

# Residential Energy Storage

## Quality and Market Standards Policies and Procedures

### For Participating Contractors and Builders

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**NYSERDA**  
New York State Energy Research  
and Development Authority

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## Overview

NYSERDA maintains the integrity of the Residential Energy Storage Program through an independent Quality and Market Standards (QMS) team. This team manages the Quality Assurance (QA) platform for the program. This manual covers procedures for Residential Energy Storage projects. A manual for the Large-Scale Renewable Bulk storage program can be found here: [Large Scale Renewables Bulk Storage Program Manual](#).

**Quality Control (QC):** Control of the process, prior to and during the process.

Planned and systematic activity implemented to ensure quality requirements are met and non-conformances documented in a Quality Assurance inspection are corrected. Contractors and Builders should have their own QC resources to confirm their work.

**Quality Assurance (QA):** Assuring the work is done properly, at the end of the process.

QA may include field and photo evaluations, which verify compliance of key milestones within projects, assess compliance with industry standards and Program requirements and identify corrective action necessary to comply with said standards and requirements.

**Quality Assurance Services Provider (QSP):** Qualified third-party consultant under contract with NYSERDA responsible for inspection services. The QSP is fully separate and independent from the Program Implementer.

NYSERDA's QA team provides 3rd-party Quality Assurance and monitoring. The QA system has several components, including a review of qualifications and credentials, paperwork audits, establishment of program standards, and comprehensive field and photo inspections. QA inspections include verification of the contracted scope of work, accuracy of site analysis, comparison of installation to submitted design drawings, National Electric Code, International Building and Fire Codes with New York State Uniform Code Supplement compliance, demonstrating compliance with the requirements in the [Battery Energy Storage Guidebook](#) published by NYSERDA, and the overall delivered quality of the standalone storage system installation or storage paired with an eligible generation source such as solar PV.

NYSERDA or its representatives may make a reasonable number of visits to the system owner site before, during, and/or after installation of an energy storage system to assess overall compliance within the timeframe of the project's warranty.

## Corresponding with NYSERDA's Quality and Market Standards Team

All correspondence with NYSERDA's QMS team should be sent to: [inspections@nyserda.ny.gov](mailto:inspections@nyserda.ny.gov). A member of the QMS team will reply in a timely manner.

## Program Roles and Responsibilities

The program provides incentives to Contractors and Builders for the installation of new grid-connected energy storage systems. The Contractors and Builders have roles and responsibilities in the program, including but not limited to, the following:

### Contractor Roles and Responsibilities

Contractor roles and responsibilities include:

- Holds the agreement with the customer, where applicable. The customer agreement must comply with Uniform Business Practices for [Distributed Energy Resource Suppliers](#) (UBP-DERS), if applicable
- Responsible for the performance of Builder or engineering, procurement, and construction (EPC) Contractor(s)
- Receives incentive payments

- Adheres to terms of Participation Agreement, Residential and Retail Energy Storage Program rules, and NYSERDA Contractor Code of Conduct
- Adheres to terms of Contractor and Builder relationship agreement as specified in the Program Manual
- Responsible for resolving customer complaints and honoring warranties for the entire energy storage system
- Complies with applicable local, State, and federal laws and regulations
- Notifies NYSERDA within 10 business days of any changes to the status of the Contractor or their projects that may impact eligibility to participate in the program or receive incentive payments

## Builder Roles and Responsibilities

Builder roles and responsibilities include:

- Responsible for installation and quality of the project
- Agrees to the terms of Builder-Contractor Relationship Agreement
- Must employ at least one technically competent certified installer that must hold one of the four certification options described in section 1.2.3 of the Program Manual
- Adherence to NYSERDA Contractor Code of Conduct
- Compliance with applicable local, State, and federal laws and regulations

Inspections will primarily focus on the quality of the Builder's installation, and average inspection scores will be calculated. The Builder will be included in any correspondence related to project inspections.

## NYSERDA Portal

The Quality and Market Standards module is built into the NYSERDA Partner Portal. All activity related to scheduling, conducting, reviewing, and approving inspections, and managing corrective action responses and resolutions, is documented and managed from within Salesforce.

To log into the NYSERDA Partner Portal), access the portal login page at <https://portal.nyserdera.ny.gov/PortalLoginPage>, then enter your Username and Password. Information pertaining to specific project inspections can be found under the **Project**

**Inspections** tab. A variety of reports and visual charts relating to project(s), performance trends and program data are available under the **Dashboards** tab.

## **NYSERDA Partner Portal: Project Inspections**

The QMS Project Inspection workflow includes automated email communication about project inspections. After the inspection report has been generated, Contractors or Builders will receive an email with a link to the inspection report. This report is also available on the portal under the **Project Inspections** tab. To access inspection reports for a specific project.

1. Click on the Project Inspections tab.
  - a. Select either Field or Photo Inspections from the drop-down menu.
2. Click on the Project Inspection Record (PI-XXXXX)
3. To view the inspection report, click on View/Print Inspection Report within the project record. This will show the overall score, as well as any non-conformances identified by the inspector.

This provides an overview of the portal functionality, step-by-step instructions for responding to photo and field inspections can be found on pages 9-10 and 17-18, respectively.

## **NYSERDA Portal: Dashboards and Reports**

**Dashboards** and **Reports** are intended to provide Contractors or Builders with up-to-date information on the projects and trends relating to all work performed on behalf of NYSERDA. The Dashboard page provides an overview of your projects and to the available reports for Contractors, to access Dashboards:

1. Click on **Dashboard** tab.
  - a. Use the dropdown menu on the left to navigate between dashboards.
  - b. Click Refresh to display the most up-to-date information.
  - c. Hover the mouse over data points to see details.
2. Click on the chart to view the underlying report.

**Reports** are also available under the **Dashboard** tab. To access available reports:

1. Click on Dashboard tab.
2. Click on the Go to Dashboard List link on the top left below the tabs.
3. Select the Program folder to view the report list, available reports will display on the right.

4. After accessing a report, use the Filter on the top of the page to define how information is displayed.
5. Click any Underlined Link in the report table to open the corresponding project record.

This provides an overview of the Dashboards and Reports functionality, additional links to resources and training materials can be found on page 19.

## Inspection of Completed Projects

The purpose of the QA inspection is to provide NYSERDA with an opportunity to evaluate the accuracy of the site analysis and design paperwork and verify the energy storage systems were installed according to all program requirements. The QA inspection also includes selected health and safety, performance items, and specific compliance items per applicable code.

## Field Inspections

Field inspections are conducted by a qualified independent third party, using comprehensive field inspection QA checklists and processes.

NYSERDA may select any completed project at any point in the future for a field inspection based on system owner complaints, warranty-related issues, or a review of the work done by the Builder under status review or program disciplinary action. All Contractors and Builders are encouraged to perform in-house quality control of their projects.

## Scheduling Field Inspections

### **Obtain Project Data Prior to Conducting Field Inspections**

Once sites are selected and inspections are scheduled using the NYSERDA Partner Portal, the Scheduler shall obtain the complete project file from the Program Portal and upload required information to the QA portal to support the retrieval, review, and field use of project files by the Field Inspectors.

### **Builder Invitation to Field Inspection**

In general, QA field inspections are scheduled directly with the system owner, at the system owner's convenience. If the system owner is not the same as the Contractor or Builder, they will

be invited to attend the inspection, unless the system owner requests that the Contractor or Builder does not attend. System owners are encouraged to allow the Contractor or Builder to attend the inspection wherever possible to answer questions and perform minor fixes on site. If the system owner agrees the Contractor or Builder may attend the inspection, they will be notified of the inspection between five (5) and fourteen (14) days prior to the scheduled date. Effort will be made to accommodate the schedule of the Contractor or Builder, but the system owner's convenience and efficient scheduling of inspections will take precedence. If the system owners have requested that the Contractor or Builder not attend the QA field inspection, they will not be notified of the scheduled inspection and will instead receive the results within 15 business days post-inspection.

For projects under the Residential Energy Storage Incentive Program, the System Owner will be the primary contact for scheduling the inspections.

## Photo Inspections

The Contractor or Builder is required to take construction photos for each project built. NYSERDA expects that Contractors or Builders take photos throughout the installation process. It is not the intention for Contractors or Builders to obtain photos after each request for photo is received.

The Program may request construction photos for the purpose of conducting a photo inspection at any time. A photo documentation sample is available at [Retail Storage Incentives - NYSERDA](#) under Quality Assurance Reference Guides. This sample document is not an all-inclusive list of required photos. Taking multiple pictures of everything installed will help ensure a smooth photo inspection process.

If photos are requested, the Contractor or Builder will be notified and provided with a link to the NYSERDA Portal for submission. The Contractor or Builder must provide pictures within seven days of the request. The NYSERDA Portal will only allow a single submission. All photos must be submitted at the same time.

If the inspector finds there are photos missing or not clear enough to make a determination, a Can Not Verify (CNV) notice will be issued via email. The Contractor or Builder will have seven (7) days to resubmit required photos through the CNV request. If the CNV is not responded to within seven (7) days, a non-conformance for each CNV will be documented. There are no extensions granted for photo requests or CNVs.

The Authority Having Jurisdiction (AHJ), local code official, or third-party electrical inspector may also request copies of these photos for their records.

## How to Upload a Photo Request

The Construction Photo Resource can be used to assist Contractors or Builders understand what inspection items are reviewed during the Photo Inspection process. This can be found with the [Resources for Contractors Quality Assurance Reference Guide](#).

Please refer to this step-by-step process when uploading photos within the [NYSERDA Portal](#).

1. Log in into the NYSERDA Portal
2. Go to the Project Inspection tab
3. At the top of the Project Inspection page click on the Inspection Checklist tab
4. For each Category and Measure upload the appropriate images (there may be instances where you are submitting the same image more than once).
5. For a Category and Measure that is not applicable, on the middle of the page is a box to select N/A
6. When you are finished with the specific Category and Measure hit Save and Next to go to the next.
7. After you have completed uploading all images hit Submit.
8. If you hit Submit before you finish uploading the system will lock you out from uploading anything further.

## Responding to Could Not Verify Measures

Contractors or Builders can follow this step-by-step process to respond to Could Not Verify (CNV) Measures within the NYSERDA portal:

1. To re-submit a photo, access the Inspection Report (PDF Document) from the Project Inspection Record. This report will help you easily and quickly identify all Tasks that are marked as **CNV**.

Next, access the **Inspection Checklist** for the Project Inspection. This can be done either by:

- a. Clicking the link in the email notification
- b. Logging into Salesforce, accessing the Project Inspection Record, and clicking on the **Inspection Checklist**

2. Once in the Inspection **Checklist**, use the **Category** and **Measure** drop down fields, in conjunction with the Inspection report, to navigate to the first **Task** marked as **CNV**. Follow the process in the Uploading Photos section of this guide to upload new photos for each Measure where a Task was marked as CNV.
  - a. Please note that contractors do not need to check the box next to **Measure Photo** when uploading an image.
3. Continue until all tasks marked as CNV have a newly uploaded photo, then click **Submit**.

## Quality Assurance Inspection Report

The Quality Assurance (QA) inspection report will provide a list of all non-conformances identified. The report will provide an overall score of the project inspection and identify if the project passed or failed.

The report will be made available to the Contractor or Builder within approximately five (5) days after the inspection. The report will be made available to the system owner upon request directly to NYSERDA. The report will contain a score, based on the scoring criteria, and a list of any non-conformances observed during the inspection.

## Scoring Criteria

The scoring criteria characteristics will be used as a guideline for inspectors to gauge relative installation quality but cannot predict every possible situation. These QA scores will:

- Allow NYSERDA to track trends in installation quality over time
- Allow NYSERDA to gauge the relative quality of installations across installers, regions, or other screening criteria
- Provide valuable feedback to contractors, local code officials, and inspectors

## Classification of Program Non-Conformances

Prior to issuing an overall QA score, it is important to understand the magnitude of non-conformances observed during the onsite and photo inspections. A high-quality energy storage system will:

- Comply with the Uniform Code Supplement as published by the NYS Department of State

- Comply with the National Electric Code (NEC)
- Meet all NYSERDA program requirements and standards
- Store and discharge safe, reliable energy storage consistent with pre-installation estimates

Table 1 contains the definitions of non-conformances.

**Table 1: Non-Conformance Definitions**

	<b>Energy Impact</b>	<b>Non-Energy Impact</b>
<b>Incidental</b>	May result in a savings shortfall, but the impact will be small and may not be measurable.	Not expected, on its own, to pose a substantial risk of system failure or hazard.
<b>Minor</b>	Will result in a savings shortfall, but the impact will be small and may not be measurable.	Requires modifications to address but not expected to pose a substantial risk of system failure or hazard.
<b>Major</b>	Will result in a measurable shortfall in energy savings.	Presents an increased risk of system failure or hazard but not determined to be in imminent danger of failure or hazard.
<b>Critical</b>	N/A	Presents an imminent hazard and/or probability of system failure.

## Incidental

Examples of Incidental non-conformances include, but not limited to, the following:

- Grounded (neutral) conductor is not properly identified
- Ungrounded conductor is not properly identified
- Conduit penetrations not internally sealed to prevent condensation between conditioned and unconditioned environment

## Minor

Examples of Minor non-conformances include, but are not limited to, the following:

- Conductors entering boxes, conduit bodies, or fitting are not protected from abrasion

All conductors of the same circuit are not contained within the same raceway

- Conduit fittings and connectors are not designed and listed for this use

- Working clearances around battery bank are not maintained.

## Major

Examples of Major non-conformances include, but are not limited to, the following:

- Grounded conductor(s) terminal lug is not properly installed.
- Battery enclosure is not properly grounded.
- BESS units installed on exterior walls are less than 3 feet from windows or doors.
- Conductor insulation type is not properly rated for temperature and/or environmental conditions.
- Electrical connections put mechanical strain on the battery.

## Critical

Examples of Critical non-conformances include, but are not limited to, the following:

- Equipment is not sufficiently rated for expected voltage and/or current.
- Batteries are not properly ventilated.
- Junction box circuit conductors are not properly sized for expected load.
- Subpanel Overcurrent protection is not sufficient.

This list is not intended to be exhaustive, and inspectors will fully evaluate each installation on a case-by-case basis. Please see the energy storage checklist for full list of all required tasks.

## Overall QA Inspection Scoring Criteria

Each inspection will receive a score on a five-point scale. This score is an indicator of the overall quality and compliance with Program requirements, based on the number and type of non-conformances observed. Projects receiving an inspection score of 1-2 are considered failures whereas projects receiving an inspection score of 3-5 are passing scores.

Projects with an inspection score of 5 represent a fully compliant project that employs best practices. Projects with an inspection score of 3 signify a fully acceptable project. Receiving a 1 or 2 on an inspection represents a project with major or critical non-conformance.

Projects which have non-conformances related to critical, health and safety, or major, system performance, attributes will automatically fail. Specific criteria for each score are given in the following table.

**Table 2. Inspection Score Criteria**

QA Scoring Matrix				
Score	Incidental	Minor	Major	Critical
5	Up to 3	Up to 2	0	0
4	More than 3	Up to 3	0	0
3	N/A	More than 3	0	0
2	N/A	N/A	Up to 1	0
1	N/A	N/A	More than 1	More than 0

When assigning a QA score, the QMS Salesforce module will automatically generate a score based on the inspection results. For example, a system with two major non-conformances will receive a score of 1, even if there were no minor or incidental non-conformances. Systems with any critical non-conformance will automatically receive a score of 1. The passing scores of 3, 4, and 5 may depend on the number of incidental and minor non-conformances found in the inspection report. In this case, a system with up to 3 minor non-conformances will receive a score of 4 since it does not quite meet the requirements for a 5 but exceeds the threshold of a score of 3.

## Quality Assurance Score Descriptions

### 5: System Meets All Program Criteria

A system receiving a score of 5 is generally well-installed, with no noticeable non-conformances in workmanship, code compliance, or expected energy output. These systems are examples of best practices in battery storage installation.

### 3: System Meets Key Program Requirements

A system achieving a score of 3 meets basic program requirements, but it may require some modification to be considered fully compliant.

## **1: System Does Not Meet Program Requirements**

Systems receiving a score of 1 have not met key program requirements and are not expected to safely store energy for BESS consistent with program records. These systems may require urgent attention to address safety concerns.

## **Target Inspection Rate by Status**

Below is the established sampling protocols based on the Participating Contractor's participation status or upon special request from NYSERDA or the homeowner.

### **Provisional Status**

Contractors or Builders who meet entry level program requirements for credentials and experience but have not met the minimum QA requirements to move to Full Status. The first three (3) installed projects have a 100% inspection rate. If one or more of the three projects do not receive a passing QA score, the next three (3) projects will have a 100% inspection rate. If any of the additional projects do not pass a QA inspection, the QMS team will recommend the Contractor or Builder to be removed from the program. If all three (3) projects in either set receive passing QA scores, the Contractor or Builder will be labeled as Full Status.

### **Full Status**

Contractors or Builders who have met all program requirements for credentialing, experience, and installation quality will be placed on Full Status. Full Status Contractors or Builders will have a 10% inspection rate. This inspection rate may eventually change, either increase or decrease, in the future at the discretion of the QMS and program teams.

### **Probationary Status**

Contractors or Builders may be moved into Probation status, based on the results of QA inspection, failing to correct identified non-conformances, or violating program requirements. Probation is prescriptive in nature, in that NYSERDA defines specific results to be achieved in a designated timeframe. During probation, a Contractor or Builder can still submit project applications. Up to 100% of projects completed while on Probationary status may be subject to field inspections, at the sole discretion of NYSERDA. Inspection findings will be used by the

Program Technical Services team as one of many factors in determining a Contractor or Builder's future participation status.

## **Suspended Status**

Contractors or Builders who fail to adequately respond to terms of the probation status action plan or commit serious violations of program rules will be placed on suspended status.

Contractors or Builders may also be moved onto Suspended status based on the results of QA inspections, failing to correct identified non-conformances, or violating program requirements. Up to 100% of projects completed while on a Suspended status may be subject to field inspections, at the sole discretion of NYSERDA. Inspection findings will be used by the Program Technical Services team as one of many factors in determining a Contractor or Builder's future participation status.

## **Terminated Status**

Contractors or Builders who fail to respond to prescriptive plans and disciplinary measures or commit serious violations of the program rules may be terminated. Contractors or Builders may also be Terminated based on the results of QA inspections, failing to correct identified non-conformances, or violating program requirements.

## **Special Status**

NYSERDA may select any completed project for a photo or field inspection based on customer complaints, warranty-related issues, a review of the work done by the Contractor or Builder under status review or program disciplinary action, or for circumstances that relate to public safety or otherwise deemed by NYSERDA, within the timeframe of the project's warranty. At any time, Contractors or Builders will be responsible for making available documentation concerning fire or safety incidents, including Root Cause Analysis, upon NYSERDA's request. All Contractors and Builders are encouraged to perform in-house quality control of their projects.

## **Procedure for Handling Non-Conformance and Corrective Action**

The QA inspection report will list any non-conformances identified. The report will provide an overall score of the project and identify a pass or fail. Projects that have non-conformances

related to critical, health and safety, or major system performance attributes will automatically fail. Projects that have minor or incidental non-conformance may pass or fail based on their overall merits.

All identified non-conformances are expected to be addressed and corrected from Inspection Report and in future work conducted in the program. Acknowledgment and plans for preventing future problems may be requested with the report. Non-conformances can be corrected post installation through corrective action to the documentation, incentive applied to the project, or remediation of the installation or its components.

Contractors or Builders are required to respond to NYSERDA with proof of corrective action for those projects that received a failed inspection report with a score of 1 or 2. **A failed inspection report must be either disputed within 15 days by contacting NYSERDA or remedied within 30 days.** Sufficient evidence of remediation must be provided to NYSERDA documenting the completion of required actions. NYSERDA may, at its discretion, conduct a field verification of the remediated installation.

NYSERDA has the right to provide a copy of the QA report or specific information from the inspection directly to the site operator, AHJ, or the interconnecting utility based on health, safety, and compliance concerns. In an emergency, NYSERDA or its representatives may shut down the system and will notify the Contractor or Builder of such action as soon as is possible.

NYSERDA may communicate with any Contractor, Builder, or site operator on any matter relevant to a project. Such communications may be in reply to an inquiry from a site operator or at NYSERDA's initiation. It is the Contractor or Builder's responsibility to notify the local Authority Having Jurisdiction of any changes made to the installation and coordinate any required reinspection as needed.

## Procedure for Contesting an Inspection Score

A Contractor or Builder may contest the findings of an inspection report by responding to the Salesforce Project Inspection record on the [NYSERDA Portal](#) within 15 days of receiving the inspection report.

Upon review, if NYSERDA agrees with the Contractor or Builder, the non-conformance will be removed. The inspection score may or may not change based on other non-conformances. If

NYSERDA agrees with the inspector, the non-conformance will stand, and the score will remain the same.

## Procedure to Resolve a Corrective Action Request or Contest the Inspection

This step-by-step process will assist Contractor or Builder with uploading images and documentation for a corrective action request (CAR) or to contest the inspection.

1. Access the Review Failed Tasks page, which can be found in the email communication sent to Builders when an inspection uncovers non-conformances.
  - a. This page can also be accessed directly on the portal by going to the Project Inspection tab, selecting the appropriate Project Record (PI-XXXXXX), and clicking on Review Failed Tasks.
2. On the Review Failed Tasks page, use the side navigation bar to locate all CAR eligible non-conformances that require a response are denoted with an X to the right of the task.
  - a. To resolve a failed task, click on the Action dropdown list and select Mark as Resolved.
  - b. To contest a failed task, select Contest Rating from the Action dropdown list.
3. Follow steps 4- 6 after selecting either Mark as Resolved or Contest Rating from the dropdown list for each failed task:
4. Add a note in the Notes section. Then click on Insert to update the failed task and open the attachment window.
5. Click on the Paperclip icon in the Attachment column to open the CAR Failure Review Attachment window, where documents can be attached.
6. Click Choose Files in the new window to locate the files on the computer. Choose the appropriate file(s) for upload.
  - a. After uploading the document, a thumbnail of the file being displayed in the Attachment window will be visible. When uploading is completed, click on the Close button.
7. After successfully responding to all Failed tasks, click on Submit at the bottom of the page to submit the CAR replied for review
8. Once Submitted, the Contested/Resolved Failed Tasks will either be Denied or Upheld by Program Implementers during the review process.

- a. If the response is Denied by the Program Implementer; the failed inspection report will return to the Contractor's queue and the Contractor will need to upload new responses to resolved failed tasks.

## Inspections Requiring Corrective Action

This section goes over what inspection require corrective action.

- All non-conformances are required to be addressed within 30 days of issuing report.
- All non-conformances require a response through the link sent with the report.
- Responded Corrective Actions will be reviewed and responded to by NYSERDA staff.
- If NYSERDA staff accepts the corrective action, the non-conformance will be marked resolved.
- If NYSERDA does not accept the response, the non-conformance will be marked "Deny Resolved Task" or "Deny Contested Task" with a description of why the response was not accepted. The non-conformance will remain open until NYSERDA accepts a response.

## System Shutdowns

In an emergency, NYSERDA or its representatives may shut down the system. NYSERDA's QSP will notify the Contractor or Builder whenever it takes such action as soon as is possible. In the event an inspector feels an energy storage system, as installed, presents an imminent hazard to persons or property, the following procedure will take place:

1. NYSERDA QSP, along with other NYSERDA staff, will review critical issues and confirm shutdown.
2. NYSERDA QSP takes appropriate steps to safely shut down and secure the system and informs the system owner of the decision.
3. NYSERDA QSP calls the system Contractor or Builder to notify them of the situation and the shutdown. The Contractor or Builders are instructed that the system may not be re-energized without corrective action being taken. The Contractor or Builder may address critical issues before receiving the NYSERDA issued report.
4. The Contractor or Builder receives the report and must then coordinate any required re- inspection by the local authority having jurisdiction or third-party designee.
5. The Contractor or Builder are required to provide proof of the corrective action as specified by the NYSERDA QA Inspector.

## Prescriptive Probation and Disciplinary Action

When a Contractor or Builder fails to consistently complete projects that pass NYSERDA's QA evaluation or does not respond to or remedy failed inspections, NYSERDA may review their status in the program and take further action.

A Contractor or Builder may be issued a prescriptive plan, in which specific results and a timeline for demonstrating those results will be prescribed and monitored. The Contractor or Builder may be terminated from the program if determined necessary. Complete details of demonstrating continued project viability are located in the Program Manual:

- [Residential and Retail Storage Program Manual](#)

## Scheduling a Call with NYSERDA

At times, NYSERDA QA and Program staff will contact a Contractor or Builder should they see a negative trend in their performance and see how NYSERDA staff can assist to better performance. Subsequently, a Contractor or Builder may schedule a call at any time to review their inspection reports, contesting a corrective action, and overall check-in with NYSERDA. Please email [inspections@nyserda.ny.gov](mailto:inspections@nyserda.ny.gov) and one of our QA staff will schedule a call.

The following Resources are available on the [Residential and Retail Storage Incentives](#) webpage:

- Residential and Retail Storage Program Manual
- Project Application Guidance
- Quality Assurance Reference Guides
- Webinar Presentations
- Residential Incentive Dashboard
- Retail Incentive Dashboard

An overview of the QMS process, as well as training materials can be found within the Quality and Market Standards program guide on [NYSERDA Public Knowledge Base](#).



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