



**NYSERDA Residential Market
Advisory Group (RMAG) Quarterly
Meeting**

Virtual Meeting

Thursday, January 29, 2026

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NYSERDA RMAG Quarterly Meeting

Thursday, January 29, 2026, 11:00 am – 12:30 pm ET

Meeting Overview

Background

On January 29, 2026, the New York State Energy Research and Development Authority (NYSERDA) convened its Q1 2026 virtual Residential Market Advisory Group (RMAG) meeting, bringing together stakeholders to discuss residential clean energy market development across New York State.

The group discussed New York State policy and program updates, including a review of outcomes from the State of the State, and check-ins on the NYSERDA EmPower+, Comfort Home, and Home Energy Plan. Participants engaged in two breakout sessions designed to gather feedback and support dialogue on priority topics: (1) The Building Performance Contractors Association of New York State (BPCA) Peer-to-Peer Mentorship Program, and (2) The Joint Utilities of New York State on the Clean Heat program.

In total, 94 individuals attended the meeting, including 11 NYSERDA staff.

Meeting Agenda

Time	Topic and Presenter	Presenters
11:00 am – 11:05 am	<i>Welcome and Introductions</i>	<ul style="list-style-type: none"> • Trevor Reddick, Senior Director, Kearns & West • Tamar Nagel, Project Manager, NYSERDA • Courtney Moriarta, Director, Home Modernization, NYSERDA
11:20 am – 11:45 am	<i>New York State Policy and Program Updates</i>	<ul style="list-style-type: none"> • <i>EmPower+ Program</i> - Scott Oliver, Program Manager, Home Modernization, NYSERDA • <i>Comfort Home Program</i> - Keith Bohling, Senior Project Manager, Home Modernization Team, NYSERDA • <i>Home Energy Plan</i> - Steve Wagner, Senior Project Manager, NYSERDA
11:45 am – 12:25 pm	<i>Breakout Sessions</i>	<ul style="list-style-type: none"> • <i>BPCA Mentorship Program</i> <ul style="list-style-type: none"> ○ Shannon Mason, Office Administrator, BPCA ○ Jason Scher, Principal, Energy Management Solutions ○ Jay Best, President, Green Team LI ○ Hal Smith, President, Halco • <i>Clean Heat Program</i> <ul style="list-style-type: none"> ○ Sean Dooley, Manager, NYSEG and RG&E Clean Heat Programs
12:25 pm – 12:30 pm	<i>Closing and Next Steps</i>	<ul style="list-style-type: none"> • Tamar Nagel, Project Manager, NYSERDA • Trevor Reddick, Senior Director, Kearns & West

Meeting Summary

Welcome and Introductions

Trevor Reddick opened the meeting by welcoming participants and reviewing the agenda.

NYSERDA Opening Remarks

Tamar Nagel, Project Manager, NYSERDA, introduced herself as a Project Manager on NYSERDA's Home Modernization Team and as the lead for the Residential Market Advisory Group (RMAG).

Tamar identified engagement opportunities available through the RMAG, including working groups, expert panels, and listening sessions to address priority topics identified by participants. More details on prior activities are available on the [NYSERDA RMAG webpage](#).

Tamar highlighted the [Clean Energy for Homes Conference](#), which will be hosted by the Building Performance Association in Saratoga Springs, New York, on May 28-29. Attendees are encouraged to attend.

Tamar then introduced Courtney Moriarta, Director of the Home Modernization Team at NYSERDA, for leadership remarks.

Courtney thanked participants for their attendance. She reflected on progress made over the nearly seven years of RMAG programming, noting the importance of collaboration through this forum.

Courtney shared several policy updates relevant to the residential clean energy market. The federal government recently passed a budget bill fully funding the U.S. Department of Energy's [Weatherization Assistance Program](#) and the U.S. Environmental Protection Agency's [ENERGY STAR® Program](#), for the current fiscal year. She also highlighted full funding, with a modest increase over FY24 levels, for the U.S. Department of Energy's [Residential Buildings Integration](#).

Turning to state-level updates, Courtney announced that NYSERDA successfully completed the transition from the Clean Energy Fund (CEF), a ten-year funding mechanism that concluded in December 2025, to the new ratepayer-funded Energy Efficiency and Building Electrification (EE/BE) portfolios. This transition is structured around the New York State Department of Public Service [May 15, 2025 Order](#) approving EE/BE portfolios for NYSERDA and NYS DPS regulated utilities. NYSERDA is now fully operating its program portfolios which serve both Low-to-Moderate-Income (LMI) and non-LMI customers. Program updates are being made in alignment with the approved EE/BE Order

and Implementation Plans developed by NYSEERDA and the regulated utilities. Additional stakeholder engagement opportunities will occur as new initiatives and program modifications roll out.

Courtney then provided an update on EmPower+ funding. Funding for the program has been allocated through the Regional Greenhouse Gas Initiative (RGGI) operating plan. The Governor has also [announced](#) that \$50 million dollars will be allocated to the program in the Fiscal Year 2026 New York State budget via the Sustainable Future Program. Eligible uses of funds have been identified and NYSEERDA anticipates that it will start rolling out these funds through EmPower+ in the coming weeks.

As part of this new tranche of EmPower+ funding, NYSEERDA is exploring opportunities to combine incentive offerings for LMI customers into comprehensive packages. These packages could include weatherization measures, electrification measures, and the installation of rooftop solar and distributed energy resources (e.g., batteries).

Lastly, Courtney highlighted an additional proposed \$50 million dollars in funding for EmPower+ that is included in the Governor's Executive Budget. This allocation remains subject to the Fiscal Year 2027 legislative budget process, which is expected to conclude this April. If enacted, the combined funding would total \$100 million dollars in bondable funding for the EmPower+ program. Additional details will be shared through upcoming meetings for participating contractors.

EmPower+ Program

Empower+ Presentation

Scott Oliver provided an overview of upcoming changes to the EmPower+ program under the LMI Order from the NYS DPS. NYSEERDA submitted its initial Implementation Plan to NYS DPS in October 2025. After resolving feedback NYSEERDA, Con Edison, and National Grid have just filed a [Corrected LMI EE/BE Portfolio Implementation Plan \(PDF\)](#).

The Order establishes funding for LMI single-family and multifamily programs from 2026 through 2030. Under the new structure, EmPower+ will serve as the statewide one- to four-family (1-4 family) program for LMI customers. Downstate multifamily programs will be administered by National Grid and Consolidated Edison, while NYSEERDA will operate the upstate multifamily portfolio. The Order calls for changes to EmPower+ and multifamily programs, which will be implemented in phases over approximately the next 18 months.

Scott outlined NYSEERDA's plan to slowly roll out program changes beginning in March 2026 with a first set of "early win" updates aligned with the EE/BE Order. These initial changes include opening contractor applications to allow submission on behalf of

customers with categorical income eligibility, such as SNAP or HEAP award letters. Additionally, income qualification rules will be updated. Low-income eligibility will be set at the greater of Area Median Income or State Median Income, and the “50% rule” for moderate-income households will be reinstated.

Additional near-term changes include increases to incentives for both upstate and downstate projects, with differing regional incentive levels driven by higher downstate installation costs. The program will begin limiting the inclusion of light bulbs, consistent with the EE/BE Order’s requirement to phase them out entirely by 2027. Other updates include changes to heat pump water heater measures, revised insulation requirements for heat pump projects, and updated photo documentation requirements.

EmPower+ is exploring how to expand pre-weatherization health and safety investments, noting that the EE/BE Order allows up to ten percent (10%) of program budgets to be allocated for installation of these measures. NYSERDA is currently spending approximately five percent (5%) of current budget on these measures and is exploring ways to support homes that have previously been deferred from EmPower+ due to health and safety barriers. Additional future enhancements include improving regional equity through public-facing dashboards, the potential reintroduction of refrigerators as a fundable measure, and the development of a new version of the NY Home Energy Portal (NYHEP) in Salesforce, targeted for 2027. NYSERDA will seek stakeholder input during development of the new system.

Empower+ Q&A

Question/Comment	NYSERDA Answer
Is it possible for contractors to submit applications on behalf of customers for the EmPower+ program?	<p>Yes. Contractors will be able to submit applications for customers who have categorical income documentation, such as SNAP and HEAP award letters and similar forms.</p> <p>For ongoing EmPower+ updates and monthly contractor webinars, see: https://hpwescontractorsupport.com/program-announcements/</p>
Are the current per-project funds staying the same?	<p>No. Incentives will be increasing, with different incentive levels for upstate and downstate projects.</p>
What about customers that are not categorical?	<p>Customers who are not categorically eligible will need to apply themselves for the program. NYSERDA is starting with contractor-submitted applications for categorical income households and will monitor application volume before expanding further.</p>
Is OTDA funding back?	<p>There is a limited amount of OTDA funding available this year, approximately \$5 million. Longer-term availability is uncertain, and NYSERDA has been advised not to expect OTDA funding next year.</p>

Question/Comment	NYSERDA Answer
Will IRA funding continue?	NYSERDA is continuing to be reimbursed for Inflation Reduction Act (IRA)-related work at a steady pace.
Why are refrigerator replacements coming back, and will they be fully covered?	<p>The EE/BE Order directed NYSERDA to provide refrigerator incentives when they meaningfully reduce energy consumption.</p> <p>NYSERDA is still determining program design and will not use the prior appliance fulfillment process. Refrigerator incentives are expected to be partial rather than full replacements. We are still deciding whether we will use the AUP portal for coupons or bring fridges back as a measure.</p>
Is it ACH=7 the minimum for HVAC still?	We will be going over the new Heat Pump Insulation and Air Sealing standards at next Friday's contractor meeting.

Comfort Home Program

Comfort Home Presentation

Keith Bohling provided a recap of the Comfort Home Program's performance and key developments in 2025, highlighting program growth, operational improvements, funding utilization, and customer outcomes.

Keith began by reviewing key activities undertaken during the year. The Comfort Home team expanded operational capacity through the addition of a support staff member to improve efficiency and manage continued program growth. The program completed its migration from Compass to NYHEP and transitioned implementation to ClearResult. In alignment with the EE/BE Order, the team presented at technical conferences and supported the regulated utilities in planning regional market-rate weatherization programs expected to launch in early 2027. Stakeholder feedback informed multiple system improvements, including field reductions and automation within NYHEP.

Keith highlighted strong program growth. Comfort Home grew by thirty-two percent (32%) from 2024 to 2025, following a forty-two percent (42%) increase from 2023 to 2024. Cumulatively, the program has helped nearly ten thousand New York households improve their home comfort and reduce their energy bills. In 2025, contractors and partners completed 3,710 projects, fully utilizing the available program budget.

Keith then discussed changes in project mix resulting from incentive updates implemented mid-year. The program saw an increase in Package A projects and decreases in Package B and Package C projects. This shift was intentional; the increase in the Package A incentive from \$1,600 to \$2,500 was designed to lower participation barriers, enable contractors to reach more households, and expand overall program participation, even if individual projects were less comprehensive.

Keith also presented results from a third-party evaluation study completed in 2025. The evaluation analyzed pre- and post-project energy consumption and demonstrated strong savings across all project types. On average, Package A projects achieved 14 percent energy savings, Package B projects achieved 20 percent savings, and Package C window upgrades delivered an additional 8 percent savings when implemented after full insulation and air sealing. Across all Comfort Home projects, the average household achieved a 15 percent reduction in combined heating and cooling energy use. Keith emphasized that these results reflect strong program design and high-quality contractor installations.

Customer satisfaction metrics further reinforced program success. Eighty-seven percent of program participants indicated they would recommend Comfort Home to a friend or family member, and 95 percent reported being satisfied or very satisfied with the quality of contractor work.

Comfort Home Q&A

Question/Comment	NYSERDA Answer
What are the differences between Comfort Home and EmPower+? As I see we can submit the workscope through EmPower+ and the customer can get more incentive! Can you please clarify?"	Comfort Home is a market-rate program designed for customers who are not eligible for low- or moderate-income services. EmPower+ serves customers who are eligible for low- or moderate-income services and includes income limits. Customers who do not qualify for EmPower+ may participate through Comfort Home. For information on EmPower+, see the NYSERDA webpage .
Just to confirm, would participants achieve 28% energy savings if they completed Package A, Package B, and Package C?	Yes. Homes completing Package A and Package B averaged approximately 20 percent energy savings. Package C was evaluated for homes that had been insulated and air sealed. Homes that required all three packages could achieve cumulative savings of approximately 28 percent.
Was there variability in efficiency savings for Package C if customers completed insulation through EmPower+ versus Comfort Home?	The evaluation did not break out savings based on whether insulation and air sealing were completed through EmPower+ or Comfort Home due to the limited number of Package C projects. Most window projects in Comfort Home were completed by market-rate customers who had not previously participated in EmPower+ for insulation or air sealing.
Why are window incentives only available after other packages are completed? Why not incentivize windows at the same time?	Window incentives are structured as add-ons to prioritize higher-impact Package A and Package B work, which offer greater energy savings and return on investment. Homes must be fully insulated and air sealed before window incentives are applied. Customers may complete all packages together; in that case, they would receive the Package B incentive as well as the Package C add-on incentive.

Question/Comment	NYSERDA Answer
What is the timeline for an EmPower+ contractor to become an approved Comfort Home contractor?	Contractors are encouraged to follow upcoming program communications for updates on contractor eligibility pathways.

Home Energy Plan

Home Energy Plan Presentation

Steve Wagner of the NYSERDA Home Modernization Team presented an overview of the [Home Energy Plan](#), a new virtual energy assessment tool designed to provide homeowners with a customized roadmap for energy efficiency and electrification improvements.

NYSERDA spent approximately two years evaluating remote and virtual energy assessment approaches through a remote audit challenge. Based on that work, NYSERDA selected Climative to deliver the Home Energy Plan tool. The tool is intended to complement, rather than replace, traditional in-home energy assessments by providing homeowners with decision-quality information while reducing the time required for an initial assessment. The Home Energy Plan is integrated with NYSERDA's [MyEnergy](#) platform to easily connect homeowners with available programs and participating contractors for in-home assessments and project implementation.

Through the tool homeowners can claim their address, visualize potential energy savings and climate benefits, and customize recommendations based on their home's characteristics and preferences. The tool prioritizes weatherization measures first, followed by electrification, in line with the strategic approach directed by NYS DPS in the May 2025 EE/BE Order.

The Home Energy Plan is currently in a pilot phase in Orange, Putnam, and Ulster counties. The pilot is being promoted through NYSERDA's existing marketing channels. Regulated utilities, the Regional Clean Energy Hubs, BPCA, and other stakeholders have been engaged and helped inform this tool. Feedback is also being collected through an embedded survey and a consumer panel, which began during the pilot period.

NYSERDA plans to launch the tool statewide later in Q1 2026. Modeling for the tool is complete, with approximately five million New York homes included in the dataset. While marketing is currently limited to pilot regions, homeowners statewide can view their property, correct outdated or inaccurate data associated with their property, and explore recommendations and upgrade scenarios based on both public data and user-provided inputs.

Steve discussed how the platform employs Artificial Intelligence (AI) and how NYSERDA manages data use. The platform employs a closed-source Artificial Intelligence (AI) model

that does not pull information from external sources. The AI components are currently used exclusively to fill gaps where home data is missing, using patterns derived from the broader housing dataset. Both public and paid public data are used to generate baseline assessments. All homeowner-entered data and personal information remain within NYSERDA's systems and are not reused by Climative for other purposes.

Steve closed by demonstrating the tool's functionality, including how homeowners can view energy ratings, recommended weatherization and electrification measure packages, energy use breakdowns, emissions impacts, and estimated savings. Users may create and compare custom upgrade scenarios, generate printable reports, and access FAQs and guided walkthroughs throughout the tool.

Steve also highlighted collaboration features that allow homeowners to share their Home Energy Plan with other household members or invite contractors. Contractors can view existing conditions and create upgrade scenarios but cannot modify homeowner-entered data. This feature is intended to improve contractor preparedness prior to in-home assessments.

Steve concluded by reiterating that the Home Energy Plan is designed as a living roadmap that homeowners can return to as they make updates to their homes. NYSERDA plans to continue refining the tool based on pilot feedback before statewide rollout.

Home Energy Plan Q&A

Question/Comment	NYSERDA Answer
Will ground-source heat pumps be included in the Home Energy Plan tool?	Ground-source heat pumps are not currently included but may be added in future iterations. Feedback and feature requests are being collected to inform the product roadmap.
Can contractors see other contractors invited by a homeowner in the Home Energy Plan tool?	No. Contractors cannot see other contractor invitees. The homeowner controls all invitations and visibility. A co-owner or designated manager may also be granted shared access.
Is there concern that customizable packages could encourage homeowners to pursue smaller, piecemeal upgrades instead of a whole-house approach?	This is a consideration being monitored. While the tool highlights possible upgrade pathways, NYSERDA hubs, MyEnergy teams, and contractor partners will continue guiding homeowners toward appropriate whole-house solutions.
Could the Home Energy Plan tool incorporate utility usage data for more accurate energy ratings?	Utility data integration has been explored previously, including potential use of Green Button data. This feedback will be considered as part of future product roadmap discussions.
What are the project goals for the Climative rollout, such as percentage gains in HEAs and ECM uptake?	The Climative rollout will initially be a top-of-funnel tool for the My Energy platform. It's not intended to increase HEAs and ECM uptake directly - we aren't at a stage to set hard targets for intake. The goal of the first phase is to complete a pilot study, learn about user interaction, and gather feedback on the

Question/Comment	NYSERDA Answer
	<p>approach so we have a baseline against which we can experiment and improve.</p> <p>The Climative tool will become part of a greater marketing push to drive volume to the My Energy platform, specifically encouraging weatherization and beneficial electrification upgrades.</p>
<p>What is being observed in the pilot in terms of uptake, click-through rates, and errors?</p>	<p>Uptake is limited, primarily because marketing was focused only on three pilot counties -- Ulster, Orange and Putnam. We saw several hundred users in the pilot period. Early-on there was relatively low uptake. This triggered a re-design of messaging and the landing page to more clearly guide users to next steps.</p> <p>Of people who arrive at the page, about half search for their address, and about 1/3 proceed to view the report. We continue to gather input from focus group users to better understand user success factors.</p>
<p>Have any particular strengths or weaknesses been identified in the pilot?</p>	<p>Uptake is limited, primarily because marketing was focused only on three pilot counties -- Ulster, Orange and Putnam. We saw several hundred users in the pilot period. Early-on there was relatively low uptake. This triggered a re-design of messaging and the landing page to more clearly guide users to next steps.</p> <p>Of people who arrive at the page, about half search for their address, and about 1/3 proceed to view the report. We continue to gather input from focus group users to better understand user success factors.</p>

Breakout Sessions Overview

After the New York State updates were complete, two breakout sessions were held to gather feedback and support dialogue on priority topics.

1. **BPCA Mentorship Program** featured a presentation on the BPCA peer-to-peer mentorship program. The discussion focused on providing an overview of the program and soliciting participant feedback on strengthening contractor support and expanding engagement.
2. **Clean Heat Program Weatherization** focused on the Clean Heat Program under the new order, including a presentation from Sean Dooley of NYSEG/RG&E. Discussion centered on Clean Heat program updates and weatherization considerations.

Breakout Session #1: Building Performance Contractors Association of New York State: Peer-to-Peer Mentorship Program

Overview

Trevor Reddick, facilitator for the Building Performance Contractors Association of New York State (BPCA) breakout session, introduced the presenters: Jay Best (Green Team Long Island), Shannon Mason (BPCA), Jason Scher (Energy Management Solutions), and Hal Smith (Halco).

Presenters provided an overview of BPCA's mentorship program, including the market need for contractor support, how the mentorship model is structured, accomplishments to date, and the long-term vision for expansion. Following the presentation, Trevor opened a discussion period to gather feedback on program structure, value, outreach strategies, and ways to expand access and participation.

Program Rationale and Market Need

Shannon Mason and Jay Best described how New York's building performance market is evolving rapidly. Contractors are seeking to improve and expand their businesses to meet the opportunity, whether through improving their operations, expanding across geographies, or building new service offerings. The mentorship program was designed to provide contractors with real-world, peer-based guidance to help navigate these changes, strengthen contractor capacity, and improve project outcomes and customer satisfaction.

Jay outlined some audiences that the mentorship program team believe will find value in participation, including:

- Established contractors seeking to upskill staff and operations.
- HVAC contractors expanding into insulation, air sealing, and whole-home performance.
- New entrepreneurs entering the market and existing contractors who may lack experience in business operations, licensing, insurance, and customer development to meet their goals.

Program Structure and Approach

Jason Scher explained the origins of the program in an initial mentorship survey. Respondents identified the need to strengthen installation quality alongside core business functions such as pricing, staffing, financial management, and workforce development.

Contractors also emphasized the value of structured, peer-based support to help them improve and expand their businesses. Anticipated needs that the mentorship program may help serve include:

- **Business Operations:** New and emerging contractors lack access to practical guidance on how to improve core business functions, including licensing, insurance, financial management, and compliance. These are key to help improve existing operational efficiency and set businesses up to scale successfully.
- **Building New Service Lines:** Contractors are increasingly being incentivized to add services like air sealing and insulation to their existing HVAC business. To do this successfully, companies will need to adapt their business operations, including workforce cross-training, make workflow adjustments, adopt new pricing, and deliver on new quality control expectations.
- **Technical Competencies:** When contractors are working with new technologies, like Air Source Heat Pumps or Ground Source Heat Pumps, contractor upskilling is critical to improve customer satisfaction, reduce rework, and minimize risks of financial losses.

To ensure the mentorship program supports meaningful mentor-mentee engagement, presenters noted that it includes defined goals, regular check-ins, and progress tracking to provide structure and accountability.

Accomplishments to Date and Long-Term Vision

Hal Smith shared that the program began as a small pilot with three mentees, each paired with a dedicated mentor. The initial cohort included contractors with diverse needs, such as geographic expansion into the North Country, a heat pump installer expanding into insulation and air sealing, and a small insulation and air sealing firm owner who wanted to scale their operations. The group has also held roundtable sessions, enabling mentees to learn from one another in addition to their mentors.

Looking ahead, BPCA plans to expand the program statewide by recruiting additional mentors and supporting more mentees annually. Presenters also discussed plans to develop a BPCA learning management system (LMS) that will house vetted training content, short practical modules, and built-in assessments to help employers track learning outcomes.

Shannon Mason summarized early feedback from mentors and mentees, noting that mentors find the experience professionally rewarding and that mentees, particularly those transitioning into whole-home performance work, value the practical, technical, and

business guidance. The program was described as supporting sustainable business growth, stronger organizational foundations, and peer-based problem solving.

If interested in the program you can complete a [BPCA Mentee Application](#). For any questions, participants can reach out Shannon Mason at execdirector@bpca-nys.org.

Key Themes

- **PEER-BASED MENTORSHIP AS AN EFFECTIVE SUPPORT MODEL:** Participants broadly supported the peer-to-peer structure, emphasizing that guidance from experienced contractors is particularly valuable for navigating evolving technical standards.
- **IMPORTANCE OF CLEAR PARTICIPATION PATHWAYS:** Discussion highlighted the need for transparent and accessible processes for joining the mentorship program. Clear communication around application steps, expectations, and time commitments was seen as essential for attracting both mentors and mentees and sustaining engagement over time.
- **WORKFORCE RECRUITMENT AND RETENTION CONSTRAINTS:** Participants expressed interest in sharing market-rate pay and benefits benchmarks and exploring performance-based compensation models to help contractors remain competitive and retain skilled workers.

Q&A

Question	Presenter Answer
Is the BPCA LMS only going to be available to mentees?	The LMS is intended to be available broadly to BPCA members. It is being developed for use by the full membership and positioned as part of the value of BPCA membership, not limited only to mentorship participants.
If someone is interested in being a mentee, how would they go about the process?	Contractors interested in becoming a mentee can apply by completing a BPCA Mentee Application . The process includes submitting basic information about the contractor and their business, followed by a more detailed questionnaire to assess fit, goals, and needs prior to mentor matching.
Can the program include sharing market-rate pay and benefits benchmarks?	Contractors are facing significant workforce competition, particularly from prevailing wage and union pathways. Sharing information on compensation strategies, benefits, and performance-based pay models could be helpful for contractors as they navigate these challenges and is something that could be explored further.

Breakout Session #2: New York State Clean Heat Program

Overview

Mallory Huggins, the facilitator for the breakout session, introduced the presenter, Sean Dooley, Manager for NYSEG and RG&E Clean Heat Programs.

Sean provided an overview of the New York State (NYS) Clean Heat Program, including the Clean Heat Program Manual that was released on December 12, 2025, and became effective January 1, 2026. He presented major changes and progress for Clean Heat Program planning, which will now encompass 1-4 family residential homes exclusively and will focus on existing homes and buildings.

Participants were encouraged to ask questions during the presentation. NYSERDA offered to organize follow-up convenings on weatherization if desired, and Sean encouraged participants to read the program manual that was released in December if they have specific questions.

2026 – 2030 NYS Clean Heat Program Updates

Sean provided updates to the 2026–2030 NYS Clean Heat program, including program scope, eligibility rules, incentive structures, and upcoming design changes.

The program will focus on 1–4 family residential buildings and existing homes, with incentives available for eligible heat-pump technologies and domestic hot water systems. Multifamily and commercial projects will shift to utility-run programs rather than the Clean Heat program. Projects must be sized to meet the full heating or hot water load, and eligible equipment must meet standards such as [NEEP Cold Climate Air Source Heat Pump \(ccASHP\) Product List and Specifications](#) and ENERGY STAR certifications.

The program is transitioning to a flat-rate incentive structure across upstate utilities. Sean explained this as similar to the incentive structure employed by Con Edison since 2023. Disadvantaged community incentives will now be tailored based on utility service characteristics. Additionally, Category 4 has been redefined to include projects that add heating load to existing partial-load cold climate air source heat pump systems to reach a full-load system. Sean also noted that contractor rewards have been discontinued.

Sean reviewed progress on the Weatherized Tier which will offer bonus incentives starting in 2026 and become a required component for incentives by 2028. This tier promotes building envelope improvements, energy assessments, and performance thresholds to ensure homes are “heat-pump ready.” Additional updates address changes to heat pump water heater incentives, training opportunities through the School of Clean Heat, and stakeholder engagement through working groups and contractor communications.

Key Themes

INVESTING IN THE GRID: Participants noted that with so many programs incentivizing electrification, there must be a holistic consideration of grid/overall demand impacts; they encouraged electrification-oriented programs to be paired with programs or equipment that helps minimize peak load.

HOUSING DESIGN AND INSTALLATION RIGHT-SIZING: A participant explained that some housing is designed poorly from the beginning, for example, the wrong windows being installed. Programs should look at investing in structure from the beginning. Another participant stated that attic insulation requirements need to consider different flooring limitations. Several participants shared concern for modular homes not being up to standard, with one noting homes built later than 2010 should still go through a pre-install performance verification.

TIMING: Participants encouraged a shift to weatherization requirements before 2028, noting that Massachusetts has had this requirement for several years and New York could look to them for lessons learned.

Q&A

Question/Comment	Presenter Answer
Are there RGGI funds for ASHP in new construction?	There will be a NYSERDA new construction program launching later this year. We don't have details at this time.
Did you consider load flexibility requirements?	We considered this in the most recent EE/BE order. Clean Heat Program Administrators will take this back to the team to discuss.
Can you elaborate on the contractor rewards being discontinued?	Previously, the incentive structure included a customer rebate and contractor reward. In 2026, the program has updated the incentive structure to a dollar per project, which is required to be passed directly to the customer.
To clarify, are the performance requirements an option? If they participate in Comfort Home would people get the bonus regardless of ACH?	The Clean Heat Program Administrators are considering a participation pathway. As an example, a home would have had to participate through Comfort Home and meet the requirements of a specific minimum package.
Is the table that indicates the ACH50 criteria for Weatherized Tier Eligibility by building vintage, is the bottom category, 2007 or later, only applicable to	This is still in development but yes, since the New Construction ACH requirements changed in 2010 to 3 ACH50, the program

Question/Comment	Presenter Answer
building vintage of 2007, '08, '09, and '10, as homes built after 2010 are considered Weatherized ready?	is discussing if homes build 2010 or later would pre-qualify as weatherized.
In regard to the home assessment to verify metrics... who would be required to do these? An independent assessor not employed by the Clean Heat contractor? Or what type of verifiable documentation would be required? Just trying to make sure it's an objective assessment.	The NYS Clean Heat Joint Management Committee is still developing the Home Energy Assessment path for qualification and what type of documentation will be required.

Closing and Next Steps

Upon closing of the breakout room, participants were encouraged to respond to a forthcoming survey to set RMAG priorities for 2026.

Tamar invited attendees to reach out to NYSERDA staff with any additional questions and thanked participants for their time and contributions before adjourning the meeting.

Appendix A: Consolidated Question and Answer

Question/Comment	NYSERDA Answer	Meeting Topic
Do you think it is possible for contractors to submit applications on behalf of customers for the EmPower+ program?	<p>Yes. Contractors will be able to submit applications for customers who have categorical income documentation, such as SNAP and HEAP award letters and similar forms.</p> <p>For ongoing EmPower+ updates and monthly contractor webinars, see: https://hpwescontractorsupport.com/program-announcements/</p>	EmPower+
Are the current per-project funds staying the same?	No. Incentives will be increasing, with different incentive levels for upstate and downstate projects.	EmPower+
What about customers that are not categorical?	Customers who are not categorically eligible will need to apply themselves through the program. NYSERDA is starting with contractor-submitted applications for categorical income households and will monitor application volume before expanding further.	EmPower+
Is OTDA funding back?	There is a limited amount of OTDA funding available this year, approximately \$5 million. Longer-term availability is uncertain, and NYSERDA has been advised not to expect OTDA funding next year.	EmPower+
Will IRA funding continue?	NYSERDA is continuing to be reimbursed for Inflation Reduction Act (IRA)-related work at a steady pace.	EmPower+
Why are refrigerator replacements coming back, and will they be fully covered?	<p>The EE/BE Order directed NYSERDA to provide refrigerator incentives when they meaningfully reduce energy consumption.</p> <p>NYSERDA is still determining program design and will not use the prior appliance fulfillment process. Refrigerator incentives are expected to be partial rather than full replacements. We are still deciding whether we will use the AUP portal for coupons or bring fridges back as a measure.</p>	EmPower+
What are the differences between Comfort Home and EmPower+?	At a high level, Comfort Home is a market-rate program designed for customers who are not eligible for low- or moderate-income services. EmPower+ serves customers who are eligible for low- or moderate-income services and includes income limits. Customers who do not qualify for EmPower+ may participate through Comfort Home.	Comfort Home
Just to confirm, would participants achieve 28%	Yes. Homes completing Package A and Package B averaged approximately 20 percent energy savings.	Comfort Home

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energy savings if they completed Package A, Package B, and Package C?	Package C was evaluated for homes that already had opaque surfaces insulated and air sealed. Homes that required all three packages could achieve cumulative savings of approximately 28 percent. Homes that already had insulation and only completed Package A and Package C would not achieve the full 28 percent.	
Was there variability in efficiency savings for Package C if customers completed insulation through EmPower+ versus Comfort Home?	The evaluation did not break out savings based on whether insulation and air sealing were completed through EmPower+ or Comfort Home due to the limited number of Package C projects. Most window projects in Comfort Home were completed by market-rate customers who had not previously participated in EmPower+ for insulation or air sealing.	Comfort Home
Why are window incentives only available after other packages are completed? Why not incentivize windows at the same time?	Window incentives are structured as add-ons to prioritize higher-impact Package A and Package B work, which offer greater energy savings and return on investment. Homes must be fully insulated and air sealed before window incentives are applied. Customers may complete all packages together; in that case, they would receive the Package B incentive plus the Package C add-on incentive.	Comfort Home
What is the timeline for an EmPower Plus contractor to become an approved Comfort Home contractor?	Contractors are encouraged to follow upcoming program communications for updates on contractor eligibility pathways.	Comfort Home
Will ground-source heat pumps be included in the Home Energy Plan tool?	Ground-source heat pumps are not currently included but may be added in future iterations. Feedback and feature requests are being collected to inform the product roadmap.	Home Energy Plan
Can contractors see other contractors invited by a homeowner in the Home Energy Plan tool?	No. Contractors cannot see other contractor invitees. The homeowner controls all invitations and visibility. A co-owner or designated manager may also be granted shared access.	Home Energy Plan
Is there concern that customizable packages could encourage homeowners to pursue smaller, piecemeal upgrades instead of a whole-house approach?	This is a consideration being monitored. While the tool highlights possible upgrade pathways, NYSERDA hubs, MyEnergy teams, and contractor partners will continue guiding homeowners toward appropriate whole-house solutions.	Home Energy Plan
Could the Home Energy Plan tool incorporate utility usage data for more accurate energy ratings?	Utility data integration has been explored previously, including potential use of Green Button data. This feedback will be considered as part of future product roadmap discussions.	Home Energy Plan
What are the project goals for the Climative rollout, such as	The Climative rollout will initially be a top-of-funnel tool for the My Energy platform. It's not intended to increase HEAs and ECM uptake directly - we aren't at a	Home Energy Plan

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percentage gains in HEAs and ECM uptake?	<p>stage to set hard targets for intake. The goal of the first phase is to complete a pilot study, learn about user interaction, and gather feedback on the approach so we have a baseline against which we can experiment and improve.</p> <p>The Climative tool will become part of a greater marketing push to drive volume to the My Energy platform, specifically encouraging weatherization and beneficial electrification upgrades.</p>	
What is being observed in the pilot in terms of uptake, click-through rates, and errors?	<p>Uptake is limited, primarily because marketing was focused only on three pilot counties -- Ulster, Orange and Putnam. We saw several hundred users in the pilot period. Early-on there was relatively low uptake. This triggered a re-design of messaging and the landing page to more clearly guide users to next steps.</p> <p>Of people who arrive at the page, about half search for their address, and about 1/3 proceed to view the report. We continue to gather input from focus group users to better understand user success factors.</p>	Home Energy Plan
Have any particular strengths or weaknesses been identified in the pilot?	<p>We did find that the onboarding flow is critical to user drop-off. Since the initial version of the onboarding flow, we have eliminated all but the absolutely necessary steps. This has improved conversions significantly.</p> <p>The initial website look and feel was replaced by a more organic and informative landing page that emphasizes the call-to-action. This likewise improved conversions past the address search page.</p>	Home Energy Plan
Is the BPCA LMS only going to be available to mentees?	<p>The LMS is intended to be available broadly to BPCA members. It is being developed for use by the full membership and positioned as part of the value of BPCA membership, not limited only to mentorship participants.</p>	Breakout Session #1: BPCA Mentorship Program
If someone is interested in being a mentee, how would they go about the process?	<p>Contractors interested in becoming a mentee can apply by completing a BPCA Mentee Application.</p> <p>The process includes submitting basic information about the contractor and their business, followed by a more detailed questionnaire to assess fit, goals, and needs prior to mentor matching.</p>	Breakout Session #1: BPCA Mentorship Program
Can the mentee program share market-rate pay and benefits benchmarks?	<p>Contractors are facing significant workforce competition, particularly from prevailing wage and union pathways. Sharing information on compensation strategies, benefits, and performance-</p>	Breakout Session #1: BPCA

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	based pay models could be helpful for contractors as they navigate these challenges and is something that could be explored further.	Mentorship Program
Is the mentorship program intended only for newer contractors?	No. While newer and transitioning contractors are a key audience, the program is also intended to provide value to established companies through peer learning, workforce development strategies, and use of the LMS for staff onboarding and upskilling.	Breakout Session #1: BPCA Mentorship Program
Can we have the link to apply for the upcoming event in Saratoga Springs, please? Will there be a remote attendance option for the Saratoga Springs event, given potential weather concerns?	Interested participants may register via BPCA's 2026 Clean Energy for Homes Conference & Trade Show webpage . The conference will be taking place at the end of May, which has a lower risk of adverse weather. Please review options and provide feedback via the webpage .	General Meeting
Is ACH = 7 still the minimum requirement for HVAC?	That has not been confirmed yet. We'll be reviewing the updated Heat Pump Insulation and Air Sealing standards, including ACH requirements, at the next EmPower+ contractor meeting.	General Meeting
Will NYSERDA disseminate information for the DPS stakeholder webinar after it is formalized?	Yes, once the DPS stakeholder webinar is finalized, that information will be shared through the Hubs and posted on the contractor support site.	General Meeting
Are there plans to partner with Pearl to issue a PearlScore after improvements are made to provide standardized documentation for homeowners when selling their home?	That's something that could be explored. Similar certification and labeling workflows exist elsewhere, and we'll take this feedback into consideration for future iterations.	General Meeting