

Making smart choices about energy and cost savings is easier with expert advice

Case Study

Location:
Stamford, NY

Program:

- Community Energy Engagement
- Renewable Heat NY



Background

Heather Cunningham and Marc Albano previously had two pellet stoves as the sole way to heat their home in New York's Southern Tier region. Last winter, the larger capacity stove in their basement stopped functioning, leaving them to rely on the much smaller stove located upstairs. That stove was too small to efficiently heat the entire house, which made it cold and uncomfortable.

Community Energy Advisors

Often, people are not aware there is available support to help them make informed decisions about making the right purchase for their home or business. Through NYSERDA's Community Energy Engagement program (CEEP), Community Energy Advisors (CEA) provide information and assistance to residents and small businesses about available programs, financing options, and incentives.

When they heard about the CEEP, Heather contacted Valerie Dudley, the CEA in Delaware County. By working with Valerie, Heather learned about incentives for pellet stoves available through NYSERDA's Renewable Heat NY program and was able to arm herself with the information she needed to be prepared when selecting her purchase and working with a contractor. Marc and Heather contacted a NYSERDA-approved pellet stove installation contractor and found they were eligible for the maximum incentive rebate of \$2,000 plus a \$500 credit for recycling their old stove.

After applying to the program and receiving approval in November 2019, they purchased a bigger pellet stove to install in their basement. The new stove warms the whole house and is significantly more efficient than their smaller stove, which they now rarely have to use.

**Working with a
Community Energy
Advisor, helped
Heather and Marc
learn about a pellet
stove program that
provided a **\$2,500
incentive** – half the
cost of the stove
and installation**

A More Comfortable Home

Marc and Heather are also very pleased that the new stove burns cleaner, requires less frequent ash cleaning, and holds up to three bags of pellets at a time, which lasts about two days. Another benefit of the new stove is that it dries out the basement. Now that it's warm and comfortable, their two children like to play down there, creating more usable space in the home.

Heather reflected on their experience to offer advice for others interested in pursuing energy projects:

- Reach out to your local Community Energy Advisor, who can help walk you through program options and available incentives
- Be aware that the application process can have several steps, including sending an application to determine income eligibility in a program.
- If a home emergency occurs, there may not be time to research a program and apply at that time. If possible, be proactive about replacing older equipment before problems arise.
- Do your research. There may be additional incentives available to recycle old equipment.

Learn about resources and funding available in your community for energy projects.

Visit: nyscrda.ny.gov/ceep

Call: **1-866-NYSERDA**