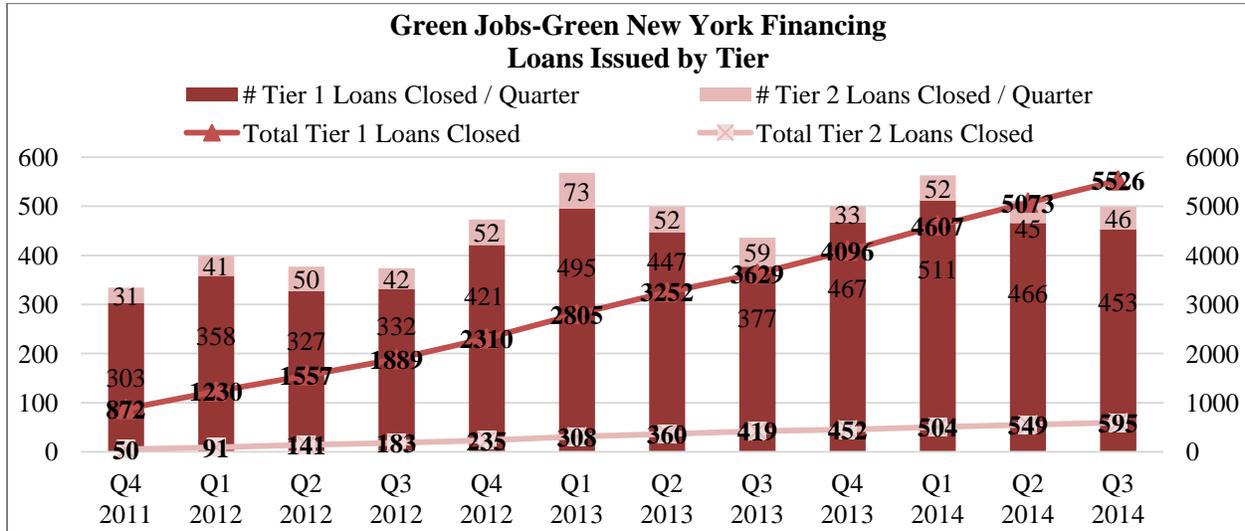


Figure 3-5. Green Jobs–Green New York Financing Loans Denied by Type, Quarterly.

Figure 3-5 illustrates trends in GJGNY loan denials, distinguished between Smart Energy Loans and On-Bill Recovery Loans, by quarter.

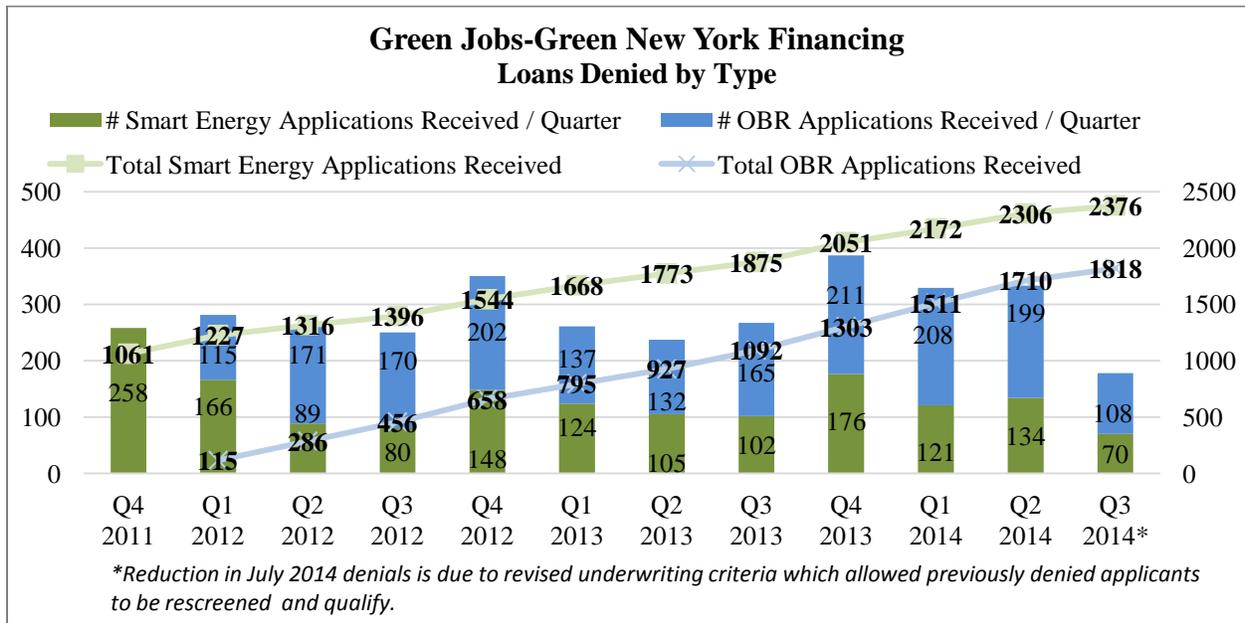


Figure 3-6. Green Jobs–Green New York Financing Loans Denied for Debt-to-Income Ratio, by Region.

Table 3-6 illustrates regional differentiation for received GJGNY loan applications and loan denial rates.

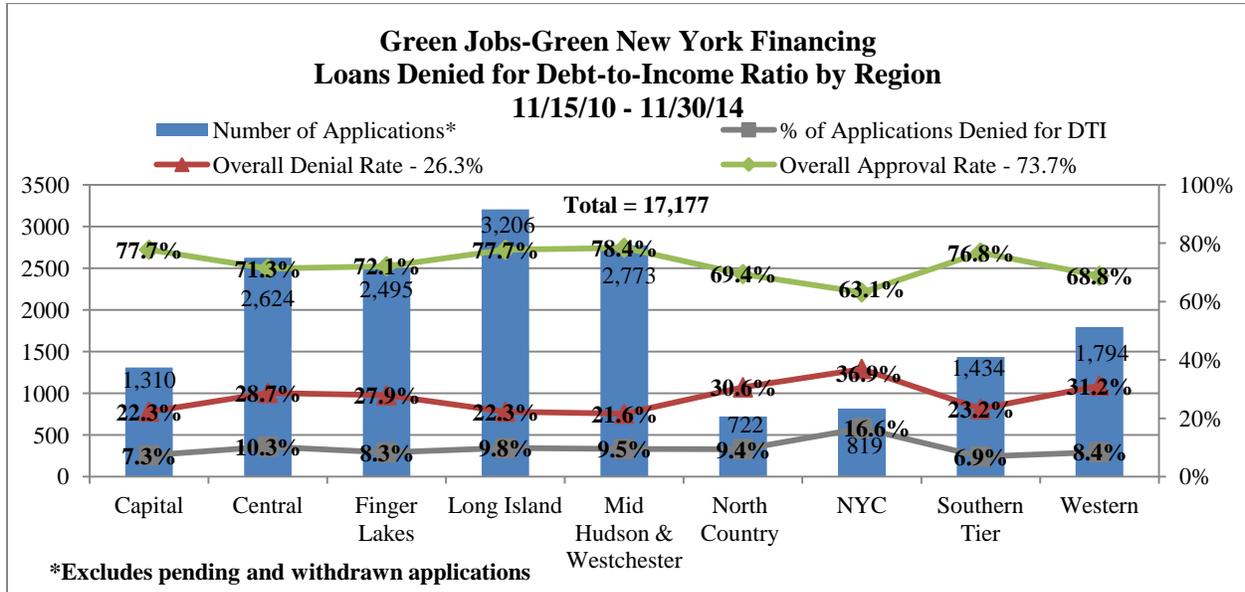


Figure 3-7. Green Jobs–Green New York Financing Percentage of Applications Denied, comparative by quarter.

Figure 3-7 illustrates comparative quarterly changes in loan denial rates. The four regions displayed represent those with the highest denial rates in the program.

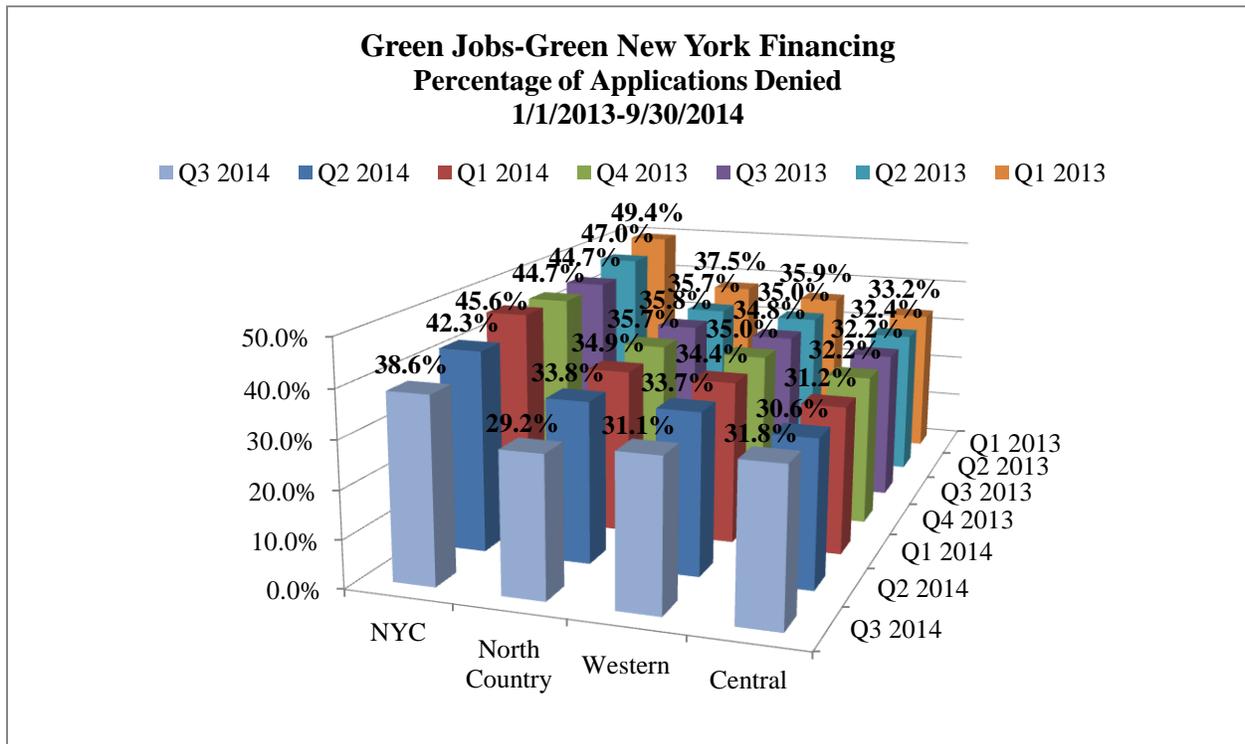


Table 3-5. Green Jobs–Green New York Financing Loans Transferred from OBR to Smart Energy.

NYSERDA allows applicants whose projects are unable to meet the cost-effectiveness requirements of the On-Bill Recovery (OBR) loan product transfer to the Smart Energy loan product. Table 3-5 illustrates the transfer activity between the On-Bill Recovery and Smart Energy loan products. In November 2014, 61 loans were transferred from OBR to Smart Energy. Over the life of the program, 15.2 percent of pre-approved OBR loans were transferred to Smart Energy loans.

Smart Energy Loan Status	Cumulative Number of Loans
Pre-Approved	74
Loan Approved	146
Loan Sold	607
Loan Withdrawn	70
Loan Denied	10
No Loan - Subsidy Only	31
Total Number of Loans Transferred	938

4 Multifamily Energy Performance Portfolio

NYSERDA offers a portfolio of programs and incentives for owners, facility managers, developers, and condo/co-op boards of multifamily buildings with five or more units in New York State. NYSERDA’s programs make it easier to assess, fund, implement, and measure energy efficiency upgrades that improve building performance and save money.

4.1 Multifamily Energy Performance Assessments

Through November 2014, from the 335 approved assessment applications, 313 (93 percent) assessments have been completed.

Table 4-1. Multifamily Energy Performance Assessments.

Table 4-1 provides Multifamily Performance monthly and cumulative assessment figures.

Metric	November			Cumulative			
	Affordable Housing	Market Rate Housing	Monthly Total	Affordable Housing	Market Rate Housing	Program Total	Budget/ Goal
Received Assessment Applications	-1	0	-1	194	141	335	
Approved Assessment Applications	0	0	0	194	141	335	500
Assessment Funds Encumbered (\$)	\$10,675	-\$4,518	\$6,158	\$2,361,485	\$1,123,190	\$3,484,675	
Assessment Funds Invoiced (\$)	\$199,900	\$37,048	\$236,948	\$2,140,895	\$1,090,227	\$3,231,122	\$3,000,000
Completed Assessments	5	4	9	175	138	313	400
Number of Projects withdrawing from MPP after assessment*	3	4	7	20	33	53	

*MPP Projects must achieve a minimum of 15% in energy savings. 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 assessment would still be eligible to apply for GJGNY financing.

**Decreases reported in received assessment applications and assessment funds encumbered are due to project attribution.

4.2 Multifamily Energy Performance Projects

Through November 2014, the Multifamily Energy Performance Program has completed 28,005 housing units with installed measures. Of those units with installed measures, 14,705 (53 percent) are associated with affordable housing.

Table 4-2. Multifamily Energy Performance Projects.

Table 4-2 provides Multifamily Performance monthly and cumulative project figures.

Metric	November			Cumulative		
	Affordable Housing	Market Rate Housing	Monthly Total	Affordable Housing	Market Rate Housing	Program Total
Projects in Pipeline*	0	0	0	194	141	335
Projects Contracted to have Measures Installed	0	0	0	194	140	334
Households Associated with Projects Contracted	0	0	0	32,911	32,945	65,856
Projects with Installed Measures (units)	1,883	1,806	3,689	14,705	13,300	28,005
kWh Savings of Installed Measures	660,407	2,033,100	2,693,507	15,469,504.1	6,400,528.5	21,870,033
MMBtu Savings of Installed Measures	58,470	34,830	93,299	271,856.2	227,040.5	498,897
Dollar Savings of Installed Measures	\$1,111,450	\$1,044,784	\$2,156,234	\$7,688,514	\$6,006,528	\$13,695,042
*Projects that receive GJGNY-supported assessments and/or financing may also receive incentives through the System Benefits Charge (SBC), Energy Efficiency Portfolio Standard (EEPS), Regional Green House Gas Initiative (RGGI), and/or utility programs, such that the projects' energy savings may not all be attributable solely to GJGNY.						

4.3 Multifamily Energy Performance Financing

As of November 2014, the Multifamily Performance Program has closed 16 loans with a total value of \$10,416,508. NYSERDA’s share of that total loan value is \$3,289,451.

Table 4-3. Multifamily Energy Performance Financing.

Table 4-3 provides Multifamily Performance monthly and cumulative financing figures.

Loan Status	November			Cumulative		
	Number	NYSERDA Share of Total Loan Value	Total Loan Value	Number	NYSERDA Share of Total Loan Value	Total Loan Value
Participation Agreements Approved	0	\$342,479	\$1,172,819	21	\$4,745,999	\$10,416,508
Loans Closed*	0	-\$149,433	-\$103,731	16	\$3,289,451	\$10,416,508

* Negative loan total is due to a project dropping out for which funding was fully encumbered.

5 Small Commercial Energy Efficiency Program

NYSERDA’s Small Commercial Energy Efficiency Program offers financial and technical assistance to help small businesses and not-for-profit organizations improve their energy efficiency and reduce their energy costs. This program offers free assessments to help identify economically viable improvements, (e.g. lighting, motors or thermostats) that may yield substantial annual energy savings and two low-interest loan options to finance energy efficiency projects. The first one is On-Bill Recovery Financing, which makes it possible for small businesses and nonprofits to use the savings on their energy bills to pay for their energy efficiency upgrades. The second one is the Participation Loan, where NYSERDA partners with lenders across New York State to help small businesses and nonprofits access low-interest financing for energy efficiency improvements.

The Small Commercial Energy Efficiency Program continues to improve processes and services that enable Program participants to increase project installations resulting from energy assessments. This includes improving the communication of energy assessment results to small business and nonprofit customers, providing additional follow-up services to support implementation, and increasing outreach to lenders in order to raise lender awareness and increase lender participation in Small Commercial Energy Efficiency Financing made available by GJGNY. In addition, eligible small business and not-for-profit customers participating in NYSERDA’s NY-Sun Solar PV Incentive Program can now access low-interest GJGNY financing to install solar PV systems of up to 200 kW.

5.1 Small Commercial Energy Efficiency Assessments

Through November 2014, the Small Commercial Energy Efficiency Program has received 3,453 assessment applications. Of those received applications, 3,121 (90 percent) have resulted in completed assessments.

Table 5-1. Small Commercial Energy Efficiency Assessments.

Table 5-1 provides Small Commercial Energy Efficiency monthly and cumulative assessment figures.

Metric	November			Program Cumulative		
	GJGNY	ARRA*	Monthly Total	GJGNY	ARRA*	Program Total
Received Assessment Applications	37	0	37	2,519	934	3,453
Completed Assessments	34	0	34	2,272	849	3,121
*The GJGNY Act of 2009 restricts the provision of GJGNY-funded energy assessments to small business and not-for-profit organizations with 10 employees or less. American Recovery and Reinvestment Act of 2009 (ARRA) funds were used for eligible small business and not-for-profit organizations that have more than ten employees. ARRA funding expired on September 30, 2013.						

5.2 Small Commercial Energy Efficiency Projects

Through November 2014, the Small Commercial Energy Efficiency Program estimates 624 project completions as a result of GJGNY funded assessments.

Table 5-2. Small Commercial Energy Efficiency Projects.

Table 5-2 provides Small Commercial Energy Efficiency monthly and cumulative project figures.

Metric	November	GJGNY Program Cumulative
Estimated Projects Completed*	7	624
*NYSERDA conservatively estimates that twenty percent of energy efficiency improvements recommended on energy assessments are implemented by small business and not-for-profit customers. Estimated projects completed are inclusive of those that used ARRA funds referenced in Table 5-1 above.		

5.3 Small Commercial Energy Efficiency Financing

Through November 2014, the Small Commercial Energy Efficiency Program has closed 11 loans with a total value of \$577,225. NYSERDA's share of that total loan value is \$300,883.

Table 5-3. Small Commercial Energy Efficiency Financing.

Table 5-3 provides Small Commercial Energy Efficiency monthly and cumulative financing figures.

Loan Status	November			Program Cumulative		
	Number	NYSERDA Share of Total Loan Value	Total Loan Value**	Number	NYSERDA Share of Total Loan Value	Total Loan Value**
Applications Approved*						
Participation Loans	6	\$193,212	\$397,835	43	\$934,113	\$1,893,255
On-Bill Recovery	3	\$94,500	\$138,423	25	\$770,000	\$993,326
Loans Closed						
Participation Loans	0	\$0	\$0	9	\$237,563	\$513,905
On-Bill Recovery	0	\$0	\$0	2	\$63,320	\$63,320
Total	0	\$0	\$0	11	\$300,883	\$577,225
The Small Commercial Energy Efficiency Financing Program has 11 participating lenders.						
* Customer applications are assessed for both Participation Loan and On-Bill Recovery Loan eligibility prior to approval. Approved application values are inclusive of loans that have moved forward to closure.						
**The total loan value represents the total value of the loan issued by the lender to the borrower. The total loan value may include financing for non-energy efficiency projects. NYSERDA's share of the total loan value represents 50 percent of the total energy efficiency project cost or \$50,000, whichever is less.						

6 Evaluation

The overarching goals of Evaluation are to provide objective and credible information that supports optimum program operation and outcomes, as well as program accountability. Three major types of evaluation are implemented for the GJGNY program. Process evaluation provides information to support program operations by addressing program efficiency and effectiveness, satisfaction and barriers to participation, among other issues. Impact evaluation provides information to help understand actual program impact and improve energy impact estimates, including economic, environmental, and non-energy benefits; in doing so it supports program accountability. Market evaluation also provides information to support program operations and accountability by characterizing and assessing target markets for programs.

Evaluation Activities Currently Underway

Three evaluations are in early stages of implementation.

- A study on Home Performance with ENERGY STAR (HPwES) addressing process evaluation, market characterization, an analysis of CBOs and impact evaluation-related research objectives. Data collection, via telephone interviews with participating contractor firms and Building Performance Institute-related stakeholders, was completed in October 2014 and analysis is underway. NYSERDA is working to make the preliminary results of this evaluation available in early 2015.
- An assessment of the GJGNY audit-only participant impacts resulting from homeowners who received a GJGNY audit and did not pursue further support through incentive programs is currently underway. Data collection, via telephone and web-based surveys of GJGNY audit-only participants continues. NYSERDA is working toward having the results of this evaluation available in early 2015.
- An impact evaluation of the Small Commercial Energy Efficiency Program will quantify measure adoption rate over time, assess the degree of program influence on the participant decision making and the proportion of installed measures for which customers accessed other NYSERDA funding. Data collection is currently underway.