



NYSERDA
New York State Energy Research
and Development Authority

Accomplishments

Operations, Mission Statement, and Performance Measurement Annual Report *Fiscal Year Ended March 31, 2026*

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Accomplishments

President's Report

Dear Partners,

I am delighted to share with you NYSERDA's 2025 Accomplishments Report.

Herein, you will find a comprehensive update on the progress and impact of NYSERDA's diverse portfolio of programs, organized around the same mission outcomes featured in NYSERDA's annual [Strategic Outlook](#).

The inaugural Accomplishments Report, which includes accomplishments through the end of 2025, details how NYSERDA has maintained a durable commitment to drive innovation and investment and build an affordable, reliable, and clean energy system across the State. I am proud to say NYSERDA's programs and investments, despite global market challenges, continue to deliver cost savings, efficiency, and clean energy jobs for all New Yorkers.

Thanks to NYSERDA investments and financing from NY Green Bank, we've seen significant growth in grid capacity and output from clean energy like the nearly eight gigawatts of distributed solar installed across the State. Solar is reducing the total costs of operating New York's power grid during times when electricity usage is highest, including approximately \$90 million in savings in 2025 during the summer heatwave.

Through the combined impacts of NYSERDA's portfolio of clean energy programs in the last decade, New Yorkers now save over \$2.3 billion on their energy bills annually. Our Drive Clean program has provided over \$197 million in rebates for new purchases of electric vehicles. NYSERDA's investments in workforce development and training help to harness the power of clean energy to advance economic growth and job creation while delivering benefits equitably to New Yorkers across the State with 40,000 workers trained through NYSERDA programs, to date.

Across all our programs, NYSERDA works every day to navigate new challenges and opportunities to catalyze a clean energy transition that supports a healthier and thriving future for all New Yorkers. The achievements encapsulated in this Accomplishments Report highlight NYSERDA's significant impact across the State.

We are proud of these accomplishments on behalf of New Yorkers, and I encourage you to share this resource with your networks.

Thank you,



Doreen M. Harris, President and CEO, NYSERDA

Executive Summary

Highlighted in this year's report:

Clean Energy Jobs & Economy

- 185,000 clean energy jobs in NYS
- 29,240 existing workers upskilled plus 5,405 new workers trained since 2021

Sustainable & Climate Resilient Communities

- 53% of place-based spending in disadvantaged communities
- 218,000 attendees at Regional Clean Energy Hub events learned ways to reduce energy use and cost

Clean Environment

- NYS has achieved a 14% reduction in greenhouse gas emissions compared to 1990 levels
- NYSERDA programs contributed 14.3 MMT annual CO₂e emissions reductions and \$964 million in health benefits to New Yorker's
- West Valley Demonstration project finished historic building demolition effort four months early and \$40 million under budget

Clean Electricity

- 23% of NY's electric generation is renewable, increasing to 44% with NYSERDA contracted projects
- NY is #1 nationally in community solar capacity installed
- 1,400 MW large scale wind and solar under construction

Clean & Resilient Buildings

- 53 TBtu annual savings, enough to meet the energy needs of over 740,000 homes every year
- Over 450,000 multifamily units supported since 2016 with an estimated customer savings of \$1.1 billion

Clean Transportation

- Over 225,000 EV and plug-in hybrid vehicle rebates provided
- 6,716 local charging ports installed

NYSERDA Mission & Values

Our Mission

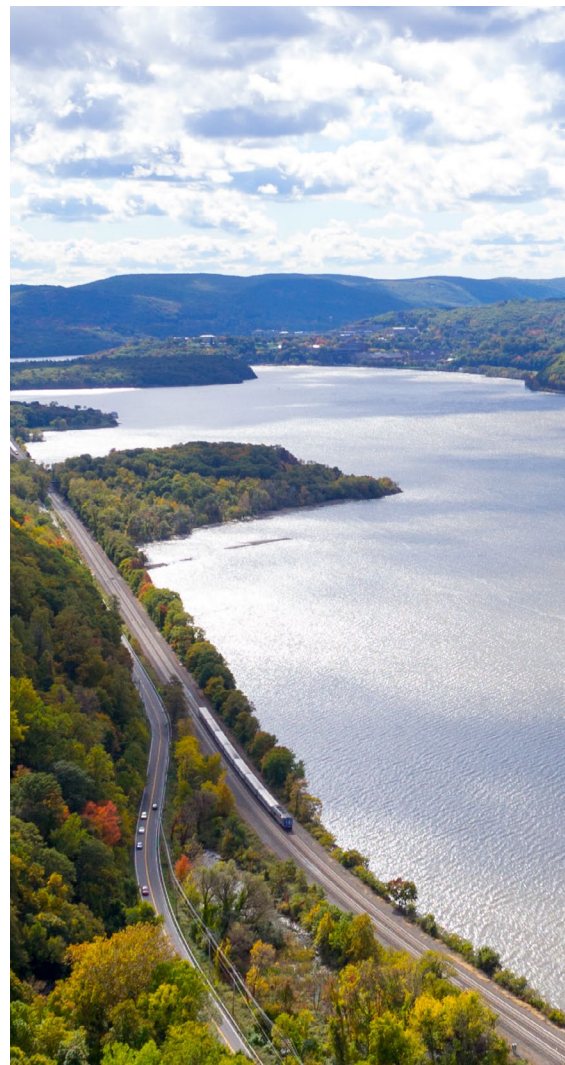
NYSERDA catalyzes New York's clean energy transition.

Our Vision

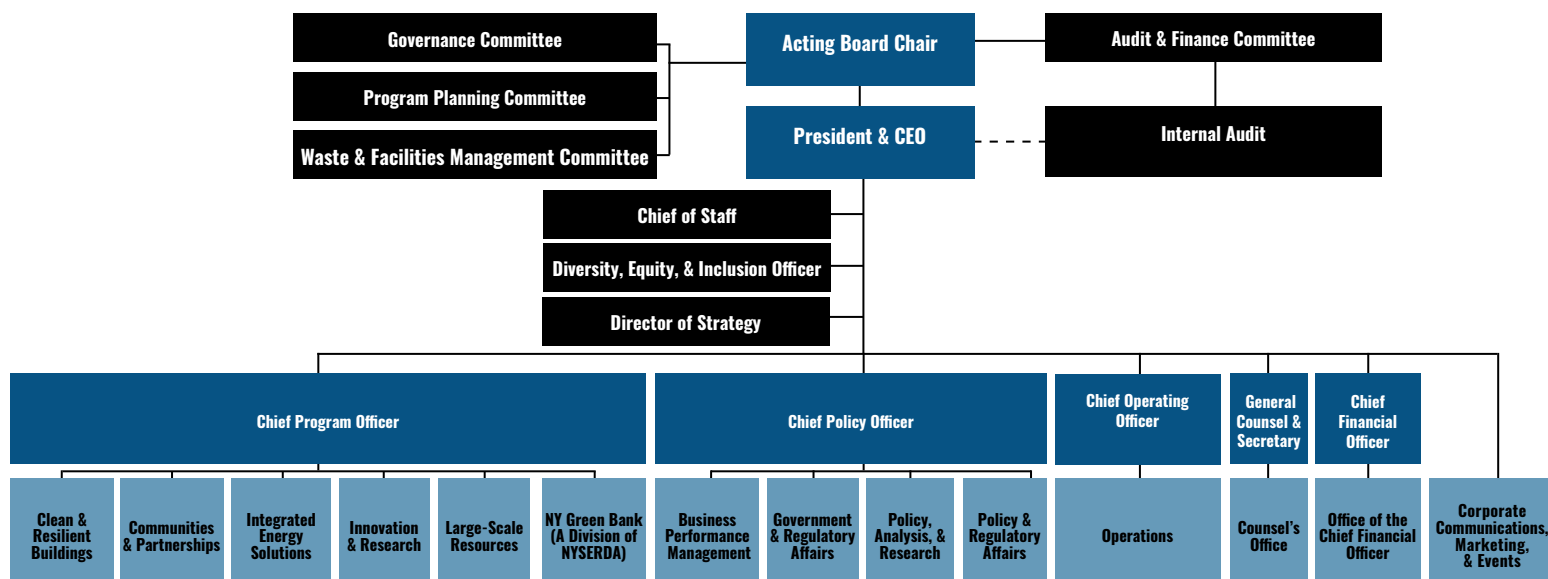
Clean energy that supports a healthier and thriving future for all New Yorkers.

Our Promise

NYSERDA serves New York State as a trusted and credible resource for energy information, policies, and programs, through objective analysis and planning, innovative solutions, and impactful investments that are valued by New York residents and businesses.



NYSERDA Organizational Structure



NYSERDA Program Descriptions

Chief Program Officer

Clean & Resilient Buildings

Focused on buildings strategy and planning, building transformation, market development, policy initiatives, and running many of NYSERDA's programs related to achieving more energy-efficient, lower-carbon, and more resilient buildings in New York State through structural change.

Teams: Building Transformation; Market Development; Building Strategy & Planning

Integrated Energy Solutions

Focused on distributed technologies that generate, store, or efficiently use electricity, mainly in small residential and retail buildings, to manage their energy use or to serve energy demand directly on the electric grid as well as the advancement of Clean Transportation.

Teams: Clean Transportation; Distributed Storage; NY-Sun; Home Modernization

Communities & Partnerships

Focused on leading energy and climate equity activities, workforce development and training programs, partnerships with the State and other actors on clean energy economic development, programs to help communities and local governments undertake decarbonization and prepare for the energy transition, and clean energy siting assistance programs.

Teams: Clean Energy Siting; Communities & Local Government; Economic Development; Energy & Climate Equity

Large-Scale Resources

Focused on the development of offshore wind, land-based renewable resources, bulk energy storage installations, and collaborating on related policy initiatives.

Teams: Build Ready; Land Based Renewables; Offshore Wind

Innovation & Research

Focused on accelerating the pace of innovation, catalyzing private markets, and helping make New York State the best place in the world to start and scale a clean energy business.

Teams: Innovation; Power Systems; Partnerships; Commercialization

NY Green Bank (A Division of NYSERDA)

Focused on bridging financial gaps and mobilizing private capital to advance the build-out of clean energy and renewable infrastructure in New York State.

Chief Policy Officer

Business Performance Management

Focused on providing actionable intelligence to NYSERDA about the performance of our programs, policy interventions, and investments during their lifecycle

Teams: Market Characterization & Evaluation; Quality & Market Standards; Business Performance & Market Statistics

Policy, Analysis, & Research

Focused on identifying and evaluating policy alternatives, providing analytical and policymaking assistance to the State Energy Planning Board and Climate Action Council, gathering energy market intelligence, and researching the impacts of energy production and use.

Teams: Environmental Research; Policy & Markets

Policy & Regulatory Affairs

Focused on ensuring appropriate agencies in NYS are informed of conditions and proposals at NYS's operating and decommissioning nuclear facilities and managing NYSERDA's responsibilities at the Western New York Nuclear Service Center.

Teams: West Valley; Nuclear Coordination & Low-Level Radioactive Waste Program



Clean Energy Jobs & Economy

Investments in workforce development and training helped advance economic growth and job creation, delivering benefits equitably across the State.



185,000

clean energy jobs in NYS*
6,000 added in 2024

*Entry-level clean energy employees
enjoy a 12% wage premium
vs. workers in the same roles
outside the clean energy industry.*



Growing a Pipeline to Support New York's Clean Energy Economy

since program inception (2018), unless otherwise noted

CAREER AWARENESS & EXPLORATION

Workforce investments begin with career awareness and exploration opportunities for P-12+ students and educators.

400+

**educators trained about
clean energy, since 2023**

102 in 2025

PATHWAYS & PLACEMENT FOR NEW WORKERS

Career pathway programs provide education, training, and career and wrap-around services, and help place new workers into clean energy jobs.

5,405

**new workers trained; 72%
from disadvantaged communities
or priority populations**

1,034 in 2025

UPSKILLING & RESKILLING EXISTING WORKERS

Existing workers learn to work with clean energy technologies and efficient building operations, and get help transitioning into clean energy jobs.

29,240

**existing workers
upskilled & reskilled**

3,172 in 2025

WAGE SUPPORT FOR INTERNS, FELLOWS & NEW HIRES

Wage support programs further provide incentives to eligible clean energy employers to support climate justice fellowships, clean energy internships, and on-the-job (OJT) training of new hires.

2,990

**interns & fellows
supported**

591 in 2025

2,209

**new hires
through OJT**

389 in 2025

269

**businesses hired new
workers through OJT**

137 in 2025

“We applaud NYSERDA for continuing to invest in training for our tradesmen and women so that they are fully equipped to push important projects forward, all while supporting their families and reinvesting in their own communities.”

– Gary LaBarbera, New York State Building and Construction Trades Council, President

\$320 million committed since 2016

for clean energy workforce development and training initiatives, with priority to programs benefitting disadvantaged communities and priority populations.

The share of clean energy jobs in Disadvantaged Communities in 2025 grew 31% to 33%, adding roughly 4,000 new jobs.

Training Workers with Needed Skills and Qualifications for Clean Energy Jobs

SEAT CENTER

With NYSERDA support, the Social Enterprise and Training (SEAT) Center partnered with Hudson Valley Community College and more than 16 local and regional employers to offer a different type of heat pump career-training program that advances technical and soft skills, internships, apprenticeships, and entry-level job placement for 100 participants from disadvantaged communities.



CAPITAL REGION BOCES

With funding from NYSERDA, BOCES helps Capital Region high school students get leading-edge training in heat pumps and heating, ventilation, air conditioning, and refrigeration.

LABOR UNION PARTNERSHIPS

NYSERDA partnered with five labor unions in 2025: Sheet Metal Local 28, Finishing Trade Institute of New York (DC9), Plumbers Local 1, Insulators Local 12, and Steamfitters Local 638.

“Union apprenticeship and pre-apprenticeship programs create new opportunities for working families, which are necessary to ensure a just transition.” – Mario Cilento, New York State AFL-CIO President

Delivering Quality with Workforce Capacity

QUALITY CONTRACTOR DESIGNATIONS

In 2025, quality designated contractors continued to complete a large percentage of solar and home projects, helping to drive customer satisfaction.

Quality Solar Installers (QSI)

14,100 projects in 2025
with **46%** installed by a QSI designated contractor



2025 CUSTOMER SATISFACTION

70% recommend the program
61% recommend their contractor
75% report lower electricity cost or consumption

Quality Home Contractors (QHC)

22,524 projects in 2025
with **74%** installed by a QHC designated contractor



2025 CUSTOMER SATISFACTION

92% recommend the program
82% recommend their contractor
84% report benefits like lower energy consumption

Innovation Spotlight

NYSERDA-supported accelerators and targeted entrepreneurial support:

374
companies supported

1,700+
jobs created

\$1.85 B
additional private & public investment attracted

NYSERDA has partnered with over 900 companies and helped bring more than 300 products to commercial availability for individuals, businesses, and utilities since 2016.



Sustainable & Climate Resilient Communities

Infrastructure improvements and investments in local solutions help ensure New York's communities are resilient, affordable, and livable.

53%

of place-based spending* happened in disadvantaged communities across New York State



Partnering with Communities to Decarbonize for a Cleaner, Safer Future

CLEAN ENERGY COMMUNITIES (CEC)

With NYSEERDA's guidance, local governments are reducing energy use and investing in future-focused clean energy solutions for their community.

942 (or 77%) communities participating and completing high-impact actions

since inception:

5,342 actions completed

605 earned CEC designation

BUILDING CLEANER COMMUNITIES

This competition's projects have implemented carbon neutral or net zero energy performance solutions in new construction and existing building renovation projects.

1.4 million square feet of building spaces impacted

since inception:

53 projects

26 projects in DACs

REGIONAL CLEAN ENERGY HUBS

Twelve Hubs are helping individuals, small businesses, and affordable housing owners reduce energy use and costs, and make more informed energy decisions.

218,000+ New Yorkers attending a Hub event since inception

since inception:

19,490 program referrals

503 energy literacy events

Equity Spotlight

The Energy Equity Collaborative (EEC) provides a forum for New York State and those who serve and represent historically marginalized communities to collaborate.

In 2025, four Steering Committee meetings and monthly Working Group meetings were held.

25 DAC community stakeholders participated

14 programs were informed by EEC engagement

Engaged five of nine recognized Indigenous Nations within New York to seek input during State Energy Plan development.

Supported Nations' energy priorities including building weatherization and electrification; energy sovereignty; and developing Tribal-owned large-scale and distributed solar and wind projects.

Making Schools Healthier, More Comfortable, and More Affordable

CLEAN GREEN SCHOOLS

This initiative (alongside other school-related programming) offers funding for New York public schools to efficiently modernize their buildings, reduce energy costs and harmful greenhouse gas emissions, and create healthier, more resilient learning environments.

3,200 schools received technical assistance since 2019

45 school buildings getting upgrades since 2022



“We are incredibly grateful for these grant funds, as this investment in building operations marks a transformative step for the Bradford Central School District. By fully electrifying our HVAC systems and improving indoor air quality, we’re not only creating a healthier, more comfortable learning environment for our students and staff, but also significantly reducing our energy usage and costs.”

– John Marshall, Superintendent, Bradford Central School District

NY Green Bank Spotlight



50% of NY Green Bank capital committed since 2020 has been invested in a disadvantaged communities

\$250 Million Community Decarbonization Fund (CDF)

NY Green Bank has closed eight transactions totaling over \$158 million through the CDF since launching in 2023.

NY Green Bank is expanding access to clean energy, supporting local lenders, and delivering meaningful benefits to underserved communities across the State. These investments ensure low- and -moderate-income communities benefit from cleaner, more resilient, and more affordable energy systems.

This low-cost capital has funded:

- New construction of three all-electric, affordable housing buildings constructed with Passive House standards and include energy efficient HVAC systems, high-efficiency hot water heaters and appliances.
- An efficiency-first rehab of 398 units in a public housing development in Harlem.
- New construction of an all-electric school building serving low-income families and communities in Queens.

“This loan will play a crucial role in advancing access to clean and affordable energy in underserved communities in New York. Everyone benefits when housing, schools, and other community hubs incorporate technologies that save energy and reduce emissions.”

– Erangi Dias, Senior Director on Nonprofit Finance Fund's lending team

Improving Building Codes & Tools

CODES AND STANDARDS FOR CARBON NEUTRAL BUILDINGS INITIATIVE

NYSERDA has saved New Yorkers

\$2+ billion

in utility bills due to increased code compliance driven by training, tools, and resources for code officials and building professionals as well as through advancement of stretch codes.

44 jurisdictions adopted energy stretch codes

ENERGY STORAGE CODE UPDATES

In July 2025, the NYS Fire Prevention and Building Code Council adopted updated energy storage safety codes based on recommendations from the NYC Fire Department, State agencies (including NYSERDA), and national experts.

The updates strengthen community protections through mandatory third-party peer reviews for large projects, site-specific emergency response plans, annual responder training, and on-site Hazard Support Personnel.

326 Communities engaged in fire safety training

CLIMATE RESILIENCY

8 new tools and resources to make New York more resilient

including regional climate impact factsheets and case studies, and EO22 Design Guide for sustainable and resilient New York State Buildings.





Clean Environment

Reducing emissions and improving air quality in New York State, helps make our communities cleaner and healthier.



14%
reduction
in New York State
greenhouse gas emissions
compared to 1990 levels



Over the last decade completed projects from NYSERDA's major portfolios are yielding significant impact, with annual savings now totaling:

14.3 M metric tons of CO₂e
GHG reductions

\$964 M public health benefits
of avoided emissions*

6.4 B pounds of fine particulate
matter (PM_{2.5}) reduced



Powering 1.9 million

or removing 3.1 million



from the road for a year!

Supporting Innovation and Research to Lower Carbon Emissions

KLAW Industries provides supplementary cementitious material made from unrecyclable glass for lower CO₂ concrete. NYSERDA support helped them scale from 1 ton per day to 1.5 tons per hour, and secure NYSDOT approval to allow for deployment across the State.

Carbon to Stone offers a materials recovery platform to remove carbon from cement and steel production and reuse it in the process, reducing emissions by up to 15%. They are in the process of scaling to 10 tons per year commercial unit.

NYSERDA provided development support to **Holocene** and **Arbon** who's CO₂ removal technologies promise to drive costs below the \$100 per ton threshold and beyond.

Holocene was able to sign a \$10 million contract with Google to provide carbon credits before being acquired by Occidental Petroleum.

Arbon's technology can be used for both direct air capture and point source and is currently scaling to a 100-ton point source system for industrial and power plant use.

Travertine uses a circular electrochemical process that captures carbon, eliminates sulfate waste and produces green hydrogen.



* Clean Energy Fund and Regional Greenhouse Gas Initiative Portfolios

Supporting Research to Inform Better Environmental Practices & Policy

METHANE EMISSIONS INVENTORY FOR NEW YORK STATE

NYSERDA supported development of the first gridded inventory of methane emissions which provides more granular information on methane emissions sources.

Preliminary research indicates that methane emitted during or immediately following the natural gas combustion process may be significantly underestimated in the State greenhouse gas emissions inventory.

These findings are being shared with regulators and industry to inform and optimize energy-related policy and mitigation efforts and inventories.

FISH-ASSEMBLAGE AND DECLINING ACIDIC DEPOSITION

NYSERDA has long supported studies on the environmental impacts of acidic deposition. A recent study evaluated the effects that the 1990 Clean Air Act Amendments and other sulfur and nitrogen emission-reduction regulations have had on chemical and biological recovery of previously acidified streams in the Adirondacks.

Water chemistry and fish data was analyzed from 42 headwater Adirondack streams, sampled during three periods — 1979, 1999, and 2020. The study indicated that chemical recovery from acidic deposition has progressed.

CLOSING AGRIVOLTAICS RESEARCH GAPS

NYSERDA has launched an Agrivoltaics Research Program to document the costs, benefits, and the effects of commercial scale demonstrations on farmers and communities.

The program is accompanied by two complementary efforts; a pair of agrivoltaics installations at Cornell University and a compilation of statewide projects which will be conducting agriculture within a variety of solar array designs and scales. Both programs will be supported by a multi-disciplinary team of researchers at Cornell College of Agriculture and Life Sciences.



West Valley Demonstration Project Demolition Done Four Months Early and \$40 Million Under Budget

The West Valley Demonstration Project (WVDP) has been decontaminating and then demolishing various buildings at the site. The largest demolition project to date has been the Main Plant Process Building. In the early 2000s, significant resources were dedicated to decontaminating the Main Plant. By September 2022, the building was ready for demolition. The methodical demolition was carefully planned, and the demanding, meticulous work activity ended in June 2025.



NYSERDA's West Valley Staff provided oversight and input on the work activities to ensure public health and safety and the environment were protected, New York State's interests were addressed, and taxpayer dollars were spent effectively.

29,052 tons
of debris & specialty items
shipped offsite



Clean Electricity

Clean electricity helps power homes and businesses affordably and reliably while reducing dependence on fossil fuels.

7.8 GW

distributed solar installed statewide with 2.7 GW more in development and 265k projects in operation

\$90 million

statewide cost savings in summer 2025 heatwave



In June 2025, during a period of extreme heat, the use of distributed solar helped ensure the grid remained reliable and resilient. The associated 5% peak load reduction resulted in significant cost savings statewide.

#1 nationally

in community solar with 37% of 2025 installations in New York

NY-Sun helped to reduce the average cost per watt of small-scale solar by 75%

Photo Credit: Orsted



Deploying Proven Technology to Maintain a Clean and Affordable Grid

In 2025, investment in large-scale renewable projects will rapidly transform the grid and invigorate surrounding communities.

1,400 MW

of large-scale solar and wind under construction in 2025

2,000

workers on site building these projects

OFFSHORE WIND

The **Empire Wind** and **Sunrise Wind** projects are under construction.

Sunrise Wind has created over 800 direct construction jobs and thousands more indirect and induced jobs through investments in the local economy since inception.

Nearly 4,000 people have worked at the South Brooklyn Marine Terminal and on the Empire Wind project. This includes over 1,000 NYC residents and over 2,500 New York residents.

Reimagining a Low-Carbon Energy Future Leveraging Existing Infrastructure

NUCLEAR

20%

New York State's electric needs powered by existing, emission-free nuclear power facilities

NYSERDA is championing NY's nuclear future

2025 milestones:

Published *Blueprint for Consideration of Advanced Nuclear Technologies*, to set out the scope of issues.

Launched *Master Plan for Responsible Advanced Nuclear Development* to provide recommendations on a State policy framework for advanced nuclear.

Driving Cutting Edge Technology to Meet Rising Energy Demand Without Compromising Cost To New Yorkers

ENERGY STORAGE

NY Green Bank supports energy storage solutions creating grid flexibility where it's needed most.

Soltage — \$50 Million

NY Green Bank's commitment to Soltage in 2025 supported the expansion of energy storage capacity by approximately two-thirds — a major milestone for NYC's clean energy transition.

"This transaction represents an important expansion of Soltage's capital resources and reflects the continued confidence of leading financial partners in our strategy and execution."

— Mihir Mehta, Chief Investment Officer at Soltage.



Photo credit: 55 Drive BESS, LLC

NineDot Energy — \$50 Million

NY Green Bank's interconnection loan to the community-scale battery developer brings grid benefits and decarbonization into a crowded urban area.

During periods of extreme heatwave in July 2025, NineDot's operating projects responded by supplying enough power to support up to 26,000 households for 4 hours during strain.

"Over the past year, NineDot's initial battery site (in the Bronx) became fully operational, we've made substantial progress on the buildout of more sites that we expect to reach commercial operation this year, and our pipeline has continued to grow significantly. Having the support of a dedicated public fund like NY Green Bank — which understands the importance of catalyzing a new market — has been critical in our ability to execute and grow." — Arfin, NineDot Energy CEO and Co-founder

528 MW

installed storage capacity

NYSERDA's support has yielded recent growth in statewide capacity, with the majority of projects installed since 2018.

In 2025 NYSERDA launched a solicitation with an innovative market-based mechanism (index storage credits) providing contracted bulk energy storage project owners greater revenue certainty while incentivizing participation in New York's energy and capacity markets.



23% of New York's electric generation is from renewables

NYSERDA's contracted projects bring this to:

44% renewable

Delivering a line of clean energy to the New York metro area

CHAMPLAIN HUDSON POWER EXPRESS (CHPE)

CHPE reached commercial operation May 13, 2026. The 1,250-megawatt high-voltage direct current line, will deliver 10.4 terawatt-hours of clean energy per year to the New York Metro area.

That's 20% of the city's annual needs.

As of September 2025, CHPE's Green Economy Fund, a \$40 million commitment, already awarded \$1.75 million to organizations focused on disadvantaged communities, workforce development and job retraining.



Innovation Spotlight

\$26 million

invested in 13 active, first-of-a-kind pilots and demonstration projects for long-duration energy storage since 2021.

These 13 projects can provide over 1,000 MWh of electricity when called upon.



Clean & Resilient Buildings

Modernizing New York's buildings helps make homes, businesses, and commercial and industrial facilities healthier, cleaner, more efficient, and resilient.

NYSERDA's energy efficiency programs resulted in big savings:

53 TBtu-e annual savings

29% of the Statewide 185 TBtu goal with emissions equivalent to the annual energy needs of **740,000 households**

At 31%, buildings are the largest source of emissions in the State.

Across New York:
6 million+ buildings
7.3 million households
5 billion square feet of commercial/institutional space



DEVELOPMENT DEMONSTRATION ADOPTION

One of NYSERDA's primary objectives is to transform markets, and the built environment creates tremendous opportunity for the full lifecycle of innovation.

Boosting Comfort and Energy Savings for Multifamily Buildings

all funded projects since 2016:

450,000+ dwelling units supported **\$1.1 billion** lifetime participant bill savings

LOW CARBON PATHWAYS FOR MULTIFAMILY BUILDINGS PROGRAM

These projects showcase how the flexibility of the program allowed developers to successfully electrify and navigate the unique challenges of retrofitting dominant building typologies in New York State.

The Glen, an 11-building complex with 121 units of single- and multi-bedroom residences is located in Derby and was built in 1950 and 2000. Heating for the units was provided from forced air furnaces with window-mounted ACs for cooling.

The Morris, a 5-building complex with 54 one- and two-bedroom apartments is located in Buffalo and was built in 1926. Units were cooled via window-mounted ACs and heated via steam boiler. Hot water was provided through a direct-fire storage water heater.

The Glen and The Morris installed mini-split air-source heat pumps to provide heating and cooling. The Morris installed air-to-water heat pumps for hot water. Both complexes also replaced windows and installed wall insulation.

Innovation Spotlight

Runwise developed monitoring and controls technology to reduce wasted heat in buildings. Through the NYSERDA-supported accelerator, The Clean Fight, their solutions were deployed into 40 different buildings, which led to an enterprise expansion option to deploy across more units. They have also expanded their product offerings to include water management and cooling to further the cost savings they can provide to New Yorkers.

FLEXTech

This program offers cost-sharing for a wide range of objective technical services to help customers make informed clean energy decisions, and is the longest running NYSERDA initiative spanning more than three decades. It remains simple in its design yet flexible enough to adapt to market needs, making it one of NYSERDA's most impactful offerings.

since 2016:

3,800+ projects funded

\$3 B lifetime participant bill savings

15 M annual MMBtu-e savings

Growing Heat Pump Installation Capacity Across New York State

29

manufacturers & distributors

3 new in 2025

40

educational & technical resources

14 new in 2025

900+

HVAC businesses reached

Experience Clean Heat initiative is the expansion to consumer-focused sites, with interactive marketing campaigns around public places with heat pumps.

46

**participating
sites in 2025**

CLEAN HEAT CONNECT

Clean Heat Connect promotes the adoption of educational and technical tools and resources through contractor networks. More than half of contractors engaged are using the materials to grow their heat pump business, increase quality of services, and decrease callbacks.* Clean Heat Connect creates supply chain and peer-to-peer sharing of technical information and practices, shifting the overall market to grow heat pump installation capacity.** Because of the success, other states, organizations, and municipalities are adopting the unique program concept and materials for their own use.



* 2025 third-party evaluation findings. ** Social Network Analysis findings

Lowering Energy Bills and Improving Comfort

COMFORT HOME

Comfort Home has helped **nearly 10,000 families** in New York lower their energy bills and improve their homes' comfort since 2020. The program grew 32% from 2024 to 2025 after growing 42% from 2023 to 2024.

Across all projects, the **average New York family saves 15%** on their heating and cooling energy usage after a Comfort Home project.

87%

**recommend
the program**

95%

satisfaction rate

Innovation Spotlight

Clean Heat for All: Advancing High-Efficiency Heating & Cooling

54% of New York City housing stock was built before 1947, making it difficult to retrofit with all-electric heat pumps.

NYSERDA and partners NYCHA and NYPA came together to pilot a plug-and-play solution under a new program: Clean Heat for All. Through this pilot, new window heat pump technology was developed, eliminating the need for invasive construction, refrigerant piping, or costly service upgrades. This makes clean heating affordable and scalable in buildings once considered “un-electrifiable.”

By aligning technical innovation with real-world operating conditions, NYSERDA, its agency partners, and manufacturing partners, have built a replicable model for how to modernize older building stock without major reconstruction.

Residents report improved comfort levels, better temperature control, and overall satisfaction with the new heat pumps.



Gradient's window heat pump is compact, plug-in ready, and adaptable to diverse window sizes.

Imagining, Designing, and Building Solutions for Better Living

NEXTGEN BUILDINGS INNOVATION CHALLENGE

84 projects awarded

\$65 M of funding to awardees

13 products commercialized

This program supported the advancement of innovative building technologies for clean heating, ventilation, and air conditioning (HVAC) systems, thermal storage, building envelopes, and intelligent building systems in New York State.

EMPIRE TECH PRIZE

1,600 partner organizations

186 products commercialized

Supported by NYSERDA and administered by The Clean Fight, it promotes solutions to advance technologies in existing commercial and multifamily buildings throughout New York State.

EMPIRE BUILDING CHALLENGE

35 demonstration sites

272 M square feet of real estate

“Partnerships with NYSERDA have helped us drive forward our mission to not only provide affordable housing but to ensure that these homes are sustainable, energy-efficient, and resilient for the long term. NYSERDA’s support has been instrumental in integrating cutting-edge energy solutions into our developments, significantly reducing our carbon footprint while enhancing the living conditions for our residents.”

– Ascendant Neighborhood Development,
2025 Empire Building Challenge winner

BUILDINGS OF EXCELLENCE (BOE)

BOE has supported the design and/or construction of 102 new clean and highly efficient multifamily buildings that are cost effective, replicable, healthier, and more comfortable for residents and their communities, while also incorporating measures to increase the resilience to extreme weather events.

88
projects

102
buildings

52
in disadvantaged communities



“The NYSERDA Buildings of Excellence winners continue to show us what’s possible—and what’s next—in high-performance, carbon-neutral-ready buildings. By sharing solutions, specifications, and lessons learned, these teams have helped transform how architects, engineers, contractors, owners, and developers approach building design and construction.”

– Michael Ingui, Passive House Accelerator Founder

Equity Spotlight



54% of Clean & Resilient Building spending is benefiting disadvantaged communities or low-income customers.

NY Green Bank is supporting the decarbonization of buildings in and/or serving disadvantaged communities.

\$264 million committed as of Q4 2025
\$150 million for green affordable housing as of year-end 2025



Clean Transportation

Electric vehicles reduce air pollution; improve health; and deliver clean, efficient, and affordable transportation solutions.

across New York State:



322,000
registered EVs

~10%
of all new car sales
are electric vehicles



Rapidly Accelerating Electric Vehicle Adoption in New York State and the Infrastructure to Support it

DRIVE CLEAN REBATE

NYSERDA's Drive Clean Rebate is helping thousands of New Yorkers drive electric with point-of-sale rebates toward the purchase or lease of 60+ eligible vehicles.

150,980
battery EV rebates

74,360
plug in hybrid rebates

\$197.4 million
of rebates provided

LONG DISTANCE CHARGING

NYSERDA is making EV long distance travel possible by investing in interconnected charging network across the State. Between two programs NYSERDA is overseeing:

472
fast charging port installations

70
project sites

All 10
New York regions represented

LOCAL CHARGING

NYSERDA is propelling local charging infrastructure by providing funding for stations in workplaces, multifamily buildings, and hotels through our Charge Ready programs.

6,716
ports installed

\$23.7 million
in funding

Innovation Spotlight

Voltpost was awarded \$775,000 to develop lamppost EV charging in the New York City and the Capital Region and Hudson Valley regions.

The project helps address barriers such as access to overnight home charging and sparse public charging. Voltpost is focusing on UL certification and retrofits, and plans to deploy at least ten additional Level 2 charging stations in New York State.



Equity Spotlight

\$60 million transaction with Revel closed in December 2024 to accelerate electric vehicle charging infrastructure deployment across New York City.

Over three-quarters of Revel's pipeline projects being supported by NY Green Bank financing are located in disadvantaged communities.



Making Zero-Emission Vehicle and Equipment Purchases Simpler and More Affordable

NY TRUCK VOUCHER INCENTIVE PROGRAM

275

medium- to heavy-duty vehicles funded and \$52 million awarded



per vehicle per month on propulsion cost right now.”

— Michael Haniszewski,
NFTA's equipment engineer

The Niagara Frontier Transportation Authority (NFTA) is a large transit operator in the Buffalo-Niagara region. It operates a diverse fleet of 275 transit buses. Increasing its fleet of electric buses is helping bring cleaner air to the region.

Through 2025, 37 battery electric buses have been deployed with another 8 in progress. Buffalo is known for its cold winters, but according to NFTA's equipment engineer, the electric buses have plenty of charge to complete 80–90-mile bus routes.

“We're saving \$1,000–\$1,200

NY Green Bank Spotlight

NY Green Bank deploys flexible, catalytic capital to de-risk new markets, mobilize private investment, and accelerate the transition to a cleaner, more accessible transportation system.

Key areas of impact include:

- Supporting shared mobility solutions, including early financing tied to bike-share expansion.
- Enabling consumer and fleet EV adoption through innovative financing structures.
- Advancing large-scale EV charging infrastructure, including public fast-charging networks.
- Demonstrating EV charging as a viable, investable asset class to attract private capital.

Converting School Bus Fleets for a Cleaner Electric Future

NEW YORK SCHOOL BUS INCENTIVE PROGRAM

New York's transition to electric school buses will keep students and communities healthier while decreasing greenhouse gas emissions. New York is electrifying its school buses, targeting a fully zero-emission fleet by 2040.

450+

school districts participating in fleet electrification plans
that's about two-thirds of the 730 total school districts

Charging Infrastructure

39 districts engaged

102 ports installed

\$3.2 million in support

Electric Buses

21 school districts

73 buses delivered

\$11.4 million in support

Future Funding

76 school districts

427 buses expected

\$73.3 million reserved

The impacts of electrification would be equivalent to removing 180,000 cars from the road and the improved air quality would result in up to 159,000 avoided asthma attacks statewide.

Cumulative Progress Summary

The following is an overview of the cumulative progress of projects across NYSERDA's major portfolios, generally representing the last decade of programming (2016–2025).

Clean Energy Metric

Progress

ENERGY

Energy Efficiency Electricity Savings Acquired (Annual MWh, millions)	5.8
Energy Efficiency Electricity Savings Acquired (Lifetime MWh, millions)	91.9
Energy Efficiency Fuel Savings Acquired (Annual MMBtu, millions)	42.4
Energy Efficiency Fuel Savings Acquired (Lifetime MMBtu, millions)	714.4
Energy Efficiency Total Energy Savings Acquired (Annual MMBtu-equiv., millions)	53.2
Energy Efficiency Total Energy Savings Acquired (Lifetime MMBtu-equiv., millions)	900.8
Residential Dwelling Units Served By Energy Efficiency Programs (Count)	207,900
Multifamily Dwelling Units Served By Energy Efficiency Programs (Count)	301,100
Distributed Solar Capacity Installed (MW)	7,841
Distributed Solar Generation Acquired (Annual MWh, millions)	9.0
Distributed Solar Generation Acquired (Lifetime MWh, millions)	225.2
Large-Scale Renewable Capacity Installed (MW)	2,700
Large-Scale Renewable Generation Acquired (Annual MWh, millions)	7.2
Large-Scale Renewable Generation Acquired (Lifetime MWh, millions)	105.0
Energy Storage Capacity Installed (MW)	528

ECONOMY

Participant Bill Savings (Annual \$, millions)	\$2,372
Participant Bill Savings (Lifetime \$, millions)	\$44,351
Leveraged Funding (Participant Cost Share, Follow-On Investment; \$ millions)	\$31,871
Health Benefits of Reduced Energy Consumption (Annual \$, millions)	\$964
New York Green Bank Total Capital Mobilized (\$, millions)	\$10,434
Investment in Disadvantaged Communities (2020+) (\$, millions)	\$2,177
Investment in DAC as Percent of Total Place-Based Clean Energy Expenditures (2020+)	53%

ENVIRONMENT

Greenhouse Gas Emission Reductions (Annual Metric Tons CO ₂ e, millions)	14.3
Equivalent to: Energy Use of Average Household For Year (Count, millions)	1.9
Equivalent to: Passenger Vehicles Removed From Road For Year (Count, millions)	3.1
Greenhouse Gas Emission Reductions (Lifetime Metric Tons CO ₂ e, millions)	266.2
Air Pollutant/Co-Pollutant Reductions (Annual Pounds, billions)	
Fine Particulate Matter (PM _{2.5})	6.4
Nitrogen Oxides (NO _x)	1,029.6
Sulfur Dioxide (SO ₂)	58.4
Ammonia (NH ₃)	4.3
Volatile Organic Compounds (VOCs)	40.0

TRANSPORTATION

Electric Vehicle Rebates (Count)	225,344
Electric Vehicle Rebates (\$, million)	\$197
Electric Vehicle Charging Stations Installed (Count)	6,716
Energy Efficiency Fuel Savings (Annual MMBtu, millions)	13.5
Energy Efficiency Fuel Savings (Lifetime MMBtu, millions)	135.3

INNOVATION & RESEARCH

Organizations Engaged (count)	4,031
Products Commercialized (count)	317
Product Revenue (\$, millions)	\$74
Replications (count)	8,719
Publications (count)	591

WORKFORCE

New & Upskilled Workers Trained (Count)	39,844
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Portfolio Supporting Targets & Goals

NYSERDA administers a diverse range of portfolios that demonstrate tangible progress toward the State's most prominent clean energy targets and goals, many of which can be assessed in the New York Climate Act Dashboard by visiting climate.ny.gov/dashboard. Progress reported throughout this report can be attributed to the funding sources noted below, organized into relevant groupings.

Goal/Sector	NYS Target	Clean Energy Fund (CEF) Market Development	Clean Energy Fund (CEF) NY Green Bank	Clean Energy Fund (CEF) NY-Sun	Clean Energy Fund (CEF) Innovation & Research	Regional Greenhouse Gas Initiative (RGGI)	Energy Efficiency Portfolio Standard (EEPS 1 & 2)	Clean Energy Standard (CES)	Renewable Portfolio Standard (RPS)	Energy Storage (2024 PSC Order)
Statewide Building Energy Efficiency	185 TBtu Site Savings by 2025	2016-2025	2015-2025			2014-2025	2015-2020			
Statewide Distributed Solar	6.0 GW Installed by 2025; 10.5 GW by 2030		2015-2025	2014-2025						
Statewide Energy Storage	6.0 GW Installed by 2030	2018-2025	2020-2025							2024-2025
Statewide Renewable Generation	70% Renewable Grid by 2030		2015-2025	2014-2025		2014-2025		2016-2025	2008-2024	
Disadvantaged Community Investment	Minimum 35% Benefits of Investments	2020-2025	2020-2025	2020-2025	2020-2025	2020-2025				
Innovation & Research					2016-2025	2014-2025				
Transportation		2016-2025	2017-2025		2016-2025	2014-2025				
Workforce Development		2016-2025				2016-2025				

Operational Changes and New Initiatives

This section includes information on major clean energy policy and regulatory actions that were enacted in 2025 and represent key drivers and context for NYSERDA's programs as well as descriptions of any new or significantly modified initiatives in NYSERDA's portfolio.

State Energy Plan

The 2025 State Energy Plan (SEP), approved by the New York State Energy Planning Board on December 16, 2025, provides broad program and policy development direction to guide energy-related decision making within New York State with an outlook through 2040. NYSERDA's president and CEO serves as chair of the SEP Planning Board. The Plan is driven by the State's commitment to:

- Abundant, reliable, resilient, and clean energy
- Affordable energy to households and equitable clean energy benefits
- Economic growth and competitiveness
- Innovation
- Continued progress toward decarbonization and a clean energy economy

[Read more here.](#)

Clean Energy Standard

On May 15, 2025, the New York State Public Service Commission adopted the Clean Energy Standard (CES) Biennial Review. Key reforms include:

- Expansion of annual Tier 1 procurement target from 4,500 to 5,600 gigawatt hours
- Extension of Tier 1 solicitations to 2029
- Extension of Tier 1 REC contracts up to 25 years and Offshore Wind REC contracts up to 30 years
- Requirement for prospective bidders to satisfy NYISO interconnection Phase 2 requirements following the completion of Phase 1

[Read more here.](#)

Order Approving Energy Efficiency and Building Electrification Portfolio

On May 15, 2025, the New York State Public Service Commission authorized approximately \$1 billion of funding for NYSERDA Energy Efficiency and Building Electrification (EE/BE) programs from 2026 through 2030 allocated across Low and Moderate Income (LMI) programs and non-LMI programs, including workforce development activities. The Order, includes modifications, improvements, and enhancements informed by past performance and lessons learned from the Clean Energy Fund (CEF) portfolio and considers emerging needs identified through external research and market analysis.

[Read more here.](#)

The Uniform Fire Prevention and Building Code

On July 27, 2025, the State Fire Prevention and Building Code Council approved the adoption of the updated Uniform Fire Prevention and Building Code, incorporating key recommendations of Governor Hochul's Inter-Agency Fire Safety Working Group (FSWG) and the State Energy Conservation Construction Code. Code adoption was aided by NYSERDA and directly affects NYSERDA programs.

NYSERDA proactively has adopted several of the FSWG's most significant safety recommendations, including:

- Mandatory peer reviews conducted by contracted independent experts
- Incorporated enhanced field inspections

[Read more here.](#)

The Energy Conservation Construction Code

On July 27, 2025, the State Fire Prevention and Building Code Council approved the adoption of the updated Energy Conservation Construction Code. The Energy Code sets minimum performance requirements for new construction and major renovations. Approved updates include:

- More insulation and better windows required for all building types
- Increased efficiency requirements for water heaters, boilers, air conditioning, and refrigeration equipment as mandated by federal standards
- Limits on electric resistance space heating in residential buildings
- Improved equipment efficiency for elevators and escalators

[Read more here.](#)

Order Approving Innovation and Research Portfolio

On October 17, 2025, the Public Service Commission issued an Order Authorizing the 2026-2030 Innovation and Research Portfolio. The Order includes modifications, improvements, and enhancements informed by past performance and lessons learned from the CEF portfolio and considers emerging needs identified through external research and market analysis. The portfolio will orient investments in seven specific focus areas: grid modernization, advanced buildings and processes, clean transportation, power generation and storage, commercialization and ecosystems, fuels transition, and energy-related environmental research. The approved portfolio funding aligns with State policies to advance innovative clean energy solutions that enable system-wide affordability and reliability while driving toward a sustainable and more resilient future.

[Read more here.](#)

State of the State

On January 13, 2026, Governor Hochul delivered her 2026 State of the State address outlining her policy agenda for the upcoming legislative session. Affordability was a central theme, along with a focus on continued advancement of policies that will support the development of energy projects and other major infrastructure. Key components included:

- Establishing a Nuclear Reliability Backbone for a Zero-Emission Grid:
- Ensuring New York's Nuclear Power is Built By and For New Yorkers:
- Supporting Farms Through the Sun and Soil Program:
- Revitalizing EmPower+ to Upgrade Homes

[Read more here.](#)

Zero-Emissions Credits program

On January 22, 2026, The Public Service Commission unanimously voted to approve the Zero Emissions Credit program. The program continues to incentivize nuclear generations and extends operations of four upstate nuclear reactors through 2049.

[Read more here.](#)

Order Modifying New York Green Bank Portfolio

The Public Service Commission's Order Modifying NY Green Bank was issued on January 23, 2026. The Order reaffirmed that NY Green Bank will continue to be a key component in advancing the Commission's clean energy objectives and the State's clean energy transition. Key components include:

- Authorization of NY Green Bank's continued use of previously authorized ratepayer funds, on an indefinite basis
- An enhancement to NY Green Bank's minimum investment criteria
- Establishment of sector-specific investment targets as a percentage of overall investments for 2026-2031 within the building decarbonization, clean transportation, energy storage, clean energy generation and community lending sectors.

[Read more here.](#)

Regional Greenhouse Gas Initiative Modifications

On January 26, 2026 the NYSERDA Board of Directors approved the RGGI Operating Plan Amendment. This Amendment provides additional funding for FY26–29 to support the continuation of several RGGI programs, including Building Decarbonization, Electric Vehicle Rebates, EmPower+, and Solar Incentives for Long Island customers. Within the amendment, NYSERDA introduced a new affordability strategy whereby if additional RGGI auction proceeds are realized above the estimated auction proceeds used in the Amendment, NYSERDA will use a percentage of those proceeds (34%) to implement ratepayer-funded programs, prompting the Department of Public Service and the Long Island Power Authority to reduce ratepayer collections by a proportionate amount.

[Read more here.](#)

Program Accomplishments Update

This report has historically focused on accomplishments in the areas of Efficient Use of Energy, Renewable and Diverse Energy Supplies, Clean Energy Economy, A Cleaner Environment, and Cycle Time for Invoicing and Contracts. These accomplishments are shown and discussed, consistent with prior reporting, in Tables 1 and 2 below.

Beginning in this report, NYSERDA is transitioning to a more comprehensive set of cumulative achievement metrics that represent the Authority's impact across an increasingly diverse portfolio of programs. These cumulative achievements can be found on page 17, and will replace the performance targets and measures presented in Tables 1 and 2 below in future reporting.

Table 1 provides a snapshot of NYSERDA's commitment pipeline at the conclusion of last year and this year, as well as the expected and actual acquired impact for the past year and the cumulative acquired total impact. Each column on the table is described below.

- **Cumulative Committed Benefits at End of 2024** represents NYSERDA's total benefits expected from projects committed through 2023, representing the prior year pipeline.
- **Cumulative Committed Benefits at End of 2025** represents NYSERDA's total benefits expected from projects committed through 2025, representing the current pipeline.
- **Acquired Target CY 2025 Addition** represents NYSERDA's expected target for new acquired benefits achieved during the calendar year.
- **Acquired Achieved CY 2025 Addition** represents NYSERDA's actual progress for new acquired benefits achieved during the calendar year.
- **Acquired Total Cumulative at end of 2025** represents the total benefits NYSERDA achieved from projects that have been completed through 2025.

While the listed targets and performance measures are used to evaluate NYSERDA's progress toward goals, many of the measures are influenced by factors that are out of NYSERDA's direct control, such as economic conditions, changes in energy markets and prices, and Federal and State policy and funding decisions. The measures are intended to serve as good indicators of progress in the context of these external factors.

During 2025, performance against energy efficiency delivery targets shown in Table 1 fell short of the targets for both electricity (45%) and fossil fuel saved (73%) and therefore energy bill savings (71%). Several NYSERDA programs expected to be the largest contributors to the 2025 acquired savings targets faced delays on large projects due to supply chain challenges, skilled labor availability and rising construction costs. These delayed projects are now expected to be completed in 2026. Notably, there are substantial "indirect benefits" from market transformation now quantified through evaluation efforts and included in the cumulative acquired energy efficiency progress. Approximately 449 GWh and 0.978 million MMBtus of annual indirect impacts were quantified through evaluation studies in 2025 and approximately 1,108 GWh and 4.9 million MMBtus of annual indirect benefits have been quantified in total through December 31, 2025.

Progress against renewable and diverse energy performance measures exceeded targets as one on-site facility came on-line in 2025 which was not anticipated. Annual production from on-site solar installations exceeded target (113%) and continues to show strong performance.

Leveraged funding (81%) and carbon reductions (87%) fell somewhat short of the targets due the energy efficiency performance noted above.

Table 1.

Performance Measures	Commitment Pipeline:	Commitment Pipeline:	Acquired Benefits:	Acquired Benefits:	Acquired Benefits:
	Total (Cumulative) End of CY 2024	Total (Cumulative) End of CY 2025	Target CY 2025 Addition	Achieved CY 2025 Addition	Total (Cumulative) End of CY 2025
Efficient Use of Energy					
Electricity^{a,b,g} (GWh) saved annually due to improved energy efficiency in New York State's buildings and facilities.	730	1,029	723	327	9,442
Fossil Fuels^{a,b,g} (MMBtu) saved (in millions) annually due to improved energy efficiency in New York State's buildings and facilities.	14	12.2	6.3	4.6	43.0
Energy Bill Savings.^{a,b,g} Annual direct energy bill savings realized by participating customers (all programs \$ millions).	\$235	\$210	\$82	\$58	\$1,927
Renewable and Diverse Energy Supplies					
Renewable resources electricity produced. Annual Electricity Production (GWh) delivered to wholesale power market from incentivized installations ^{c,d}	26,289	30,785	-	17	7,158
Annual Electricity Production (GWh) from on-site installations	4,106	3,595	1,169	1,326	7,710
Solar PV capacity (GW) from all NYSERDA funded solar PV programs, including NY-Sun 10 GW goal ^d	3.1	2.7	0.9	1.0	6.1
Clean Energy Economy					
Total funding leveraged from all NYSERDA investments (\$billions) ^{e,f}	\$32.0	\$39.7	\$2.6	\$2.1	\$30.9
A Cleaner Environment					
CO ₂ equivalent emission reductions (in millions) due to NYSERDA's energy efficiency, renewable, and diverse energy programs (annual metric tons) (All programs) ^{a,g,h}	16.3	18.4	1.26	1.1	16.86

^a The system benefit charge (SBC) was authorized in 1998 and NYSERDA began programs the following year. Substantial installations had taken place beginning in 2001 and based on an average 16-year measure life, NYSERDA's 603 GWh and -736,000 MMBtu's (retired CHP projects which accounted for usage systems in prior years) will be "retired" in 2025. These amounts and the associated emission reduction and customer bill savings have been netted out of the Total Cumulative End of CY 2025 values reported.

^b All energy savings values are gross, i.e. not reflecting adjustments made through evaluation, measurement and verification.

^c Amount is net of any NYSERDA-contracted facilities which have reached their terminus year, after which NYSERDA no longer has the rights to claim the attributes of their generation.

^d NYSERDA does not, by filing this report, make any claim to the environmental attributes associated with the megawatt-hours. NYSERDA has relinquished all such rights and disavows any and all rights to any environmental claims or renewable energy to which it had made claims under previous policies.

^e NYSERDA's data set for leveraged funds began in 2010.

^f Data collection for leveraged funds associated with NYSERDA's Technology and Business Development programs is an ongoing effort and the reported values included in this figure represent incomplete data that will be supplemented in future years.

^g Reporting of total cumulative acquired benefits includes indirect energy-efficiency impacts brought about by market transformation as they are quantified and to account for program benefits that overlap with each other to avoid double counting.

^h Reporting of total cumulative acquired benefits includes NYSERDA-contracted facilities which may have reached their terminus year and are currently reported by NYSERDA as "completed", but contributed to operational generation totals at least one year between 2016 and 2025.

Table 2 presents NYSERDA's progress toward the invoice and contract cycle-time performance measures, which NYSERDA assesses in terms of invoice payment and contract processing timelines. Despite a meaningful increase in the number of invoices processed over the years, NYSERDA maintained its long-standing record of strong performance regarding prompt payment of invoices. Contract cycle time decreased for due date solicitations from prior year. However cycle time increased for open enrollment and task-work orders. All Clean Energy Fund commitments were required to be made by calendar year end 2025, resulting in substantially increased volume compared to most prior years. However, in general the contract cycle time has seen a reduction over the years in cycle times across most solicitation types. This can be attributed to the many improvements made and continuous monitoring of solicitation and contract status on a monthly basis, which help NYSERDA ensure efficiency while appropriately managing risk.

Table 2. CYCLE TIME—INVOICING & CONTRACTS

NYSERDA is responsive to customer needs—delivering accurate and timely information, services, and programs.

Contract Processing reported as Median time to Process (Weeks):

Performance Measures	CY 2024	Target CY 2025	CY 2025
Invoice payment: Number of invoices paid within 30 days	138,775 invoices	**a	144,548 invoices
Invoice payment: Percent of payments made within 30 days	99.13%	100%	99.98%
Contract Processing Time: Due Date Solicitations	36	28	26
Contract Processing Time: Open Enrollment and Task-Work Orders	0.86	3	2.86
Contract Processing Time: Open Enrollment (Automated) ^b	0.14	1	0.29
Contract Processing Time: All Other Actions (Direct Contracts and Contract Modifications)	1.14	2	1.86

^a The measure will be monitored and reported but a target has not been set. NYSERDA elected not to establish a target in cases where the measure is a function of a parameter that cannot be reliably predicted (e.g., energy costs) or in cases where the metric is new to NYSERDA.

^b The contracting process for Residential NY-Sun projects has been automated, leading to reduced cycle times. As these processes are fundamentally different than other open enrollment solicitations, we have broken them out into their own category.



NYSERDA
New York State Energy Research
and Development Authority

State of New York

Kathy Hochul, Governor

New York State Energy Research and Development Authority

Charles Bell, Acting Chair | Doreen M. Harris, President and CEO