

**GENERAL INFORMATION SYSTEM**  
**Center for Employment & Economic Supports**

**October 7, 2013**

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**TO:** Subscribers

**SUGGESTED DISTRIBUTION:** Commissioners, TA Directors, SNAP Directors, HEAP Coordinators

**FROM:** Phyllis Morris, Deputy Commissioner  
Center for Employment and Economic Supports

**SUBJECT:** New York State Energy Research and Development Authority's EmPower New York  
Assistance for Summer 2013 Flooding and Superstorm Sandy

**EFFECTIVE DATE:** Immediately

**CONTACT PERSON:** HEAP Program Questions: HEAP Bureau at 1-800-343-8859 ext. 3-0332

The purpose of this GIS message is to inform Social Services Districts (SSDs) of the availability of funding for free energy efficiency services through the EmPower New York program administered by New York Energy Research and Development Authority (NYSERDA). New York households that are income-eligible and residing in counties designated as disaster areas affected by either Superstorm Sandy or flooding that occurred during the summer of 2013 are encouraged to apply for this program.

Eligible counties include the counties designated as disaster areas by FEMA following Superstorm Sandy and the counties impacted by the flooding this past summer: Bronx, Kings, New York, Richmond, Queens, Nassau, Suffolk, Westchester, Putnam, Orange, Rockland, Sullivan, Ulster, Herkimer, Madison, Montgomery, Oneida and Niagara.

Households seeking EmPower benefits should be instructed to call NYSERDA's EmPower Program Implementer, Honeywell, at **1-800-263-0960** to apply for assistance. For additional program information, please see the attached EmPower Informational Flyer, Eligibility Fact Sheet and EmPower Application.

In addition, SSDs should continue to refer clients to their local Weatherization Assistance Program (WAP) provider using the current Department of Housing and Community Renewal form DHCRESB#37.

Attachments



## EmPower New York

### **No-Cost Energy Efficiency Services for Income-Qualified Households Impacted by Severe Weather Events**

EmPower New York (EmPower) provides energy efficiency services at no cost to income eligible households. The program is administered by the New York State Energy Research and Development Authority (NYSERDA), with implementation support from Honeywell International. EmPower provides measures to reduce your energy use, such as:

- ◆ Insulation
- ◆ Heating system upgrades
- ◆ High efficiency lighting
- ◆ Strategic air sealing
- ◆ Replacement of inefficient refrigerators and freezers with new high-efficiency models (Customers of participating electric utilities only)

Services are provided through a network of participating contractors. There is **no cost to you for these services**. You may receive services even if you have not been affected by the weather event.

#### You may be eligible if the following is true:

- ✓ Your household income is at or below 60% of State median (i.e., if you are eligible for HEAP benefits. See income levels listed on the back)
- ✓ You are an electricity or natural gas customer of Central Hudson, Con Edison, National Fuel, National Grid (Upstate, Metro and Long Island), NYSEG, Orange and Rockland, and Rochester Gas & Electric, or heat by oil or propane
- ✓ You are responsible for payment of utility bills
- ✓ If your home has been damaged by a severe weather event you may still qualify for services through EmPower even if you have been previously served

You may apply by completing an EmPower New York Storm Relief Application, and providing income documentation as noted below. If you have not yet been provided with an application please call **(800) 263-0960** to request one be sent to you.

#### **WORKING WITH FEMA, INSURANCE AND OTHER FUNDING**

EmPower cannot provide funding for repairs paid for by NYSHCR, FEMA, insurance or other programs. However, in situations where FEMA, insurance and other program reimbursement does not cover the full cost of repair or the additional cost for high efficiency equipment, EmPower can pay the additional cost when it is provided by a participating EmPower contractor.

## **EMPOWER PARTICIPATING CONTRACTORS AND VENDORS**

EmPower participating contractors are accredited by the Building Performance Institute, the nation's premier developer of technical standards for residential energy efficiency work. EmPower cannot reimburse for measures previously installed, or installed by contractors who have not been approved by the program. Appliances provided through EmPower are new high efficiency ENERGY STAR® models. They are limited to program-approved models, and may only be provided through program-approved vendors.

*If you would like to confirm the identity of a contractor and verify that they are working through EmPower New York Program, please call 800-263-0960*

## **HEALTH AND SAFETY CONCERNS**

Storms often cause moisture and mold conditions in many dwellings. In some instances, where these problems persist, EmPower may deny or delay some of the program measures. This is done to ensure that the health of your household is not compromised. The contractor assigned to your dwelling will assess these concerns.

## **INCOME ELIGIBILITY GUIDELINES**

The current income guidelines for EmPower are set 60% of the State Median Income, and are consistent with Home Energy Assistance Program (HEAP) Guidelines for 2012 – 2013:

<b>Household Size</b>	<b>Monthly</b>	<b>Annual</b>
1	\$2,138	\$25,646
2	\$2,796	\$33,552
3	\$3,453	\$41,436
4	\$4,111	\$49,332
5	\$4,769	\$57,228
6	\$5,427	\$65,124
7	\$5,550	\$66,600
8	\$5,673	\$68,076
9	\$5,797	\$69,564
10	\$5,920	\$71,040
11	\$6,136	\$73,632
11+	+495	

NOTE: If you are over-income for EmPower New York, you may want to consider NYSERDA's Assisted Home Performance with ENERGY STAR® program. This program provides a 50% subsidy for energy efficiency services to households with incomes below 80% of Area Median Income. For additional information on Assisted Home Performance, please call 1-866-NYSERDA or visit [www.nyserda.ny.gov/empower](http://www.nyserda.ny.gov/empower) or [www.nyserda.ny.gov/assisted-home-performance](http://www.nyserda.ny.gov/assisted-home-performance)

## **PROVIDING INCOME DOCUMENTATION TO EMPOWER NEW YORK**

If you are interested in applying, please complete the following:

1. Sign and return the enclosed Energy Services Application.
2. Provide income documentation consisting of one of the following:
  - a. A copy of a HEAP award letter dated within the past 12 months. (If you have not already applied for HEAP for the current heating season, you are encouraged to do so. See the enclosed contact list for the Department of Social Service office in your county.)
  - b. A copy of a bill from your utility or fuel supplier documenting a HEAP payment received within the past 12 months, or documentation of participation in a utility low-income payment assistance program.
  - c. A copy of a Food Stamp award letter in your name received within the past 12 months.
  - d. A copy of notification of a Public Assistance award letter in your name received within the past 12 months.
  - e. A copy of a SSI payment or award letter in the name of the EmPower New York applicant, received within the past 12 months.
  - f. If HEAP is closed, and none of the forms of documentation listed above are available, the applicant below may contact Honeywell for further information on acceptable alternative forms of documentation.

If a review indicates that you are eligible for services, you will be contacted to set up a meeting at your home.

**If you have any questions, or need assistance in filling out the application, you may contact EmPower NY staff toll-free at 1-800-263-0960.**

## **EmPower New York**

### **Guidelines for Special Assistance to Households Affected by Severe Weather Events**

EmPower New York provides free energy efficiency services to income-eligible households. The following guidelines are specific to households affected by storms or flooding.

Eligible counties include the 13 counties designated by FEMA following Super Storm Sandy: Bronx, Kings, New York, Richmond, Queens, Nassau, Suffolk, Westchester, Putnam, Orange, Rockland, Sullivan, and Ulster. The five counties below were added following the flooding this summer: Herkimer, Madison, Montgomery, Oneida, and Niagara.

Households affected by these storms may contact the EmPower Program Implementer, Honeywell, at **800-263-0960**.

#### EmPower Eligibility for Special Assistance:

1. Households must have incomes at or below 60% of State Median Income (i.e., HEAP eligibility) and must provide documentation of income as listed below.
2. Home Performance Services, such as insulation, heating upgrades and air sealing may be provided to natural gas customers of Central Hudson, Con Edison, National Fuel, National Grid (Upstate, Metro and Long Island), NYSEG, Orange & Rockland, and Rochester Gas & Electric, and to low income households who heat with oil or propane.
3. Electric reduction services may be provided to electric customers of Central Hudson, Con Edison, National Grid (Upstate), NYSEG, Orange and Rockland and Rochester Gas & Electric.
4. Only homes that are viable for continued habitation may be served with EmPower funds.
5. Both Rental and Owner properties may be served. Landlord investment is required for some measures; however, repair of storm damage to the property funded by the landlord may be considered “in-kind” contributions in lieu of landlord investment in the EmPower workscope.
6. Households previously served through EmPower will be eligible for additional services regardless of previous worksopes.
7. Households who are provided with measures through EmPower may not access other NYSERDA rebates for the same measures.
8. Repair costs covered by insurance, Federal Emergency Management Agency (FEMA), utility, or other programs are not eligible for EmPower New York. Audits to verify insurance, FEMA, or other assistance may be conducted.

## Services:

1. All measures funded by EmPower will be provided through EmPower New York approved contractors only.
2. Households affected by storms or flooding will be given priority for service.
3. Emergency measures may be provided, with prior approval, as follows:
  - A. Projects completed in coordination with the Weatherization Assistance Program (WAP): EmPower will pay half the cost of all measures approved by WAP, including emergency measures, up to a total EmPower share of \$8,000.
  - B. Non-coordinated projects: EmPower will supplement FEMA, insurance, and other funding sources for the following measures:
    - Refrigerator Replacements. EmPower New York will pay the full cost of emergency replacement of the **primary** refrigerator with an ENERGY STAR<sup>®</sup> model. Make and model information, as well as condition of units to be replaced, must be provided. Appliances will be provided by EmPower approved vendors.
    - Water Heater Replacements: EmPower will pay for replacement of water heaters damaged by the storms. High efficiency tanks will be installed whenever possible.
    - Heating System Replacements. EmPower will pay for replacement of heating systems with high efficiency systems.
    - Replacement of insulation and related building materials damaged by the storm.
  - C. Program cost-effectiveness requirements will be waived for emergency measures.
4. Eligible households may receive any or all electric reduction and home performance measures currently available through EmPower, such as:
  - High efficiency lighting
  - Attic and wall insulation
  - Air sealing insulation and air sealing
  - Other energy efficiency measures

These measures will be installed according to EmPower program guidelines. In situations where moisture or mold problems persist in the affected dwelling, some measures may be delayed or denied.

## Access to the Program:

1. Human Service Agencies are invited to refer households. In submitting a referral, the agency must provide the Program Implementer, Honeywell, with a completed EmPower Storm

Relief application (attached), signed by the customer and the agency. Agencies that document income eligibility for a Federal or State program and are approved by NYSERDA may certify eligibility. In all other instances the applicant will be required to provide one of the following forms of income documentation:

- a. A copy of a HEAP award letter
  - b. A copy of a utility or fuel supplier bill documenting a HEAP payment
  - c. Documentation of participation in a utility low-income payment assistance program
  - d. A copy of a Food Stamp award letter in the applicant's name
  - e. A copy of notification of a Public Assistance award letter in the name of the EmPower New York applicant
  - f. A copy of a SSI payment or award letter in the name of the EmPower New York applicant
  - g. If the household is not able to provide any of the documents above, the household may apply for HEAP for the current heating season, and provide EmPower with documentation of acceptance by HEAP.
  - h. If HEAP is closed, and none of the forms of documentation listed above are available, the applicant below may contact Honeywell for further information on acceptable alternative forms of documentation.
2. Referrals, including a completed EmPower application, must be sent to Honeywell in one of the following ways:
    - Mail to: **EmPower New York, P.O. Box 2489, Syracuse, New York 13220**
    - FAX to **(315) 463-7393**
    - Scan and email to: [ACSempower.applications@honeywell.com](mailto:ACSempower.applications@honeywell.com)
  3. If the referring agency is not able to provide a complete application, the agency may email the above address, requesting that Honeywell contact the household directly. The request must include:
    - Name
    - Address
    - Phone number
  4. Affected households may also request an application by calling Honeywell at: 800-263-0960.

Income Eligibility Guidelines

The current income guidelines for EmPower are set 60% of the State Median Income, and are consistent with Home Energy Assistance Program (HEAP) Guidelines for 2012 – 2013:

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7	\$5,550	\$66,600
8	\$5,673	\$68,076
9	\$5,797	\$69,564
10	\$5,920	\$71,040
11	\$6,136	\$73,632
11+	+495	

For further information, contact:

The EmPower New York Program Implementer, Honeywell: 1-800-263-0960

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