EmPower New York
Special Initiatives

LIFE Conference
May, 2014
Responding to the needs of low-income households through EmPower

• Assistance to households affected by severe weather events
• Service to households in no-heat situations
• Enhanced service through coordination with Assisted Home Performance with ENERGY STAR®
Special Initiative: Assistance to households affected by severe weather events
Broome County 2011
Long Island
2012
Special Initiative: Storm Assistance

With the increased frequency of severe weather events, NYSERDA initiated special procedures to serve low-income households affected by the disasters.

The procedures were developed in consultation with contractors, NYSHCR, community-based organizations and disaster-management experts.
Storm Assistance Triage

• Household must be income-eligible for EmPower
• Repair costs covered by insurance, FEMA, or other sources are not eligible for EmPower
• Dwelling must be suitable for continued habitation
• Landlord storm repairs may count as “in-kind” contributions
Storm Assistance WorksScope

• As soon as possible, EmPower provides replacement:
  – Heating systems
  – Water heaters
  – Primary refrigerators

• When conditions allow, EmPower follows up with energy efficiency measures
Storm Assistance
Workscope Adjustments

• Check for mold and moisture issues prior to insulating
• Include building materials required for re-insulation
• If possible, move heating system to area less likely to flood
• Use resilient materials
• Avoid blower door or air sealing if mold is present
Storm Assistance through EmPower

- Tropical Storms Irene and Lee, 2011: 343 households served
- Hurricane Sandy, 2012: 165 households completed or in progress
- Mohawk Valley/Niagara County floods, 2013: 68 households completed or in progress
- Yates County, 2014: Initial outreach has begun
EmPower No-Heat Initiative (ENHI)

- Services to households in no-heat situations
- Implemented January 2014 with the early closing of the Heating Equipment Repair and Replacement Program
- Heating services combined with energy efficiency measures
- QA/QC
- Health and safety testing
ENHI: Initial Process

• Local Departments of Social Services and other entities refer household to EmPower

• EmPower Implementation Contractor:
  – Verifies eligibility
  – Asks screening questions
  – Assigns to BPI-accredited participating contractor
No-heat situations in rental properties must be referred to the landlord, unless:

– The building was affected by a severe weather event
– The landlord is HEAP-eligible
ENHI: Contractor Inspection

- A comprehensive assessment of heating system
- CO and Gas Leak testing
- Evaluation of attic and wall insulation if time allows
- Documentation and photos
- Written itemized proposal
ENHI: Installing measures

- Honeywell reviews proposal; depending on pricing and timeline, may require second bid.
- Once approved, designated contractor proceeds with heating installation a.s.a.p.
- Depending on workload, condition of the home and other factors, additional energy efficiency measures may be installed immediately or at a later date.
ENHI: QA/QC

• On site pre-inspections, in progress inspections
• Overall, most reports on work quality are very favorable.
ENHI: As of 5/13/14

All work completed: 218
Heating systems installed, insulation in progress: 127
Typical response time: 1-4 days
Estimated total cost: $1,944,000
ENHI: Lessons Learned

• Repairs often solve the problem
• Educate household in maintenance
• Look at entire system: chimney, fuel line, etc.
• Lowest bids not always best: get the details
• Second and third bids are a challenge in rural areas
• Include the full scope in the proposal
ENHI: The Future

• A plan for a response to no-heat situations in the coming heating season through the Office of Temporary Disability Assistance, NYSERDA, or other entities has yet to be determined.

• NYSERDA will notify interested parties once decisions have been reached regarding the use of EmPower funding to serve this need next year.
Assisted Home Performance (AHP) and EmPower

• EmPower serves households with the lowest incomes in the State, all of whom are also eligible for AHP
  – EmPower Income threshold: <60% of State median
  – AHP Income threshold: <80% of area median

• Households are provided with free measures through EmPower, but also the option of additional measures through AHP, with a 50% incentive from NYSERDA.

• EmPower services are offered for free and with no further obligation.
AHP and EmPower: Key Strategies

• Screen households up front
• Calculate energy usage
• Complete a comprehensive audit
• Submit the entire list of workscope options to the EmPower Program Implementer, Honeywell.
• Honeywell then identifies EmPower-eligible measures.
AHP and EmPower: Key Strategies

• Develop a workscope for AHP
• Carefully consider added value of additional measures and households’ ability to pay 50%
• Discuss options with household
  – Free measures through EmPower only
  – Free EmPower measures plus AHP
• Notify both Implementers and proceed
Have all of your questions been answered?
Thanks!
NYSERDA Contact Information

• John Ahearn, Program Manager
  Phone: 518-862-1090 ext. 3519  john.ahearn@nyserda.ny.gov

• Kelvin Keraga, Senior Project Manager
  Phone: 518-862-1090 ext. 3374  kelvin.keraga@nyserda.ny.gov

• Dave Friello, Project Manager
  Phone: 518-862-1090 ext. 3355  david.friello@nyserda.ny.gov

• Sherri Calabrese, Asst. Project Manager
  Phone: 518-862-1090 ext. 3067  sherri.calabrese@nyserda.ny.gov

• Elizabeth Lazarou, Project Coordinator
  Phone: 518-862-1090 ext. 3437  elizabeth.lazarou@nyserda.ny.gov
Contact Information

• Carol Sweeney, Program Manager, Honeywell International
  315-463-7208  carol.sweeney@honeywell.com

• Nate Yehle, Senior Program Coordinator, Honeywell
  315-569-6058  nathan.yehle@honeywell.com

• Chuck Dolinskas, Senior Program Analyst, Honeywell
  315-463-7208  chuck.dolinskas@honeywell.com

• Alyssa Iaia, Invoicing Coordinator, Honeywell
  315-463-7208  alyssa.iaia@honeywell.com