

## FREQUENTLY ASKED QUESTIONS

### 2018 Residential Building Stock Assessment (RBSA)



**NYSERDA**

#### ***What is the NYSERDA Residential Building Stock Assessment?***

The New York State Energy Research and Development Authority (NYSERDA) Residential Building Stock Assessment (RBSA) is a research study designed to inform future New York State energy planning efforts. The overall objective of this study is to understand the current residential building stock, new and existing residential single-family homes, and associated energy use, including saturation of energy consuming equipment by fuel, penetration of energy-efficient equipment, and information on building characteristics and energy management practices. Study results will be used to identify potential energy efficiency programs in the State.

#### ***Who conducts this study?***

NYSERDA is conducting this comprehensive research study of energy efficiency in New York State's residential buildings—officially called the Residential Building Stock Assessment (RBSA).

#### ***Who is Cadmus?***

[Cadmus](#) is the primary evaluation contractor hired by NYSERDA to perform the RBSA. Cadmus is working with two other firms, [Performance Systems Development](#) and [Honeywell](#), to gather the necessary energy efficiency data.

#### ***What is the study's purpose? How will the information be used?***

The study, which gathers information on how people use energy in residential buildings, will inform future energy planning. Study results will also be used to design energy efficiency programs to help homeowners and occupants across the State increase energy efficiency and reduce energy consumption.

#### ***Can I reach out to someone at NYSERDA?***

Yes, you can email [2018RBSA@nyserda.ny.gov](mailto:2018RBSA@nyserda.ny.gov), and a NYSERDA staff member will get in touch with you.

#### ***How did you get my contact information?***

Potential survey participants have been selected at random from all households with a New York State mailing address. Selecting participants at random will more accurately represent households across the diverse regions throughout the State.

#### ***How long is the online or telephone survey?***

Survey length depends on your answers, but it will generally range from 15 to 30 minutes.

#### ***Who can I contact to complete the telephone survey?***

To determine eligibility, contact a study representative toll free at (844) 756-2858 or email [NYSERDASurvey@honeywell.com](mailto:NYSERDASurvey@honeywell.com).

#### ***Will I receive anything for my participation?***

If you are asked to complete the survey, upon completion of the survey, you will receive a \$20 electronic gift card for your time and help. Once the telephone or online survey is complete, you may be chosen to participate in a home site visit if you meet certain criteria, such as type of house or location. If you agree to the home site visit, a trained technician will call you to set up an appointment at your convenience. As a thank you, you will receive a \$100 electronic gift card following completion of the home site visit. If you do not have access to email, both gift cards will be mailed to your home address.

***Do I have to complete the phone or online survey to be considered for the home site visit?***

Yes, once you have completed the telephone or online survey, you may be chosen to participate in a home site visit. If you agree to the home site visit and meet other criteria such as type of house or location, a trained technician will call you to set up an appointment at your convenience.

***The telephone interviewer said there are additional incentives available for participating in a home site visit. Is this part of the study? What are the additional incentives?***

Following the telephone/online survey, if you are chosen and agree to the home site visit, you will receive a \$100 gift card—via email or regular mail—once the technician completes the assessment of your home.

***How will this information be used?***

The results of your study will be combined with results from similar homes and used at the summary level. Your answers and information will be kept confidential and will not be identified with you or your home address.

***Who are the trained technicians?***

The trained technicians are RESNET Home Energy Raters or Building Performance Institute certified professionals from Performance Systems Development (PSD) or Honeywell. A list of the trained technicians is located at the bottom of this FAQ. Technicians will have identification when they arrive at your home to assure you they are NYSERDA representatives of PSD or Honeywell to conduct data collection for this study.

***Why do they need to come to my home?***

During this visit, technicians will primarily perform a visual inspection of your home, which includes collecting information about appliances, light bulbs, consumer electronics, and heating, cooling and water heating equipment. They may ask questions about your household energy behavior such as leaving lights on, turning down the thermostat when no one is home, the types of light bulbs you typically purchase, and perform home energy diagnostic tests.

***What is a diagnostic test? (Existing Home)*** During the home site visit, for existing homes, the technician will attempt to run a blower door test to measure air leakage.

***What is a diagnostic test? (New Home)*** During the home site visit, for new homes, the technician will attempt to run a blower door test to measure air leakage as well as a duct blaster test to measure ductwork leakage.

***Can my pets and/or children be present during the home site visit?***

Yes, pets and children may remain at the home. However, please keep your pets contained so they do not interfere with the home site visit.

***How long will the home site visit take?*** Overall, the home site visit should last approximately three hours and can be scheduled to accommodate your availability.

***Will I receive a report of the home site visit results?*** This study is being conducted to gather information to inform statewide energy efficiency programs and is not intended to provide participants with information about their household energy use and performance. However, you can learn more about your home by having an energy audit conducted by a contractor participating in the Home Performance with ENERGY STAR® program. For more information on energy audits, please visit: [nyserdera.ny.gov/All-Programs/Programs/Home-Performance-With-ENERGY-STAR](https://nyserdera.ny.gov/All-Programs/Programs/Home-Performance-With-ENERGY-STAR).

***How many people will be in my home during the home site visit?***

Home site visits will be conducted by one or two technicians depending on the size and type of home.

***What can I do to prepare for the home site visit?*** Making sure that appliances and other energy using equipment are accessible will assist the technician in quickly collecting data on your home. Clearing space near attic and crawlspace access panels, all floor or wall-mounted heating vents (for 2015 and newer homes only), heating and cooling equipment, and the hot water heater will help decrease the time needed in your home. Please make sure that no wood stove or fireplace has operated for at least six hours before the time of the visit. We also ask that you provide utility bills for the last 12 months for delivered fuels such as oil, propane, and wood pellets to accurately calculate your annual energy usage.

***What happens with my information?***

The results of your study will be combined with results from similar homes and summarized to create a more accurate picture of energy use in similar households. Your answers and information will be kept confidential to the extent permitted by law and will not be identified with you or your home address.

***Are you trying to sell me something?***

No. NYSERDA would simply like to learn about the energy characteristics of your home and how you use energy. The information collected through this study will allow NYSERDA to design interventions that assist homeowners and residents with improving energy efficiency and reducing energy consumption to help realize the State's energy goals.

***Who should I contact if I do not receive the gift card or have any problems using it?***

Please contact Amanda McLeod by emailing [Amanda.McLeod@CadmusGroup.com](mailto:Amanda.McLeod@CadmusGroup.com) or calling (617) 673-7115.

***Who should I contact if I would like to opt-out of this study?***

Please contact Amanda McLeod by emailing [Amanda.McLeod@CadmusGroup.com](mailto:Amanda.McLeod@CadmusGroup.com) or calling (617) 673-7115.

## Field Technicians and Photographs

### Cadmus



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### Honeywell



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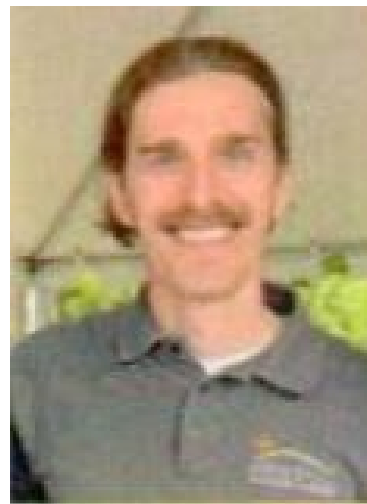


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### **Performance Systems Development (PSD)**



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