

# Statewide LMI Portfolio Stakeholder Webinar

18-M-0084 Comprehensive Energy Efficiency Initiative  
(New Efficiency: New York)

14-M-0094 Clean Energy Fund (CEF)

Presented by the New York Utilities and NYSERDA

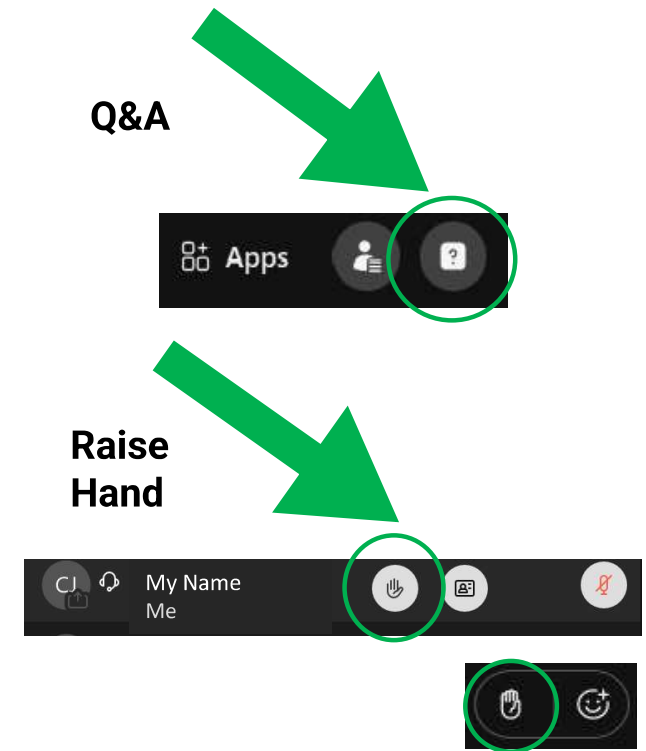
November 9, 2023



# Meeting Procedures

## Before beginning, a few reminders:

- **All attendees will be muted**
  - For questions or comments throughout, please use either the Raise Hand or Q&A functions (the written Q&A function is often preferred). To use Raise Hand:
    - Select the Raise Hand icon in the bottom toolbar, or hover your mouse over your name in the Attendees list in order to see the Raise Hand icon displayed
    - Click on the raise hand icon to indicate you have a question.
    - When the moderator calls on you and indicates you are unmuted, you may ask your question verbally.
    - When you are finished talking, please select the “Raise Hand” icon again to lower your hand.
  - When using the Q&A function, please be sure that your question is directed to “All Panelists”, rather than one specific individual.
    - The Q&A function is private, and the team will share public responses as appropriate.
- Slides and a summary report of the Webinar, with Q&As, will be posted after the meeting. This meeting will be recorded for internal record-keeping purposes only.
- Immediately following the Webinar, a brief survey will be issued seeking feedback on the Webinar; this survey will appear in a new browser window. Your responses are valuable and appreciated.
- If technical issues arise, please contact [AMEEP@ceadvisors.com](mailto:AMEEP@ceadvisors.com)



# Agenda

## **Welcome and Meeting Procedures**

### **NE: NY and CEF Proceeding**

- Update and Context for Today's Webinar

### **Statewide LMI Portfolio**

- 2023 LMI Implementation Plan
- High-Level Performance Update (*PAUSE FOR Q&A*)

### **1-4 Family Homes Programs Update**

- EmPower+ Launch
- Survey Results and Next Steps
- National Grid Social Media and Text Message Campaign (*PAUSE FOR Q&A*)

### **Affordable Multifamily Energy Efficiency Program (AMEEP) Update**

- Program Update
- AMEEP Roundtable Takeaways and Next Steps (*PAUSE FOR Q&A*)

### **Questions and Comments**



## NE: NY and CEF Proceeding

# NENY and CEF Proceeding - Update and Context for Today's Webinar

**The NYS Public Service Commission issued its Order Directing Energy Efficiency and Building Electrification Proposals on July 20, 2023. This included decisions and directives related to the Statewide LMI Portfolio.**

- Key LMI Portfolio directives include:
  - Establishment of NYSERDA as the primary LMI Program Administrator for 1-4 family homes statewide and upstate multifamily LMI homes
  - Con Edison, National Grid and NYSERDA to jointly serve multifamily LMI customers in the downstate region
- Program Administrators submitted proposals to the Commission on Nov. 1, 2023
- Program Administrators will host technical conferences to present their proposals
  - Note today's webinar is not part of these technical conferences, and we will not be addressing the proposals today
- The Program Administrators will continue to work closely with Department of Public Service ("DPS") Staff to implement directives of the Order (and any subsequent directives and Commission Orders)
- Stakeholder input will continue to be a priority throughout



# Statewide LMI Portfolio Overview

# Statewide LMI Portfolio Implementation Plan

- The LMI Implementation Plan sets forth the objectives, management structure, and planned achievements of the Statewide Portfolio of energy efficiency programs for LMI customers in New York
- The Plan is pursuant to the Order Authorizing Utility Energy Efficiency and Building Electrification Portfolios through 2025 issued January 2020, case number 18-M-0084
- NYSERDA and the New York Utilities filed the initial LMI Implementation Plan on July 24, 2020
- NYSERDA and the New York Utilities filed their most recent revision to the Implementation Plan on November 1, 2023
- Implementation Plans (and other resources) can be found on the NYSERDA-hosted LMI Stakeholder Resources - New Efficiency: New York webpage

## November 1, 2023 Implementation Plan Highlights

- Total statewide budget: \$1 billion (2020-2030)
- Total statewide estimated lifetime energy savings:
  - 9 million MWh
  - 180 million MMBtu
- Serving an estimated 2 million participants from 2020 to 2030

# 2023 Statewide Initiative Projected Achievement<sup>+</sup>



## 1-4 Family Homes

- 10,509 participants\* served
- \$49 million total expenditures
- 3,119 direct annual MWh savings<sup>^</sup>
- 173,257 direct annual MMBtu savings<sup>^</sup>



## Affordable Multifamily

- 98,272 participants\* served
- \$53 million total expenditures
- 10,678 direct annual MWh savings<sup>^</sup>
- 464,658 direct annual MMBtu savings<sup>^</sup>



## Affordable New Construction

- 1,481 participants served
- \$15 million total expenditures
- 2,847 direct annual MWh savings<sup>^</sup>
- 24,266 direct annual MMBtu savings<sup>^</sup>

<sup>+</sup>Projections from 2023 LMI Implementation Plan, filed November 1, 2023

\*Participants are defined as dwelling units served in statewide programs

<sup>^</sup>Savings reports and projections in the 2023 LMI Implementation Plan are consistent with savings reports and projections in Utilities' 2023 Annual System Energy Efficiency Plans (SEEPs) and NYSERDA's 2023 Annual Clean Energy Fund Compiled Investment Plan (CIP); indirect savings not included



# Questions and Comments





# 1-4 Family Homes Programs Update

# 1-4 Family Homes Overview

## Objectives

- Improve overall energy affordability for LMI households
- Increase the number of LMI households receiving energy efficiency services
- Address beneficial electrification needs as part of energy efficiency work scopes

## Features

- Statewide program funded through the CEF and utility incremental funds
- Includes comprehensive energy efficiency upgrades (insulation, air sealing, electric load reduction, health and safety improvements, comprehensive energy audit, and in-home energy education)
- Direct install at time of assessment to serve as a feeder into more comprehensive work

# 1-4 Family Homes EmPower+

Relaunched in July 2023, EmPower+ serves low- and moderate-income households throughout New York State with no-cost home energy assessments and incentives to offset the cost of energy efficiency upgrades with the emphasis on making homes heat pump ready. A home is considered “heat pump ready” when it has sufficient home insulation levels to minimize any affordability and comfort issues associated with heat pump adoption.

EmPower+ now reflects the consolidation of two previously separate programs – one for moderate-income families (Assisted Home Performance with ENERGY STAR) and one for low-income families (EmPower New York). These programs began in 2001 and 2004, respectively, and have collectively served an average of 18,000 households annually across various funding streams including CEF, NENY, RGGI and LIHEAP, through a network of around 200 Participating Contractors.

# 1-4 Family Homes EmPower+ Overview

Provides the following at no-cost, for both low- and moderate-income households:

- A home energy assessment
- Direct Install measures, such as energy efficient lighting, weather stripping

Provides no-cost or low-cost energy efficiency measures including:

- Insulation and air sealing
- Replacement of old, inefficient refrigerators and freezers
- Heating and Hot Water repair/replacements. For replacements, heat pump technology is prioritized.

Project eligible for Quality Assurance Inspection for up to 1 year following completion of work. Approximately 15% of completed projects are inspected.

# 1-4 Family Homes EmPower+ Customer Eligibility

EmPower+ is open to both owners and renters of:

- 1-4 family existing homes
- Smaller, multi-family residential buildings (through Special Projects)

Income Requirements:

- Low-Income (Also called Tier 1): Households earning less than 60% State Median Income
- Moderate-Income (Also called Tier 3): Households earning between 60% and 80% State Median Income and Area Median Income (whichever is higher)

Customers can participate until incentive caps are reached; caps are calculated on a rolling basis from work completed over the previous 3 years.

# 1-4 Family Homes EmPower+ Incentives

For Low-Income (Tier 1) households, EmPower+ covers up to 100% of the cost of work completed in the home with the Program setting the prices for most measures.

- Single Family Homes - \$10,000 cap (\$20,000 through some funding sources when Heat Pumps are installed)
- 2-4 Family Homes - the initial \$10,000 plus \$5,000 for each additional income-eligible unit
- If 50% or more of units are income eligible then entire project is considered low-income

# 1-4 Family Homes EmPower+ Incentives

For moderate-income (Tier 3) households, the discount is 50% of the cost of work completed in the home. Pricing is determined by the household and Participating Contractor.

- Single Family Homes - \$5,000 cap
- 2-4 Family Homes - the initial \$5,000 plus \$2,500 for each additional income-eligible unit
- If 50% of units are income-eligible then entire project is considered moderate-income

Low-interest financing available for low- and moderate-income households with rates ranging from 3.49-3.99%



# 1-4 Family Homes Program Implementation Support Teams

## **Intake and Technical Services Contractors**

- Provide administrative and technical support to NYSERDA, Participating Contractors, and customers
- Review and approve EmPower+ applications
- Oversees the call center and Help Desk ticketing
- Review and approve project work scopes
- Oversee Participating Contractor performance and quality assurance compliance
- Review and approve Participating Contractor project completion paperwork for payment

## **Loan Originator**

- Review and approve loan applications
- Distribute loan payments to Participating Contractors for completed projects

# 1-4 Family Homes Program Implementation Support Teams

## **Loan Servicing Contractor**

- Following the completion of a project with a loan, the loan and associated project completion work is transferred from SlipStream to Concord, who will then collect the loan payment from the customer
- Maintains the loan and payment processing until the loan obligation is fulfilled

## **Quality Assurance Contractor**

- Schedule Quality Assurance inspections for 15% of project completions and for households who requested them within one year of project completion
- Perform in-field quality assurance inspections and report findings to Participating Contractor and Technical Services Implementor

## **Regional Clean Energy Hubs**

- Help residents, businesses, and multifamily building owners reduce their energy use and energy costs and make informed energy decisions. NYSERDA's partners are dedicated to helping New Yorkers save money and live or work more comfortably.
- Work with households to complete Program paperwork and foster them through NYSERDA's residential programs

## 1-4 Family Homes

# Utility Survey of LMI Customers and Programs Overview

In Q2-Q3 2023, the utility program administrators, in coordination with NYSERDA, conducted a survey to collect information and feedback from customers regarding the EmPower program, to help identify successful approaches to customer outreach and suggestions for outreach improvement.

This was an informal, streamlined survey to supplement more sophisticated surveys being conducted through the formal Evaluation, Measurement and Verification (EM&V) process that can take longer to complete.

Survey Design included 3 separate outreach segments

1. Program Participants - residents who completed audits & installed measures
2. Non-Participants - customers referred to the Empower Program via EAP programs but have not signed up or completed an audit
3. Participating Contractors

Response rates to surveys were favorable: About 24,000 emails sent (via Constant Contact) to all utility customers. Over 3% response rate.

# 1-4 Family Homes Utility Survey of LMI Customers and Programs Overview

## Key Takeaways:

### • Participant Surveys

- High satisfaction with program very likely to recommend to others. Applications not always received/confirmed.

### • Non-Participants

- Most did not know about the program. Primary reason for not enrolling was lack of awareness.

### • Contractors

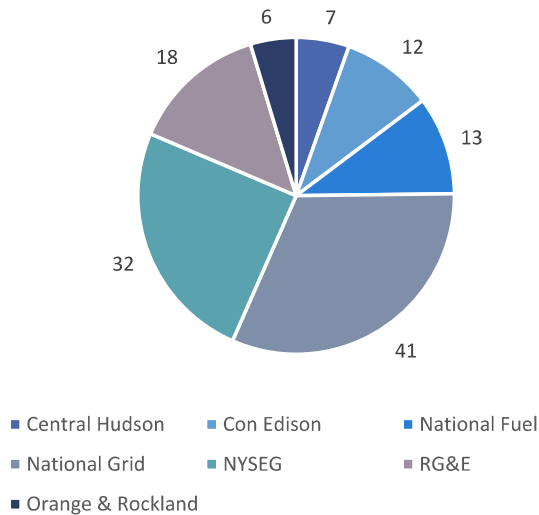
- Word of mouth/endorsements from participants is a strong selling point (more trust from peer vs. outsider)

## Potential Action Items and/or Items Already Underway

- Enhanced/improved messaging to all EAP participants as part of enrollment process (NYSEG/RGE)
- Text messaging to all EAP referred customers (National Grid)
- Utility specific (reminder) emails to all referrals outside of EAP process “don’t forget to sign up for the free program”
- Research potential for “word of mouth” peer referral incentives. Consider adding more testimonials within outreach?
- Develop a long-term strategy to follow-up with customers that do not respond to initial/second application package
- Research different approaches to landlord specific outreach and/or messaging

# 1-4 Family Homes Utility Survey of LMI Customers and Programs Results – Contractors

In which utility service territories do you operate?  
(Select all that apply) Response Count



Over 49 unique contractors responded. All questions were open ended.

## Common themes/key takeaways from answers:

Key selling point to customers: Upgrades/service are free.

Most contractors do their own outreach marketing.

Reliance on referrals from NYSERDA and word of mouth from previous participants for work.

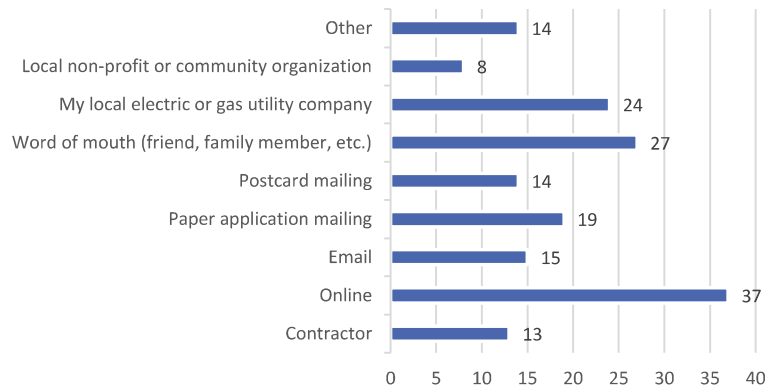
Landlord engagement and/or collaboration between landlord and tenants can be a barrier to program participation.

Application length and complexity is a potential barrier?

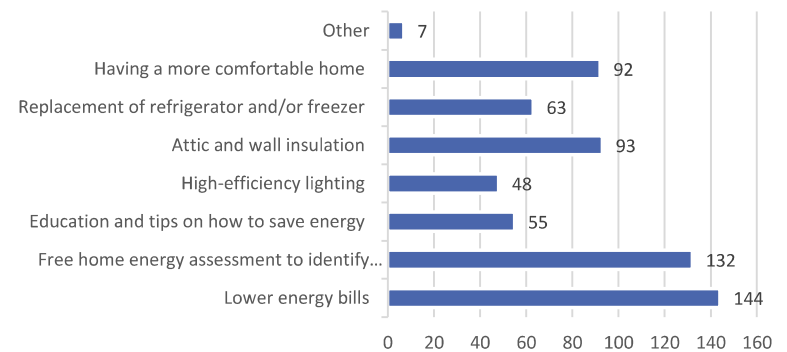
Mixed reviews 50/50 with opinion of new portal. Many spoke favorably while others struggle with change and/or still experiencing learning curve.

# 1-4 Family Homes Utility Survey of LMI Customers and Programs Results – EmPower Participants (1/5)

How did you first hear about the program?



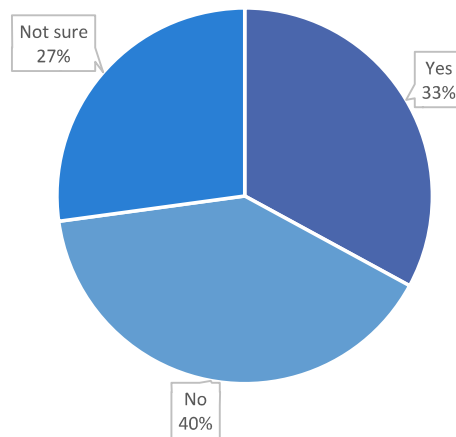
What motivated you to participate with EmPower? (Select all that apply)



Most participants heard about EmPower online, through word of mouth, or from their utility. Motivation to participate is driven by lower energy bills and free home energy assessments, consistent with contractor feedback.

# 1-4 Family Homes Utility Survey of LMI Customers and Programs Results – EmPower Participants (2/5)

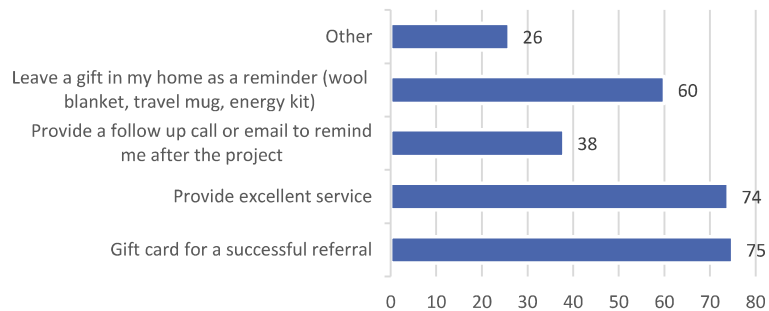
Did you receive a paper application in the mail for  
EmPower?



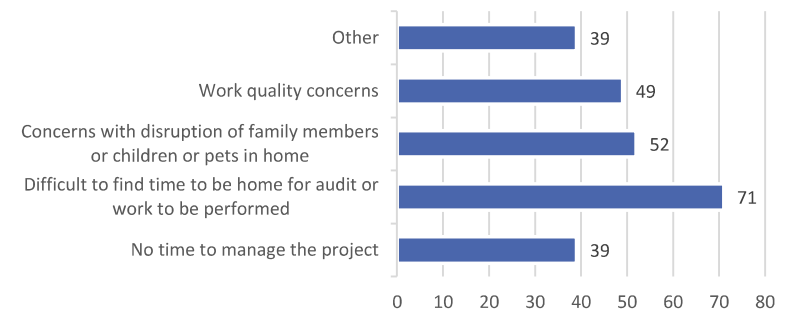
Participants are split on whether they received a paper application in the mail

# 1-4 Family Homes Utility Survey of LMI Customers and Programs Results – EmPower Participants (3/5)

How could the EmPower program encourage you to refer the program to others? (Select all that apply)



Can you think of a reason why others would not want to sign up for the program? (Select all that apply)



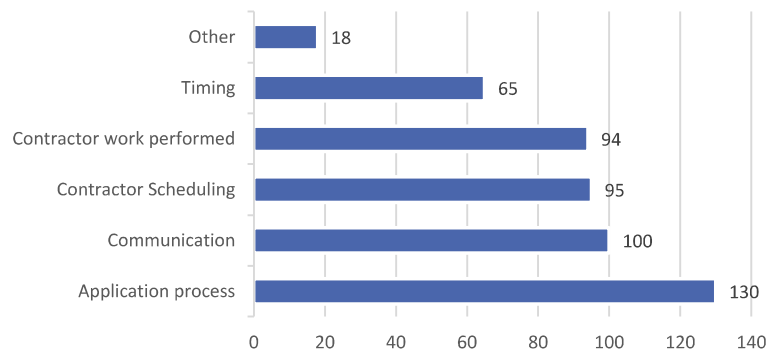
Excellent service, gift cards for successful referrals, and gifts were leading options to encourage customer referrals.

Difficulty finding time to be home for an audit was the leading consideration for others' nonparticipation.

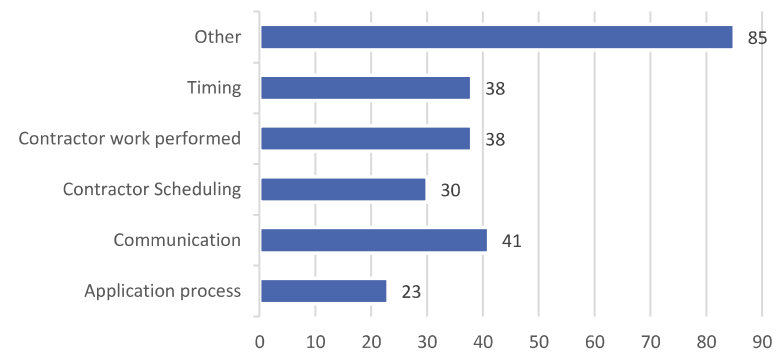


# 1-4 Family Homes Utility Survey of LMI Customers and Programs Results – EmPower Participants (4/5)

What aspects of your experience with EmPower were satisfactory? (Select all that apply)



What aspects of your experience with EmPower were not satisfactory? (Select all that apply)



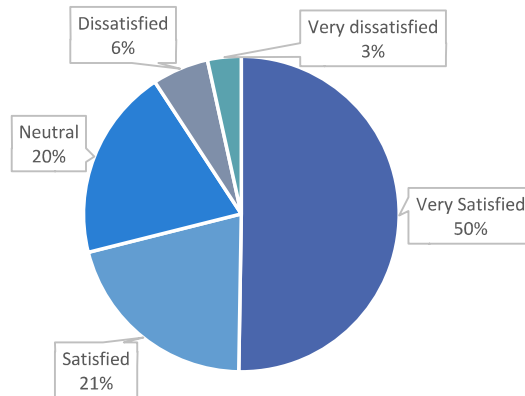
Participants appreciated the application process above other elements of the EmPower Program.

Unsatisfactory program elements varied by response:

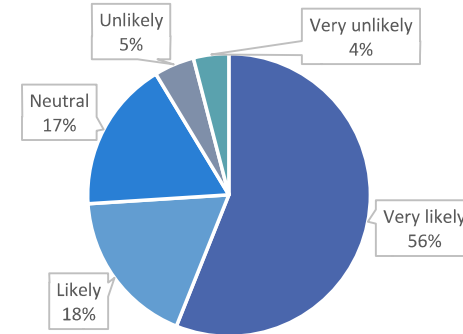
Most common theme was desire for additional measures, most notably Refrigerator, better/larger fridge or felt a fridge was promised but disappointed they did not qualify for fridge

# 1-4 Family Homes Utility Survey of LMI Customers and Programs Results – EmPower Participants (5/5)

How satisfied are you with the program overall?



How likely are you to recommend EmPower to family or friends?

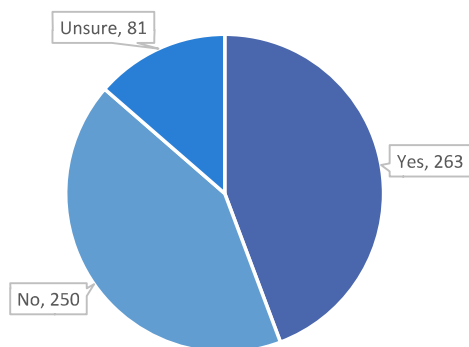


Overall, nearly three quarters of respondents were satisfied with the program and only a small share were dissatisfied.

A similar share of respondents would recommend the program to family or friends.

# 1-4 Family Homes Utility Survey of LMI Customers and Programs Results – Non-Participants (1/5)

Have you ever heard of EmPower New York?



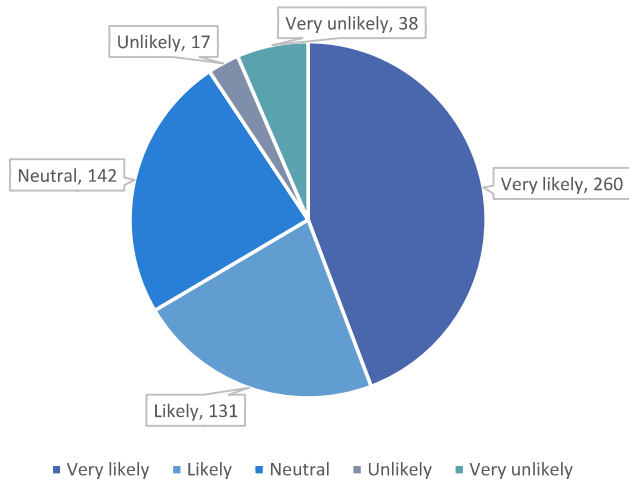
How did you hear about the program?



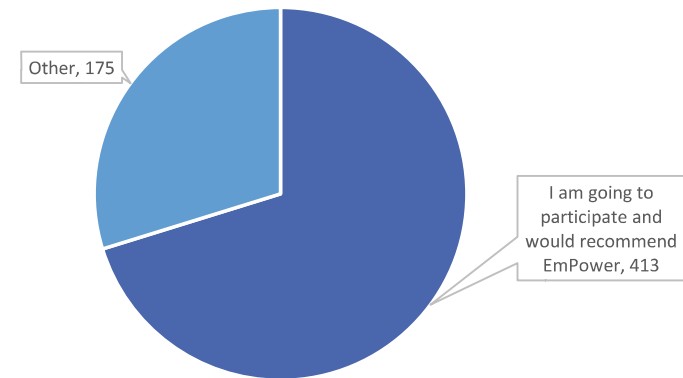
More than half of respondents were unclear about EmPower, and for many this survey was the first they had heard of the program.

# 1-4 Family Homes Utility Survey of LMI Customers and Programs Results – Non-Participants (2/5)

How likely are you to apply to EmPower after knowing more about the program?



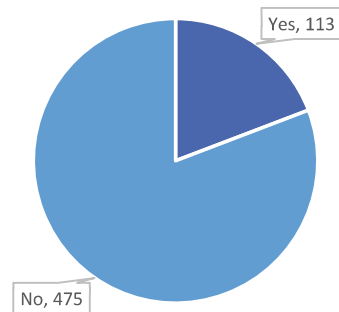
If you are not likely to sign up for EmPower, are there changes that could be made that would lead you to sign up?



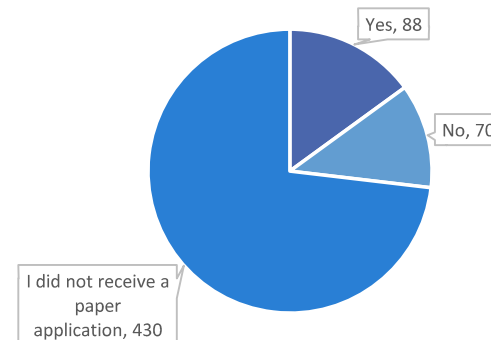
Most respondents indicated they are likely to apply after learning about EmPower.

# 1-4 Family Homes Utility Survey of LMI Customers and Programs Results – Non-Participants (3/5)

Have you received a paper application in the mail for EmPower?



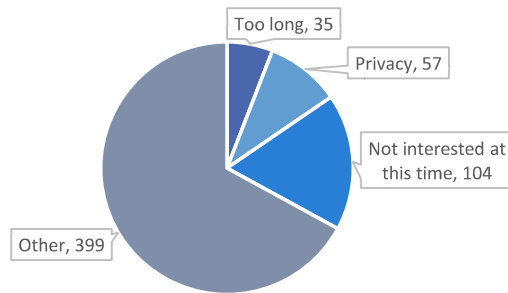
If you have received a paper application to EmPower, did you attempt fill it out?



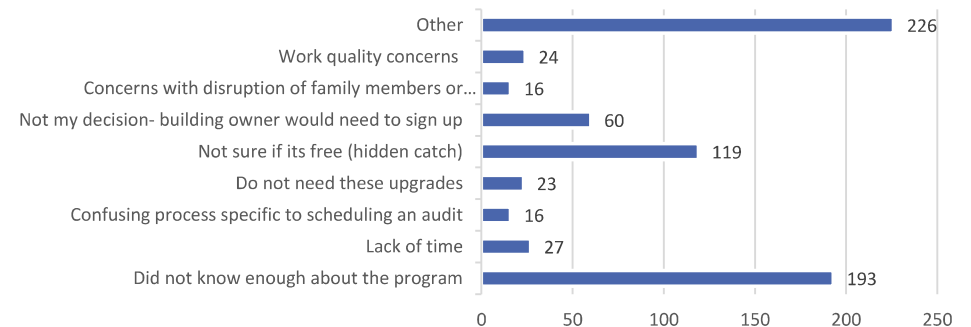
Most respondents had not received a paper application in the mail to EmPower.

# 1-4 Family Homes Utility Survey of LMI Customers and Programs Results – Non-Participants (4/5)

If you received an application and did not fill it out, was there something about the application that gave you a reason not to apply?



If the application was not an issue, then is there another reason why you chose to not proceed with participation with EmPower? (Please select all that apply):

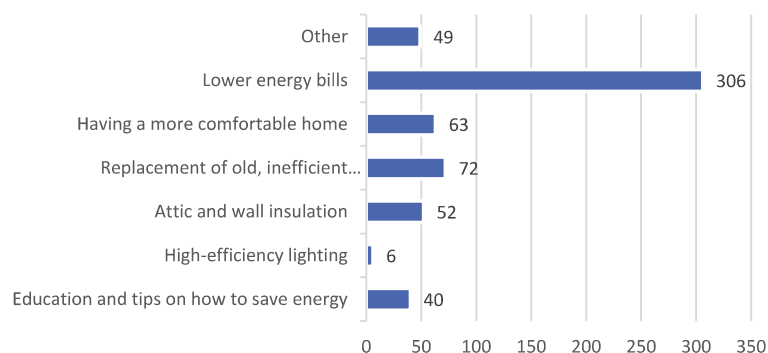


Responses were split on reasons for not completing an application: Vast majority of “other” was reiterating “never got the application.” Remaining responses included: they would sign up, did sign up or chose to apply using the online application instead.

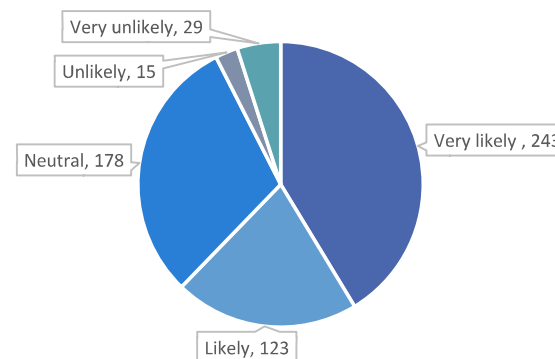
Leading specific reasons for choosing not to participate were lack of knowledge or suspicion of a hidden catch.

# 1-4 Family Homes Utility Survey of LMI Customers and Programs Results – Non-Participants (5/5)

Which of the following most appeals to you about EmPower?



How likely are you to recommend EmPower to others?

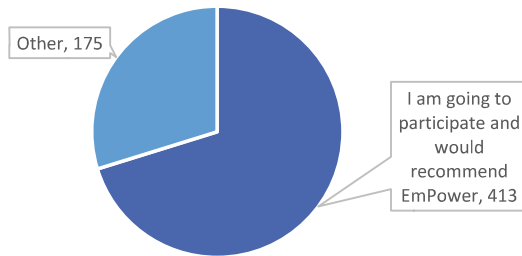


EmPower's greatest appeal is lowering energy bills.

Most respondents indicated they would be likely to recommend EmPower to others.

# 1-4 Family Homes Utility Survey of LMI Customers and Programs Results – Non-Participants – Open Responses

If you are not likely to sign up for EmPower, are there changes that could be made that would lead you to sign up?



Most respondents indicated they are likely to apply after learning about EmPower.

Common responses in “other” include:

- Need to know more about the program
- Not sure apartment complex/subsidized housing/landlord would qualify
- Contractor did not follow up or performed insufficient work
- Upgrading is expensive
- Moved apartments/planning to move



# 1-4 Family Homes Outreach and Education: National Grid Text Message Campaign

## Test campaign in Feb 2023

- 9,079 texts sent to combined CY2022 National Grid EmPower referrals
- Average response rate of 17%
- Conversion rate 2.9%

## Current Plan – Consistent and recurring monthly text messages

- Prior to the arrival of a mailed paper application from NYSERDA, all customers with active cell phone numbers on file will receive a pre-emptive text message on or about the 2nd Wednesday of the month
  - Call to action - link to National Grid's dedicated EmPower+ website
- The same customers will be sent a follow-up text message a month later as a reminder
  - Call to action – direct link to NYSERDA EmPower+ application landing page
- Customers without active cell phone numbers on file will be accumulated over the span of a quarter and will be sent a mailer marketing collateral
- Additional, semiannual text message campaigns will be sent to a larger group of nonparticipant referred customers accumulated over that 6-month period

# 1-4 Family Homes Outreach and Education: National Grid EmPower+ Social Media Pilot

## Lessons Learned:

- There is an opportunity to target our posts to:
  - Mutual aid groups
  - Local community groups
  - Churches and other religious community organizations

There is an opportunity to do more NYSERDA/Utility collaboration so that customers are more aware of NYSERDA and feel comfortable applying to EmPower+



**National Grid US**

20 September · ⚙️

We're here to help our customers with no-cost energy-efficiency solutions that can reduce your energy bills and increase the comfort of your home through our partnership with NYSERDA and the EmPower+ program.

Apply here: [ngrid.com/empower](https://ngrid.com/empower)

# Questions and Comments





# Affordable Multifamily Energy Efficiency Program (AMEEP) Update

# Affordable Multifamily Energy Efficiency Program

## AMEEP Overview

### Objectives

- Deliver and scale the statewide affordable multifamily program
- 40% of incremental LMI energy efficiency utility funds directed to affordable multifamily

### Features

- Flexibility to pursue prescriptive or custom measures, direct install, and/or comprehensive projects
- Robust incentive to encourage comprehensive projects
- Technical assistance through coordination with NYSERDA's FlexTech program
- Streamlined and consistent customer journey

### 2023 Highlights

- Program Administrators project to spend approximately \$42.6M on AMEEP in 2023
  - Approximately \$5.1M projected to be spent on electric projects and \$37.5M projected to be spent on gas projects
- Program has been especially active in downstate New York, where approximately 80% of multifamily building stock is located
- The total projected number of dwelling units served through AMEEP in 2023 is 94,477
- There are approximately 110 AMEEP comprehensive projects in progress as of October 31, 2023

# Affordable Multifamily Energy Efficiency Program Program Updates Summary

- The table below provides an overview of key updates to the program manual since the June 2023 Stakeholder webinar
- In addition to the program manual, the PAs have updated marketing materials including program one-pagers, tri-folds, and incentive fact sheets

Date Updated	Version	Topic	Description of Change
10/30/2023	2.3	Comprehensive Pathway Requirements	Decreased points for the following measures: Boiler Jacket, Orifice plates, Master venting, Thermostatic radiator valves, EMS, Smart Thermostatic radiator enclosure, Pipe insulation, Tank insulation
10/30/2023	2.3	Incentive Cap	Adjusted incentive cap so that comprehensive and non-comprehensive project incentives will be capped at 85% of the total project cost for eligible measures or at one million dollars, whichever is lower
10/30/2023	2.3	Technical Assistance Requirements	Clarified that the audits completed by Energy Service Providers should meet FlexTech program requirements.
10/30/2023	2.3	Secondary Steam and Oil – Con Edison Only	Added secondary steam and oil incentives for projects in Con Edison territory

# Affordable Multifamily Energy Efficiency Program Roundtable Webinar Overview

**Webinar date - August 23, 2023**

Purpose: Collect feedback from key stakeholders on AMEEP program design and processes to identify opportunities to improve program operations and customer experience, with discussion focused on the Comprehensive Pathway

Agenda Overview	
Program Status Update	<ul style="list-style-type: none"><li>• Comprehensive and non-comprehensive measure mix breakdown for YTD</li><li>• AMEEP project and spend since program launch in 2021</li></ul>
Incentives	<ul style="list-style-type: none"><li>• Comprehensive points change</li><li>• Comprehensive and non-comprehensive incentive pathways</li><li>• Potential offers – envelope and building adders</li></ul>
Audit Process	<ul style="list-style-type: none"><li>• Energy audit requirement for Comprehensive projects</li></ul>
Customer Journey & Program Processes	<ul style="list-style-type: none"><li>• Current AMEEP program and initiative offerings</li></ul>

# Affordable Multifamily Energy Efficiency Program Roundtable Feedback

Stakeholder feedback regarding Comprehensive measure point adjustments was generally positive, with most feedback emphasizing ways to improve program participation, such as:

Incentive Structure		Stakeholder Feedback for Program Consideration
Comprehensive Pathway	Point Structure	<ul style="list-style-type: none"> <li>• Addition of lower point threshold tier (i.e., projects with less than 100 points might still qualify as Comprehensive) could support certain buildings and drive participation</li> </ul>
	Building Envelope Adder	<ul style="list-style-type: none"> <li>• Could help push projects into comprehensive pathway (i.e., deeper energy retrofits)</li> <li>• Expand adder to include incentive for roof upgrades</li> <li>• Address unique circumstances – such as compliance with lesser discussed Local Laws (e.g., NYC LL 11 – brick pointing)</li> </ul>
	Small Buildings Adder (e.g., 5 – 25 units)	<ul style="list-style-type: none"> <li>• Participation in Comprehensive pathway can be administratively challenging for smaller buildings due to limited personnel for handling application and project processes</li> <li>• Online portal could help these buildings overcome administrative barriers for document submission and project tracking</li> </ul>
Non-Comprehensive Pathway		<ul style="list-style-type: none"> <li>• Bundle incentives for different building typologies</li> <li>• Accessible tools to estimate incentives and savings before engaging in the application process (i.e., savings calculator)</li> </ul>



# Affordable Multifamily Energy Efficiency Program Roundtable Feedback

Stakeholders noted that the cost burden of receiving an energy audit; delays toward completion; relevance of findings; and a general concern with requiring an audit to participate in the Comprehensive pathway can represent barriers to participation

Audit Process	Stakeholder Feedback for Program Consideration	NYSERDA Follow-Up Action
<b>Energy Audit Requirement</b>	Timing can pose a barrier for customers to participate in the Comprehensive pathway as projects with timelines linked to availability of financing cannot risk project delays	In Q3, added staff to expedite application review and approval and provide additional project management support.
	Audit cost represents a barrier for cash-strapped buildings in general; requiring upfront payment of any amount poses additional burden and financial risk	Flex Tech will provide higher cost share for affordable projects and offer greater flexibility around payment to consultants
	Buildings that complete an audit do so with uncertainty of eligibility for participation in the Comprehensive pathway; ineligible buildings may then shift to non-Comprehensive (likely lower incentives) or drop from the program altogether and are unable to recoup audit cost	FlexTech will provide higher cost share for both comprehensive and non-comprehensive AMEEP projects
	Interest in audit alternatives such as remote offering combined with upfront calculations	NYSERDA is partnering with NYC HPD to test remote audit tools for affordable housing
	Potential for consolidated and streamlined application process for IPNA, FlexTech, and AMEEP	NYSERDA is working with utilities to update process and streamline programs
	Request for additional clarity on FlexTech qualifying "Level 1+" audit	NYSERDA updating FlexTech PON to remove reference to "Level 1+" audit to reduce confusion

# Affordable Multifamily Energy Efficiency Program Roundtable Feedback

Stakeholder feedback covered a wide range of topics, including identifying potential program gaps, suggestions for enhancing customer experience, and recommendations to refine certain in-program processes

Customer Journey & Program Processes	Stakeholder Feedback for Program Consideration
<b>Current AMEEP program</b>	<ul style="list-style-type: none"><li>• Limited options for oil buildings not otherwise transitioning to natural gas systems</li><li>• Need for centralized and accessible resource to help customers understand all available and stackable incentive programs (in addition to AMEEP)</li><li>• High cost of building electrification retrofits represents a barrier for LMI buildings in particular; AMEEP does not currently offer end use incentives for electrification</li><li>• Request to expedite and increase transparency around approval timelines</li></ul>

# Affordable Multifamily Energy Efficiency Program Future Plans for AMEEP

Stakeholder feedback from the July Roundtable discussion will be incorporated into the program as appropriate as a function of continuous program improvement processes. These entail refining operations by focusing barriers to participation and improving the customer experience through the project pipeline.

## Operations

- Lower Comprehensive pathway participation barriers by exploring modifications to program requirements, options to address upfront cost burdens for buildings, and the addition of energy saving estimate tools
- Improve program participant experience by continuing to simplify program application materials, and accelerate administrative timelines

## Outreach

- Foster and leverage strategic partnerships such as the NYSERDA regional Clean Energy Hubs
- Broaden outreach and marketing efforts by applying lessons learned and from continuous stakeholder feedback
- Continue to facilitate quarterly Participating Contractor and Industry Partner Webinars

## Design

- Align the program as needed with evolving policy developments, including serving and benefiting identified Disadvantaged Communities effectively
- Prepare the program for transition to strategic framework as outlined in the 2026-2030 NE:NY proposals

# Questions and Comments



# Presenters

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# Thank you

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# Appendix

## Helpful Links for Statewide LMI Portfolio

**New York State Climate Leadership and Community Protection Act (Climate Act)** - <https://climate.ny.gov/Our-Climate-Act>

**Low- to Moderate-Income Stakeholder Resources New Efficiency: New York** - [LMI Stakeholder Resources - New Efficiency: New York](#)

- Please email [LMIforum@nysersda.ny.gov](mailto:LMIforum@nysersda.ny.gov) with any questions

### 1-4 Family Homes

- **EmPower New York** - <https://www.nysersda.ny.gov/All-Programs/empower-new-york>
- **KEDLI HEAT Program** - <https://www.nationalgridus.com/Long-Island-NY-Home/Energy-Saving-Programs/Income-Eligible-Program>
- Please contact us by telephone at 1-844-375-HEAT (4328) or by e-mail at [NGridLIHEAT@clearesult.com](mailto:NGridLIHEAT@clearesult.com)

### Existing Affordable Multifamily

- **New York State Affordable Multifamily Energy Efficiency Program** -
  - <https://www.nysersda.ny.gov/All-Programs/Low-to-moderate-Income-Programs/LMI-Stakeholder-Resources-New-Efficiency-New-York/NYS-Affordable-Multifamily-Energy-Efficiency-Program>
  - *To submit an interest form:* <https://nysersda.seamlessdocs.com/f/NYSAffordableMultifamilyBuildingEnergyEfficiencyProgram>
  - **Direct link to Program Manual:** <https://www.nysersda.ny.gov/-/media/Project/Nyserda/Files/Programs/LMI/NYS-Affordable-Multifamily-Energy-Efficiency-Program-Manual.pdf>
  - PC&IP Webinar Series Information - Requests to be included on the distribution list for the PC&IP webinar series can be sent to [AMEEP@ceadvisors.com](mailto:AMEEP@ceadvisors.com)
- **FlexTech**
  - <https://www.nysersda.ny.gov/All-Programs/FlexTech-Program>
  - <https://www.nysersda.ny.gov/Contractors/Find-a-Contractor/FlexTech-Consultants>
  - <https://www.nysersda.ny.gov/contractors/find-a-contractor/multifamily-building-solutions-network>

**NY Energy Advisor** - <https://energyadvisor.ny.gov/>

- **NY Energy Advisor Tool Kit** - *download free collateral materials* - <https://www.nysersda.ny.gov/All-Programs/Low-to-moderate-Income-Programs/LMI-Stakeholder-Resources-New-Efficiency-New-York> (scroll down page to find tool kit materials)