

New York State Affordable Multifamily Energy Efficiency Program Program Manual Version 1.0 November 3, 2021



The rates and conditions found in this program manual are effective for completed application packages submitted on or after November 3, 2021. These rates and conditions will remain in effect until a new version is published. Submitted applications will be eligible for the rates and conditions in effect on the date of application to the program.

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1 Program Overview

The New York State Affordable Multifamily Energy Efficiency Program (“Program”) offers incentives for installing energy-efficient equipment and technologies. The upgrades can help affordable multifamily buildings reduce both energy use and costs while increasing operating efficiency and tenant comfort. Energy-efficient buildings also release fewer carbon emissions, making them an important tool in achieving New York State’s climate goals.

The Program is a joint effort between a coalition of New York State utilities and the New York State Energy Research and Development Authority (NYSERDA). The utilities administering this Program are: Central Hudson Gas & Electric, Con Edison, National Grid, National Fuel Gas, New York State Electric & Gas (NYSEG), Rochester Gas & Electric (RG&E), and Orange & Rockland (O&R). These utilities shall be referred to as the “Program Administrators.”

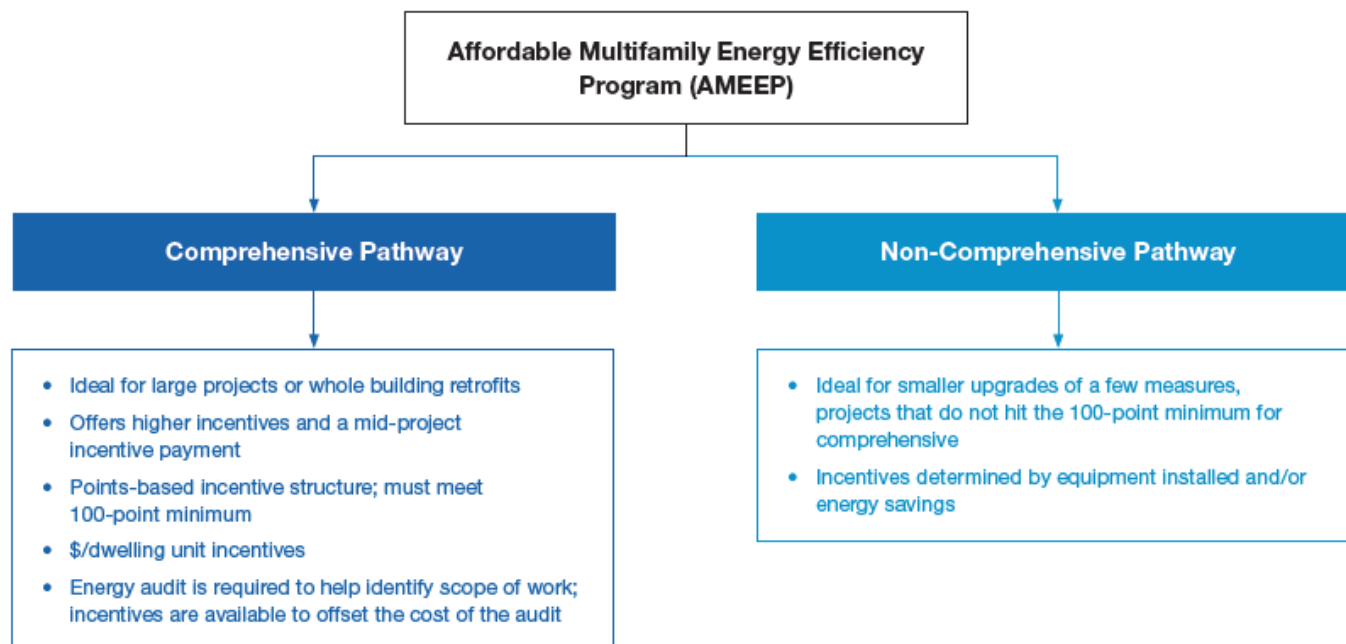
There are two pathways for customers to participate in the Program: the comprehensive pathway and the non-comprehensive pathway. The comprehensive pathway is for customers who undertake comprehensive retrofits, such as whole-building retrofits that address multiple building system categories (e.g., heating and cooling, insulation, lighting, etc.). Incentives are applied based on a system of accumulated points. A minimum of 100 points needs to be met to be classified as a comprehensive project. To help customers identify energy efficiency opportunities and develop comprehensive scopes of work, technical assistance is available. This includes an energy audit, which is required for comprehensive projects. Comprehensive projects are eligible for higher incentive amounts than non-comprehensive projects, an optional mid-project incentive payment, and technical assistance in the form of a cost share for activities like energy audits and retrofit scope development.

The non-comprehensive pathway is available for customers interested in smaller upgrades and customers who have projects that do not meet the 100-point minimum for the comprehensive pathway. Energy audits are not required for participation in the non-comprehensive pathway; however, for buildings located in the service territories of Central Hudson, NYSEG, RG&E, or upstate National Grid, free, high-level assessments are available from the Program Administrators to generate a scope of work. Incentives for projects based on the non-comprehensive pathway are determined by each Program Administrator. These incentives are based on equipment installed and/or energy savings and are overall lower than incentives under the comprehensive pathway.

Buildings that are not maintained or operated as affordable housing may be eligible for their Program Administrator’s market rate multifamily offerings. Please refer to each Program Administrator’s respective websites for more information.

This Program and Program Manual are only applicable to customers of the Program Administrators.

Figure 1.1 Affordable Multifamily Energy Efficiency Program Pathways



2 Program Eligibility

2.1 Customer Eligibility

Customers who are property owners or managers of existing affordable multifamily buildings with five (5) or more residential units are eligible to participate.

- Utility Customer:** Customer must be a utility customer that receives gas and/or electric delivery service from one of the following Program Administrators: Central Hudson Gas & Electric, Con Edison, National Grid, National Fuel Gas, New York State Electric & Gas (NYSEG), Rochester Gas & Electric (RG&E), and Orange & Rockland. All buildings with utility electric service are eligible. For gas projects, all customers with a firm gas heating account are eligible. Some interruptible accounts may be eligible for gas projects; please contact your Program Administrator for more information. Customers applying for technical assistance must pay into the System Benefits Charge (SBC) fund on their electric utility bill.
- Building Characteristics:** The project must be an existing multifamily, residential building(s) with five (5) or more units in each building. Projects larger than 500 units or multiple projects comprised of a campus larger than 500 units require pre-approval from the Program Administrator. See [Section 2.2](#) for more details.
- Affordable Housing Requirements:** Only affordable multifamily housing properties are eligible for this Program. Affordable housing is defined as projects in which at least 25% of the units are, or are expected to be, occupied by households earning not more than 80% of the area or State median income, whichever is higher. Affordable housing documentation must be submitted with the application package. There are two ways to qualify a project for affordable housing incentives:

- **Proxy:** The Program allows certain proxies to represent compliance with the definition previously mentioned. The “Acceptable Documentation for Affordable Housing Eligibility” table ([Table 2.1](#)) lists eligible proxies and supporting documentation.
- **Rent Roll:** This type of qualification may be used by projects that do not meet the proxy requirements. Twenty-five percent of the units must have a calculated household income no more than 80% of the State or area median income, whichever is higher, based on the assumption that 30% of household income is applied to housing costs (i.e., rent). Applicants must submit the annual rent, size, and occupancy for each apartment in the property. A calculation spreadsheet tool is available for determining Rent Roll income eligibility.
- **Measure Eligibility:** Customer must not have applied for or received an incentive for the same eligible measure from NYSEERDA or any other utility. Please refer to the [Section 7](#) for measure eligibility requirements.
- **Installation Timeline:** Equipment **cannot be installed** before the customer receives the Notice to Proceed.
- **Construction Type:** Project must be an existing building(s). New construction is not eligible for this program.
- **Extent of Renovation:** The Program will accept renovations to existing structures defined as changes, additions, or deletions to any system or process that impacts an existing building’s energy consumption and/or cost not defined as new construction or substantial renovations (gut rehabs). Substantial Renovations (gut rehabs) are not eligible for the Program. These types of projects may be eligible for incentives through other utility or NYSEERDA programs serving new construction buildings. Substantial renovations are defined as one of the following types of projects:
 - Change of use and reconstruction of an existing building or space within
 - Construction work of a nature requiring that the building or space within be out of service for at least 30 consecutive days
 - Reconstruction of a vacant structure or space within
- **Intended Use:** The intended use of the building must be for residential purposes. Commercial facilities, such as motels/hotels, group homes, dormitories, shelters, monasteries, nunneries, assisted living facilities, and nursing homes are typically not eligible for the Program. Supportive housing, single room occupancy (SRO) facilities, and senior living residences that do not include nursing or hospitalization amenities are typically eligible for the Program. Supportive housing is defined as residences that are owned and operated by nonprofit organizations. Tenants are individuals and families who require affordable permanent housing and support services, have lease agreements, pay rent (often a percentage of their income), and abide by the terms of their lease. This group includes people who have been homeless, have histories of substance abuse, are coping with mental illness, have chronic physical illness, are young adults aging out of foster care, are homeless veterans, or are grandparents raising grandchildren.

Table 2.1: Acceptable Documentation for Affordable Housing Eligibility

Eligibility Proxy	Details	Documentation Required
US HUD, USDA-RD, and other Federally Regulated Affordable Housing	Properties receiving one of the following subsidies from HUD or USDA-RD • Section 8 Contract • Sections 202, 236, 811 • Public Housing Authorities	Copy of the HUD contract or contract award notice
DHCR-Regulated Affordable Housing	Buildings with subsidized mortgages or contracts that place them under the regulatory control of NYSDHCR	Copy of NYSDHCR contract or contract award notice
Low Income Housing Tax Credits	Properties that receive tax credits for at least 50% of its units	Copy of tax credit award notice from NYSDHCR or NYCHPD
NYCHPD-Regulated Affordable Housing (or other local housing agency)	Properties with loans, mortgages, or deeds of purchase (HDFC incorporation) from NYCHPD or other local housing agencies	Documentation of current mortgage, loan closing, HDFC incorporation or deeds
SONYMA mortgage insurance	Properties subsidized for low- to moderate-income multi-family residents with SONYMA subsidized financing through the HFA	Copy of loan closing/mortgage insurance award documents
Weatherization Assistance Program	Properties that have fulfilled the eligibility requirements for the Weatherization Assistance Program	Copy of the letter from the Weatherization Agency confirming the project's income eligibility
HFA 80/20 Program	Properties that have been accepted into the Housing Finance Agency's 80/20 Program	Copy of the award letter or HFA contract documents
NYCHDC 80/20 or Mixed Income Programs	Properties that have been accepted into the NYC Housing Development Corporation's 80/20 Program or Mixed Income Program	Copy of the award letter or HDC contract documents
Mitchell-Lama Buildings	Properties that are currently NYS or NYC supervised Mitchell-Lama buildings	Copy of NYSHCR or NYCHPD contract or recent annual report confirming active Mitchell-Lama status

2.2 Large Projects

Projects over 500 units require pre-approval from the Program Administrator before applying to the Program. Customers considering large projects should send an email to their Program Administrator's Implementation Contractor ("IC") (see [Section 12](#) for contact information) containing the following information:

- Project Name
- Project address or utility territory
- Number of buildings
- Number of units
- Affordability proxy or rent roll

The Program Administrator/IC will review the information and determine potentially available funding based on the size of the project. The Program Administrator/IC will then contact the customer regarding how to move forward.

3 Program Pathways

3.1 Comprehensive Pathway Requirements

Featuring both greater incentives and dramatically improved energy efficiency, the comprehensive pathway is for whole building retrofit projects. The pathway utilizes a point system to determine eligibility of a comprehensive project and the incentive amount that is offered.

3.1.1 Project Eligibility

Eligible electric and gas measures for a comprehensive project are assigned points per measure that range from 5 to 40. The table below illustrates the point allocations for common measures. *For an expanded list of eligible measures and their respective point allocations, please reference [Table 13.1](#) in the Appendix. For measures not listed in [Table 13.1](#), please contact the Program Administrator or Implementation Contractor.*

To be eligible as a comprehensive project, a project must meet a 100-point minimum. Multiple measures can be combined to meet this requirement.

Table 3.1: Comprehensive Pathway Point Allocation per Measure

Common measures shown below. For more measures, see [Table 13.1](#) in the Appendix

40 Points Per Measure	30 Points Per Measure	20 Points Per Measure	10 Points Per Measure	5 Points Per Measure
- Window replacement - Insulation (roof) - Insulation (wall) - Boiler replacement	Domestic hot water heater replacements	- Energy management system (EMS) - Hot water and steam pipe insulation - Central cooling - Elevators - Ventilation such as energy recovery ventilators	- Air sealing - Orifice plates - Steam traps - Thermostatic Radiator Valves (TRVs) - HVAC electric controls (BMS, thermostats) - Motors and drives	- Boiler clean & tune - Common area lighting - In-unit direct install measures such as faucet aerators, showerheads, LEDs - Appliances (stoves, refrigerators, washer/dryers, dishwashers)

Direct install measures, such as in-unit faucet aerators and LEDs, contribute points to comprehensive projects. They are optional measures that customers can choose to install or not, similar to any other measure. Direct install measures are provided free of charge to the project and are supplemental to the project incentive earned outlined in [Table 3.2](#). These measures must be installed by subcontractors, which will be provided by the Program Administrators. Please refer to the [Section 7](#) for more information on direct install measures requirements, as well as other eligible measures.

3.1.2 Incentive Structure

The comprehensive pathway offers incentives that are calculated on a per dwelling unit basis, at a rate that depends on a project's accumulated points (as described above) and location. As shown in [Table 3.2](#), projects that reach 100-149 points are in Tier 1; projects that reach at least 150 points are in Tier 2. To calculate the total incentive amount expected from a project, the customer can add up the points from their proposed project, determine which tier level their project is in, and multiply the incentive rate for that tier and the number of dwelling units in the project's building. See [Table 3.3](#) for examples of project scopes, point allocations, and total incentives.

To account for regional differences, the incentive rates differ across Downstate and Upstate Program Administrators. The Downstate Program Administrators are Con Edison and National Grid in the New York City and Long Island Regions. The Upstate Program Administrators are National Fuel Gas, NYSEG, RG&E, National Grid in the Niagara Mohawk region, Central Hudson, and Orange & Rockland.

Table 3.2: Comprehensive Pathway Incentive Rates

Comprehensive Pathway Incentive			
Tier	Minimum Points	Downstate Incentive (\$/Dwelling Unit)	Upstate Incentive (\$/Dwelling Unit)
1	100	\$1,500	\$900
2	150	\$2,000	\$1,200

Table 3.3: Comprehensive Pathway Project Examples

Program Pathway Examples						
Building	# Dwelling Units	Scope of Work (Points)	Total points	Pathway	Tier	Total Incentives
1	125	Boiler replacement (40) EMS (20) Pipe insulation (20) Air sealing (10) Common area lighting (5) In-unit lighting (5)	100	Comprehensive	1	Downstate: \$187,500 Upstate: \$112,500
2	200	Window replacement (40) Roof insulation (40) Domestic hot water heater replacement (30) Pipe insulation (20) Air sealing (10) Common area lighting (5) In-unit lighting (5)	150	Comprehensive	2	Downstate: \$400,000 Upstate: \$240,000
3	25	EMS (20) Common area lighting (5) In-unit lighting (5)	30	Non-Comprehensive	N/A	Varies by downstate and upstate NY, refer to website/factsheets
Building 1's scope of work achieves 100 points and is therefore eligible for Tier 1 incentives. If it were in downstate NY, the total incentive would be calculated as 125 dwelling units x \$1,500 per dwelling unit = \$187,500. If it were in upstate NY, the total incentive would be 125 dwelling units x \$900 per dwelling unit = \$112,500. Building 2's scope of work achieves 150 points and is therefore eligible for Tier 2 incentives. If it were in downstate NY, the total incentive would be calculated as 200 dwelling units x \$2,000 per dwelling unit = \$400,000. If it were in upstate NY, the total incentive would be 200 dwelling units x \$1,200 per dwelling unit = \$240,000. Building 3's scope of work achieves 30 points which is below the 100-point minimum that is required to qualify as a comprehensive project. Therefore, this is a non-comprehensive project that is eligible for non-comprehensive incentives offered by the Program Administrator. Refer to each Program Administrator's website/fact sheets.						

Any work started prior to receiving a Notice to Proceed will be excluded from the program scope of work and cannot earn points towards Tier 1 or Tier 2 incentives.

Incentive rates will be guaranteed if a project's Scope of Work is completed two years from when the Notice to Proceed is issued. If an extension is required, please see [Section 3.1.4](#) on multi-year commitments.

3.1.3 Incentive Cap

Comprehensive project incentives will be capped at 85% of the total project cost for eligible measures. Material and labor costs submitted are subject to review by the Program Administrators and may be capped for incentive calculations at their discretion. Unless otherwise specified, project cost is limited to the equipment cost and labor cost. Other costs such as taxes, internal labor costs, shipping, training, admin costs, or similar costs will not be included with total project cost when calculating incentive caps.

3.1.4 Multi-Year Commitments

The Program Administrators understand that due to the nature of comprehensive projects, installations and project completions may extend beyond the two years from when the project was initially committed (i.e., when the Notice to Proceed was issued). Therefore, the Program will allow for multi-year commitments extending past two years so long as the customer provides a project installation plan. The Program Administrator and its IC will determine the specific components of the plan required which may vary depending on measure types and other factors. In general, the plan should include a timeline with scheduled installation dates for each measure and/or each category of measures. Acceptance or rejection of an extension request will be determined by the Program Administrator. Extensions will not be granted for installations beyond 2025. The customer and contractors must demonstrate a good faith effort to complete the project as was originally committed.

3.1.5 Mid-Project Incentive Payment Requirements

Incentives for comprehensive projects are paid when the project is completed. However, the Program Administrators acknowledge that these projects may take a longer time to complete than non-comprehensive projects. To help allay upfront investments in equipment and other costs borne by the customer, the customer may request a one-time mid-project incentive payment.

The mid-project incentive is based upon points associated with the scope of work. The customer may request a mid-project incentive payment once measures that make up at least 60% of the points have been installed. The full measure must be installed for that measure's points to count towards 60% of a scope's points installed. The Program Administrators will review and approve the request for a mid-project incentive payment and conduct a post-inspection. After passing a post-inspection, the Program will pay a mid-project incentive, which is 40% of the total project incentive. Only one mid-project payment shall be allowed. After the mid-project payment is received, the customer must complete the remainder of the project under the comprehensive pathway to receive the remaining comprehensive incentive. If the scope is reduced after the mid-project payment and the sum of the points is less than 100, the project will not be eligible for incentives under the comprehensive pathway and will receive adjusted incentives based on the lower non-comprehensive incentives for completed measures. See [Section 3.1.6](#) for additional scope change details.

Mid-Project Incentive Payment Submission Requirements

The Applicant must submit the following completion paperwork to begin the process of a post inspection for the measures that were completed for the mid-project payment:

- Signed Mid-Project Statement of Completion (SOC) outlining measures that are completed
- Final project invoices and/or receipts for scope of work (SOW) that is complete
- Photo documentation for engineering review if completing virtual inspection (see [Section 5.2](#))
- An installation schedule for the measures that comprise the remainder of the scope work

3.1.6 Scope Changes

Customers will not be eligible to receive incentives from the comprehensive pathway if the project does not install enough measures to comply with at minimum the Tier 1 point requirement in effect when the Preliminary Incentive Offer Letter was signed. If a customer reduces the scope of work and the new scope is found to be below the Tier 1 minimum point requirement, then the project will be directed to the non-comprehensive pathway and incentives will be adjusted to non-comprehensive rates. Rules and guidelines for the non-comprehensive pathway must be followed. The Program Administrators may also issue a revised Preliminary Incentive Offer Letter if project scopes change.

If the scope is reduced after the mid-project payment is approved and received, the points achieved must be within Tier 1 or Tier 2 for the customer to receive comprehensive incentives for the rest of the measures. That is, the total sum of the points achieved by the measures in the final, completed scope of work must be equal to or greater than 100 points for Tier 1 and greater than 150 points for Tier 2 to be eligible for incentives. If the sum of the points is less than 100, the project will not be eligible for incentives under the comprehensive pathway and will receive adjusted incentives based on the lower non-comprehensive incentives for completed measures. If the total incentive for non-comprehensive is less than the comprehensive mid-project payment, the applicant shall reimburse the Program Administrator or come to an agreement on the difference in incentive.

3.1.7 Technical Assistance Requirements

Technical assistance, which includes an energy audit (also known as an energy assessment), is required for comprehensive projects. Energy audits are conducted by approved Energy Providers before a project begins and can help customers identify energy efficiency opportunities and determine an initial scope of work and capital planning. Customers must select an Energy Provider, a NYSERDA Multifamily Building Solutions Provider or a NYSERDA FlexTech Consultant, to complete their energy audit. The list of Multifamily Building Solutions Providers can be found [here](#). The list of approved FlexTech Consultants can be found [here](#). To encourage comprehensive projects, the Program provides an incentive to reduce the cost of energy audits to the customer:

- A 50% cost share when the audit is completed
- An additional 25% cost share when the project proceeds with a comprehensive project under the Affordable Multifamily Energy Efficiency Program. This additional cost share is paid to the project when the Preliminary Incentive Offer Letter is issued. For the project to be eligible for this additional cost share, the Preliminary Incentive Offer Letter must be issued within six months of the audit report being approved by NYSERDA.

The audits completed by the Energy Providers should be Level I+ as defined by NYSERDA's FlexTech Program, or higher. For questions about the FlexTech program and support offered by NYSERDA, please contact NYSERDA at flextech@nyserda.ny.gov.

If a building has gone through an energy audit within the past five years, they may be exempt from this requirement. Examples of eligible audits include ASHRAE Level II or an IPNA (Integrated Physical Needs Assessment), as well as other ASHRAE Level I+ audits. If a building has other types of audits that they feel are applicable, they can submit them to the IC for review.

Applicants who have received a qualifying audit within the past five years will need to submit a copy of the dated energy audit, along with a description of which energy efficiency measures from the audit's proposed scope of work have already been started or completed. Work completed before the Notice to Proceed is not permitted to count towards a project's points. Also, if work from the recent energy audit has already been completed and measures equivalent to 100 points are not able to be installed, the Program Administrator may not accept the audit, and a new audit will be required to participate in the comprehensive pathway. Audits conducted between 5 to 10 years ago may be accepted, depending on Program Administrator review and discretion.

Energy Savings Calculations and Modeling Requirements

Energy Providers have two options for how energy savings must be calculated. Energy Providers can choose to use an energy model to calculate savings and develop the scope of work or use prescriptive calculations from the New York State Technical Resource Manual (TRM). When TRM calculations are not available, industry standard engineering calculations may be used. The Program Administrators and their ICs will provide savings calculators for applicants and contractors to use. For those that do use energy modeling, whole-building energy models must follow the method described in this section.

If an applicant has an existing qualifying audit with an energy model, the energy model will be reviewed on a case-by-case basis prior to project acceptance. If an applicant has an existing qualifying audit with savings calculated from the TRM, the savings calculations would need to be updated using the latest applicable savings calculators from the Program Administrators and their ICs.

For projects that use an energy model, one of the following whole-building energy modeling software programs must be used: EA-Quip, eQUEST, EnergyPlus, Hourly Analysis Program (HAP), Trane TRACE 700, TREAT (Multifamily Edition), or OpenStudio. If an Energy Provider has another type of modeling software they would like to use, they should contact the Program Administrator/IC for approval.

The following documents should be provided for review: inputs, outputs, and run files.

The following information for the baseline and proposed design must be included in the energy audit report appendix:

- Monthly energy end-use summary
- Overall annual building energy consumption including all fuels and meters
- Energy cost summary
- Information on hours when space/system loads are not met
- System design parameters report including HVAC, DHW, Envelope, Lighting Plug Loads, Areas, and Spaces

The following should be used as a general approach to creating a whole-building energy model:

- Inputs of pre- and post-retrofit simulations must be the same unless the related component is specifically addressed by proposed measures. All differences between the pre- and post-retrofit model inputs must be documented in the energy audit
- The same operating condition assumptions shall be used in the energy reduction measure as in the existing building, unless a change in operating conditions is specifically included as part of the measure

- The difference between the annual modeled use and the actual consumption for heating, cooling, and base load must differ by no more than -10% to 0%. The model should not show more energy consumption than the bills.
- The energy consumption of systems, equipment, and controls that are not directly supported by the software used for the project should be calculated outside of the simulation tool. External calculations may not be used to replace functions that are supported by the software tool. The results of external calculations may be used to inform modeling inputs or to adjust modeling results. The external calculation methodology must be documented and is subject to program review. Original spreadsheets must be included in the submittals where applicable.

3.1.8 Comprehensive Project Installation Requirements

The intent of the comprehensive pathway is to support projects where measures are installed throughout the building. All measures, including shell and in-unit measures, need to be installed throughout the entire building to a reasonable extent to receive the points for the measure. The technical assistance as described above should inform the comprehensive project work scope. The Implementation Contractor will review work scopes for comprehensiveness before confirming the project meets the requirements of a comprehensive project.

3.2 Non-Comprehensive Pathway Requirements

The non-comprehensive pathway is available for customers interested in smaller upgrades and customers who have projects that do not meet the 100-point minimum for the comprehensive pathway. Customers can pursue non-comprehensive projects with prescriptive, custom, and/or direct install measures. Incentives are determined by the equipment being installed and/or energy savings. Incentive levels may vary based on the Program Administrator. There is no minimum points threshold per project. An energy audit is not required for non-comprehensive projects; however, for buildings located in the service territories of Central Hudson, NYSEG, RG&E, or upstate National Grid, free, high-level assessments are available from the Program Administrators to generate a scope of work

- Prescriptive measures are those listed in the [New York State Technical Resource Manual \(TRM\)](#) and have set incentive rates.
- Custom measures are eligible measures that are not listed in the TRM. Custom calculations are required to determine the amount of energy savings and incentive amount.
- In-unit direct install measures are available for free in residents' dwelling units. These are typically quick and easy to install measures, such as LED lights, low flow showerheads, and faucet aerators. The Program Administrator will provide a contractor to perform the direct install for in-unit work.
 - In upstate NY, with the exception of O&R, all non-LED interior lighting (common area and In-Unit) are considered direct install

Please reference [Section 7](#) for current information on eligible measures and requirements.

3.2.1 Project Eligibility

All non-comprehensive projects must be completed (all documents received, and project is ready for post-inspection) within 12 months of the Notice to Proceed. Prior approval from the program is required for extension.

3.2.2 Incentive Structure

Table 3.2.2.A: Electric Incentives (starting January 1, 2022 for downstate, starting November 3, 2021 for upstate)

Common Area Lighting			
Installed Measure	Incentive Detail	Downstate Incentive \$	Upstate Incentive \$
LED Lighting	Tube Lamps	\$15 per lamp	See Direct Install section
	Screw-in Lamps	\$8 per lamp	See Direct Install section
	Interior Fixtures	\$75 per fixture	N/A
	LED Exit Signs	\$15 per sign	See Direct Install section
Exterior New Fixture	HID Less than or equal to 100 W	\$125 per fixture	\$94 per fixture
	HID Over 100 W	\$175 per fixture	\$131 per fixture
	Non-HID Fixture Replacing Screw-in/Pin Based Lamp	\$90 per fixture	\$68 per fixture
Lighting Controls	Bi-Level fixtures - Stairwell, corridor, parking garage	\$115 per fixture	\$86 per fixture
	Bi-level fixtures - parking lot	\$90 per fixture	\$68 per fixture
	Occupancy sensors	\$25 per sensor	See Direct Install section
Miscellaneous	Relamp and rebalasting, retrofit kits	50% of fixture replacement incentive	See Direct Install section

Non-Lighting Measures – Custom Measures			
Installed Measure	Incentive Detail	Downstate Incentive \$	Upstate Incentive \$
Unitary Controls	Any non-central building system control projects (e.g., Wi-Fi thermostats connected to an in-unit PTAC or PTHP) may be submitted as a custom project	\$0.18 per kWh	\$0.14 per kWh
Custom Other	Other non-lighting efficiency upgrades not listed in this document may be eligible for performance-based custom incentive	\$0.65 per kWh	\$0.49 per kWh

HVAC Measures		
Installed Measure	Downstate Incentive \$	Upstate Incentive \$
AC - Central Unit Replacement	\$0.65 per kWh	\$0.49 per kWh
Packaged Terminal Air Conditioner	\$0.65 per kWh	\$0.49 per kWh
Elevator Modernization	\$0.35 per kWh	\$0.26 per kWh
VFD	\$0.29 per kWh	\$0.22 per kWh
Blower Fan - with EC Motor for Furnace Distribution	\$0.75 per kWh	\$0.56 per kWh
Circulator Pump - with EC Motor for Hydronic Distribution	\$0.75 per kWh	\$0.56 per kWh

Direct Install		
Installed Measure	Downstate Incentive \$	Upstate Incentive \$
LEDs A Lamps (in-unit)	Free	Free
Tube Lamps	See Common Area lighting section	Free or \$11 per lamp*
Screw-in Lamps	See Common Area lighting section	Free or \$6 per lamp*
LED Exit Signs	See Common Area lighting section	Free or \$11 per sign*
Relamp, Reballasting Retrofit	See Common Area lighting section	Free or \$21 per fixture*
Common Area Room Occupancy Sensor	See Common Area lighting section	Free or \$18 per fixture*

* For upstate utilities, with the exception of O&R, these measures are provided for free if the customer uses a direct install contractor provided by the Implementation Contractor. If a customer chooses a contractor that is not provided by the Implementation Contractor, they will receive the incentive outlined above, instead of receiving the measure for free. O&R customers are only eligible for the upstate incentive amount.

Table 3.2.2.B: Gas Incentives (starting January 1, 2022 for Con Edison, starting November 3, 2021 for upstate and National Grid downstate)

Common Area			
Installed Measure	Incentive Detail		Upstate Incentive \$
Hot Water Boilers			\$6 per MBH
Condensing Boilers			\$12 per MBH
Steam Boilers			\$6 per MBH
Storage Tank Water Heaters			\$10 per gallon
Energy Management Systems	Boiler control system with multiple temperature sensors for steam or water	# of Units	
		10-19	\$2,250
		20-40	\$3,750

	lines, flue gas, and indoor air, and remote system monitoring capability (250+ units may apply for the custom incentive rate)	41-99	\$10,000	\$7,500
		100-249	\$15,000	\$11,250
Linear Pipe Insulation	Fiberglass insulation or rigid foam			
	< 2" pipe diameter		\$5 per linear ft	\$4 per linear ft
	> 2" pipe diameter		\$10 per linear ft	\$8 per linear ft
Building Envelope	Roof and wall insulation, window replacement		\$200 per MMBtu	\$150 per MMBtu
Steam Traps	Covers the repair or replacement of steam traps in low pressure heating systems (<15 psig) Incentive includes credit towards completing the program required survey		Common areas - \$300 per trap All other radiators - \$100 per trap	Common areas - \$225 per trap All other radiators - \$75 per trap
Boiler Clean and Tune	This measure covers an advanced clean & tune procedure performed on a steam or hot water boiler (routine seasonal boiler tune-ups will not be incentivized)		\$750 per boiler \$1,150 for two-boiler plant \$1,800 for three-boiler plant	\$560 per boiler \$860 for two-boiler plant \$1,350 for three-boiler plant

Packaged Measures			
Installed Measure	Incentive Detail	Downstate Incentive \$	Upstate Incentive \$
Air Sealing	This package will include repair and weather sealing of louver vents, exterior doors, common area windows, and the general perimeter of the basement. For Upstate NY projects (with the exception of O&R), this will also include caulking around in-unit windows and baseboards that are drafty and providing outlet and switch insulated covers, as well as foam sealant or caulking between penetrations in the unit to unconditioned spaces.	Free	\$5 per therm
2-Pipe Steam Retro-Commissioning	Treats heating imbalance issues by designing and installing: a) Air vents on all main pipes (atmospheric systems) b) Thermostatic radiator valves and orifice plates on every radiator c) Clean and tune up of boiler and burner, including firing rate, draft adjustment, water cleaning, electronic pressure control, and combustion testing d) Steam trap repair throughout common areas	\$4 per therm	\$3 per therm

Custom Measures			
Installed Measure	Incentive Detail	Downstate Incentive \$	Upstate Incentive \$
Unitary Controls	Simple control equipment installations that do not allow for multiple data inputs (i.e. decision made on a single data point, is manually programmed/operated/or scheduled, or does not allow for real-time monitoring and control through a software package or building communications protocol). This includes Wi-Fi thermostats, thermostatic radiator valves, building management systems, and ventilation controls.	\$1 per therm	\$0.75 per therm
Non-Simple Controls and Other	Other energy efficiency upgrades not listed in this document may be eligible for custom incentives. Final custom measure eligibility, savings and incentives are determined at the sole discretion of the Program Administrator. Custom projects include but are not limited to: boiler economizers, linkageless burner controls, and heat pump boiler pre-heaters.	\$4 per therm	\$3 per therm

Direct Install		
Installed Measure	Downstate Incentive \$	Upstate Incentive \$
Faucet Aerators (in-unit)	Free	Free
Showerheads (in-unit)	Free	Free
DHW Pipe Insulation (½" or ¾" diameter)	N/A	Free*

* This measure is not eligible for direct install for O&R customers.

3.2.3 Incentive Cap

Incentives for non-comprehensive projects will be capped at 85% of the total project cost for eligible measure(s) and shall not exceed 100% of each measure cost. In other words, the incentive provided for each measure cannot exceed the cost of the measure. Additionally, the incentive provided after any measure incentive caps cannot exceed 85% of the total project cost. See Table 3.2.3 for an illustration of how these caps determine the final incentive amount. Material and labor costs submitted are subject to review by the Program Administrators and may be capped for incentive calculations at their discretion. Unless otherwise specified, project cost is limited to the equipment cost and labor cost. Other costs such as taxes, internal labor costs, shipping, training, admin costs, or similar costs will not be included with total project cost when calculating incentive caps.

Table 3.2.3: Incentive Cap Example

Incentive Cap Project Examples			
Project	Cost	Incentive (before caps)	Final Incentive Provided
Project 1 Measure cap scenario	Measure A: \$100 Measure B: \$100 Total Project Cost: \$200	Measure A: \$20 Measure B: \$120 Total Incentive (before caps): \$140	Measure A: No measure cap since the incentive (\$20) is lower than the measure cost (\$100). Customer can receive the full \$20 incentive Measure B: Cap since the incentive (\$120) is higher than the measure cost (\$100). Customer can receive \$100 Total Incentive Provided: \$120 (Measure A: \$20 + Measure B: \$100). There is no project cap since the total incentive (\$120) is 60% of the total project cost
Project 2 Project cap scenario	Measure A: \$100 Measure B: \$100 Total Project Cost: \$200	Measure A: \$90 Measure B: \$95 Total Incentive (before caps): \$185	Measure A: No measure cap since the incentive (\$90) is lower than the measure cost (\$100). Customer can receive the full amount Measure B: No measure cap since the incentive (\$95) is lower than the measure cost (\$100). Customer can receive the full amount Total Incentive Provided: There is a project cap since the total incentive amount is \$185, which is 92.5% of the total project cost. The final incentive provided will have to be brought down to 85% of the project cost, which makes the final incentive amount \$170

4 Program Process

To get started, determine the project's eligibility and pathway, complete a short application, and speak with the Program Administrator's Implementation Contractor (IC). Once the project is approved and completed, the incentive is sent to the customer, or directly to the Participating Contractor (PC), with customer approval.

Some buildings in New York State have separate Program Administrators for electric and gas service. If a project has both electric and gas measures and the electric and gas services are provided by separate Program Administrators, the electric utility will act as the Program Administrator and its IC will manage all aspects of the project, even the component related to gas savings, and will coordinate with the customer's gas utility on behalf of the customer. All communication from the customer and/or contractor will be handled through the Program Administrator's IC.

If a customer has electric service from a utility that is not a Program Administrator, the customer should contact the gas utility. For example, National Grid's IC will lead projects for customers who have PSEG LI/LIPA (not a Program Administrator) electric service and National Grid (a Program Administrator) gas service in the Long Island region.

4.1 Comprehensive Pathway Process

1. Check Eligibility

To be eligible for this program, at a minimum, customers must be the property owner or manager of an affordable multifamily building with five (5) or more residential units. See [Section 2](#) for full eligibility requirements.

2. Submit an Initial Application

The customer, the Energy Provider, or the approved Participating Contractor who applies to the program ("Applicant") may fill out the application, including the Technical Assistance section (see [Section 3.1.7](#)) to apply for support for an energy audit or confirm that the building has had a recent energy audit. If the building has had an energy audit conducted within the last five years and a finalized scope of work, the applicant may skip to step 5 and provide the full application scope package.

Email applications, IRS W9 form for the incentive recipient and affordable housing documentation to the Program Administrator or their IC (see [Section 12](#)) with a subject line "New Multifamily Application – [Applicant Name]." At this time the applicant does not have to provide the additional information in Step 5. The IRS Form W-9 submitted must exactly match the name of the payee as indicated on the Program application.

Customers of buildings that have separate utilities for electric and natural gas service should submit application packages to their electric utility's IC. The electric utility will act as the Program Administrator (contact information is listed in [Section 12](#)).

3. Choose an Energy Provider to Support the Development of the Scope of Work

Customers are required to have an energy audit, or energy assessment, for their building(s). See [Section 3.1.7](#) for more details.

If applicants have received a qualifying audit within the past five years, they can submit a copy of the dated energy audit, along with a description of which energy efficiency measures from the audit's proposed scope of work have already been started or completed. Audits between 5-10 years may also be accepted, depending on Program Administrator review and discretion.

If applicants do not have an existing eligible audit, they must select an Energy Provider, a NYSERDA Multifamily Building Solutions Provider or a NYSERDA FlexTech Consultant, to complete their energy audit to identify energy efficiency opportunities and develop a scope of work. Funding for technical assistance is available as cost sharing through NYSERDA's FlexTech program.

After the IC approves the application, customers may start the technical assistance process.

4. Energy Provider Works with the Owner to Develop the Scope of Work

An Energy Provider will evaluate the building to identify energy efficiency opportunities and develop a proposed scope of work that outlines upgrades that can be made to reduce the energy consumption of the building.

5. Finalize the Scope of Work

Work with the Energy Provider to finalize the scope of work with the energy efficiency measures to be installed. All installed equipment must meet or exceed the program requirements described in this document (see [Section 7](#)).

At this point, the finalized scope and application package must be submitted to the IC by the Applicant, including:

- An energy audit (or previously conducted energy audit if available)
- A savings calculation tool, custom analysis, or energy savings model. If the customer has received an audit through the technical assistance provided in the Program, the FlexTech final study report will need to be submitted (see: [FlexTech Documents and Resources - NYSERDA](#))
- A detailed scope of work
- Project installation timeline

The IC will review the scope of work to confirm it qualifies as a comprehensive project.

6. Receive a Preliminary Incentive Offer Letter (“PIOL”)

After the scope of work is reviewed by the IC, a Preliminary Incentive Offer Letter will be provided. The PIOL includes an incentive offer and date for which the offer letter is eligible. The PIOL must be signed by the customer and returned to the Program Administrator's IC within 30 days (contact information listed in [Section 12](#)).

7. Design New Systems, Hire Contractors, and Submit Cut Sheets

After executing the PIOL, the customer will hire a design team for measures that need engineering design work. If a customer is unsure about whether a specific measure in the scope of work requires engineering design, they should contact their IC for confirmation. When the design is finalized, the design team will develop a bid package and solicit bids from installing contractors. Customers can then hire contractors to install the equipment for the upgrades.

The Program has a list of Participating Contractors (PC) that the customer can choose from. This list can be found on the Program Administrator's website. Customers are not required to choose a PC to perform work on the project; however, contractors who are not in the Participating Contractor network are not eligible to receive incentive payments on behalf of customers. The program can onboard contractors into the Participating Contractor network at any time.

Once project details are finalized, a package of cut sheets and technical support details as specified in the technical requirements of this manual must be provided for each product installed. At a minimum,

the cut sheet must show the manufacturer, model number, and any relevant energy rating information. The specific model installed must be clearly marked on the cut sheet. Where applicable, Air-Conditioning, Heating, and Refrigeration Institute (AHRI) certificates must be provided along with cut sheets.

8. Pre-Construction Inspection

The Program Administrators will inspect the existing condition of the site prior to the start of the project. If there are pictures from an audit, the audit may be accepted as a virtual pre-inspection of existing conditions if the audit meets program virtual inspection requirements. The Program Administrators may ask for additional photos or to come on site at their discretion.

9. Receive a Notice to Proceed

After the pre-inspection, the project will be reviewed by the Program Administrators and a Notice to Proceed will be provided to the customer via email, as a notification that installation may begin.

To be eligible for incentives, work may not begin until the PIOL is returned and signed, the pre-inspection has been completed, and the Notice to Proceed is issued.

10. Install Equipment

Comprehensive projects have two years to complete the project and submit completion paperwork from the time the Notice to Proceed is issued. All installed equipment must meet or exceed the program requirements described in [Section 7](#). If the applicant needs to request an extension on the date of completion a signed letter should be emailed to the Program Administrators explaining why they need an extension. If approved, the Applicant will receive an updated PIOL and Notice to Proceed with the revised date of completion.

11. Receive Mid-Project Incentive Payment (Optional)

The Austomer may request a mid-project incentive payment once measures that make up at least 60% of the points have been installed. A project will be eligible for only one mid-project incentive payment. The Applicant must submit the following completion paperwork in order to begin the process of a post inspection for the measures that were completed for the mid-project payment:

- Signed Mid-Project Statement of Completion (SOC) outlining measures that are completed
- Final project invoices and/or receipts for SOW that is complete
- Photo documentation for engineering review if completing virtual inspection (see [Section 5.2](#))
- An installation schedule for the measures that comprise the remainder of the scope work

See [Section 3.1.5](#) for more details.

12. Submit Completion Paperwork

Make sure to submit completion paperwork as soon as the entire project is completed. Completion paperwork should only be submitted after 100% of incentivized measures are installed and operational. The completion paperwork includes:

- Signed Statement of Completion (SOC) for the entire project
- Final project invoices and/or receipts (see [Section 10](#))

- Photo documentation for engineering review if completing virtual inspection (see [Section 5.2](#))

If a mid-project payment was received, then only additional invoices and/or receipts and photo documentation for engineering review are required.

13. Construction Complete Post Inspection & Final Engineering Review

The Program Administrators will inspect the site after completion of the project. A final engineering review will verify the installed scope and confirm the final incentives. If the installation completed does not match the scope of work, the incentive amount will be reevaluated. If the installed scope no longer meets the requirement of the comprehensive pathway, the project will no longer be eligible for the comprehensive incentives but will be eligible to receive the lower non-comprehensive incentives for installed measures that meet the non-comprehensive requirements. See [Section 5](#) for more details

14. Receive Incentive Payment

After the Construction Complete Post Inspection has been approved, the incentive payment will be initiated by the Program Administrators.

4.2 Non-Comprehensive Pathway Process

1. Check Eligibility

To be eligible for this program, at a minimum, customers must be the property owner or manager of an affordable multifamily building with five (5) or more residential units. See [Section 2.1](#) for full eligibility requirements.

2. Choose a Contractor

Choose a contractor who will install the equipment or upgrades.

Please refer to the list of PCs provided by the Program. Customers are not required to choose a PC to perform work on the project, however, PCs are the only entities that may accept incentive payments on behalf of customers.

3. Submit Application Package

An application package must include the items listed below:

- Completed program application
- Savings calculation tool, custom analysis, or energy savings model
- Cut sheets or technical support details as specified
- IRS Form W-9 for the incentive recipient. The IRS Form W-9 submitted must exactly match the name of the payee as indicated on the program application.

A cut sheet must be provided for each product installed as part of the scope of work. At a minimum, the cut sheet must show the manufacturer, model number, and any relevant energy rating information. The specific model installed must be clearly marked on the cut sheet.

All installed equipment must meet or exceed program requirements described in [Section 7](#).

Email applications to the Program Administrator or their IC (see [Section 12](#)) with a subject line “New Multifamily Application – [Applicant Name].”

Customers of buildings that have separate utilities for electric and natural gas service should submit application packages to their electric utility’s IC (contact information is listed in [Section 12](#)). The electric utility will act as the Program Administrator.

4. Pre-Inspection & Initial Engineering Review

The Program Administrators will inspect the existing condition of the site prior to completion of the project. If there are pictures from an audit, we will accept them as a virtual pre-inspection of existing conditions, although we may still ask to complete a pre-inspection. To be eligible for incentives, work may not begin until this pre-inspection has been completed.

5. Notice to Proceed / Preliminary Incentive Offer Letter

After the pre-inspection, the project will be reviewed by the Program Administrators, a Preliminary Incentive Offer Letter will be issued for custom projects, and a Notice to Proceed will be provided for all non-comprehensive projects. Any work started before the Notice to Proceed will not qualify for incentives.

- a. **Prescriptive and Direct Install projects** – The Program Administrators will provide an email outlining estimated project savings and incentives. This email will serve as the Notice to Proceed with installation.
- b. **Custom projects** – The Program Administrators will provide a Preliminary Incentive Offer Letter, which includes an updated incentive offer, indicating project work may begin. The Preliminary Incentive Offer Letter must be signed by the customer and returned to the Program Administrator’s IC within 30 days (contact information is listed in [Section 12](#)). Once this Preliminary Incentive Offer Letter is received by the IC, the IC will provide a Notice to Proceed email, indicating that project installation may begin.

6. Install Equipment

The Notice to Proceed allows 12 months to complete the project and submit completion paperwork. Contact the Program Administrator’s IC if the project will require more than 12 months to complete. The Program Administrators must be notified in writing to approve the extension.

7. Submit Completion Paperwork

Submit the completion paperwork as soon as the project is completed. Completion paperwork should only be submitted after 100% of incentivized measures are installed. The completion paperwork includes:

- Signed Statement of Completion (SOC)
- Final project invoices and/or receipts for custom projects (prescriptive projects require invoices only upon request)

- Photo documentation for engineering review

8. Post Inspection & Final Engineering Review

The Program Administrators will inspect the condition of the site after completion of the project. The final engineering review will verify the installed scope, associated savings, and incentives. If the installation completed does not match the scope of work, the savings and incentives will be adjusted.

9. Receive Incentive Payment

Once energy savings are reviewed and the completion paperwork has been approved, an incentive payment will be initiated by the Program Administrators.

5 Inspection Guidelines

5.1 Inspection requirements

All comprehensive and non-comprehensive projects require pre- and post-inspections.

Reference the Inspection Checklist for measure-specific inspection criteria.

The Program Administrator and/or its IC must have reasonable access to the customer's facility for pre- and post-inspection of the installed energy-efficient measures. Pre-inspections must be completed before starting any installations to be eligible for incentives. In the case of a failed inspection, issues must be remedied by the contractor within a timeframe that is agreed upon by the contractor and the Program Administrator.

5.2 On-site & Virtual Inspections

Each Program Administrator will determine whether inspections are conducted on-site or virtually. In general, virtual pre- and post-inspections are acceptable for both comprehensive and non-comprehensive projects. Acceptable forms of a virtual inspection are as follows:

- Live video call walkthrough with the contractors or energy providers and the inspector; inspector takes screenshots and/or notes to document findings
- Date and time-stamped pictures and/or video recordings that clearly existing equipment to be replaced (in case of pre-inspection) or the new energy efficient equipment (in case of post-inspection)

Refer to Inspection Checklist for the virtual inspection checklist.

For comprehensive projects, the energy audit may be accepted in lieu of a pre-inspection if pictures and other supporting documentation submitted are substantial, as determined by the Program Administrator and its IC. It is the responsibility of the customer and their contractors and energy providers to confirm inspection requirements with the Program Administrator and its IC.

6 Provider and Contractor Eligibility

6.1 Energy Service Providers

Energy Providers who wish to participate in the Affordable Multifamily Energy Efficiency Program comprehensive pathway can apply to become a qualified Multifamily Buildings Solution Provider or a qualified FlexTech Consultant. More information on how to qualify as a Multifamily Buildings Solution Provider is available [here](#). More information on how to qualify as a FlexTech Consultant is available [here](#).

6.2 Participating Contractors

Contractors who wish to participate in the Affordable Multifamily Energy Efficiency Program can apply to become approved Participating Contractors. PCs must meet the following eligibility requirements:

- Complete a Participating Contractor application
- Complete the Participating Contractor agreement
- Provide an updated IRS Form W-9 and Certificate of Insurance policy (minimum \$1M General Liability) with the Participating Contractor application
- Complete at least one (1) project in the Program annually
- Adhere to the Participating Contractor participation requirements
- Adhere to program requirements

Only PCs in good standing, consistent with the PC participation requirements, will be allowed to accept incentive payments on behalf of the customer.

7 Eligible Measures and Technical Requirements

The following guidelines outline the requirements for energy efficiency measures available through the non-comprehensive and comprehensive pathways. All energy efficiency measures shall comply with these requirements where applicable.

All references to ECCC NYS are for the most recent version of the Energy Conservation Construction Code of New York State.

Measures not listed in these guidelines may still be eligible for incentives. Customers should submit these measures to the IC for evaluation. These measures may be subject to additional review and additional implementation requirements. Documentation submission requirements in Tables 7.1-7.9 list documentation that must be submitted prior to the pre-inspection and cut sheets must be submitted for all measures.

7.1 Common Area Lighting

Table 7.1: Eligible Measures and Technical Requirements - Lighting

Technical Measure Guidelines - (Applies to both Comprehensive and Non-Comprehensive Projects)			
Measure	Existing Equipment	Documentation Submission Requirements	Proposed Equipment and Installation Requirements
Lamps and Fixtures	- No existing LEDs - Eligible existing fixtures include incandescent and fluorescent luminaires - Interior existing HID fixtures are not eligible	- An inventory of existing fixtures must be provided, including: - Documentation of existing fixture wattages supported by documentation, or program protocol values - Total hours of operation for the building and each area, as applicable	LED Lamps, including all lamps covered by ENERGY STAR and/or DLC (i.e., A, PAR, MR, PL, Globe, and Candelabra Type Lamps) - Must be permanently mounted or hardwired - Minimum 3-year warranty

			• LED Tubes, Including T8 Type Lamps that Are ‘Plug-and-Play’ or ‘Remote Driver’ Only ○ ENERGY STAR® or DLC-certified ○ Must comply with all UL 1598C retrofitted fixture standards if installing using a “remote driver” or “ballast bypass” type lamp ○ Must have a minimum L70 rating of 50,000 hrs. ○ “Plug- and- play” lamps must be installed in fixtures containing magnetic or electronic ballast(s) that are compatible and operable ○ Installation of a “Ballast bypass” or “remote driver” type lamps must be performed by a licensed electrician and the ballast must be removed and disposed of ○ All Type-B/ballast bypass lamps should be installed per the manufacturer’s guidelines and comply with NYC Local Law requirements ○ Must be permanently mounted or hardwired ○ Minimum 3-year warranty
			• LED Fixtures and Retrofit Kits ○ ENERGY STAR® or DLC - certified and UL-labeled ○ New fixtures consist of a full housing and lamp module that replaces existing luminaire; retrofit kits consist of partial housing and lamp module that inserts into existing luminaire ○ Interior fixtures and retrofits cover Linear Troffers, Recessed

			Downlights, Circular Surface Mounts, Wall Sconces, etc. - o Exterior fixtures and retrofits cover Wall Packs, Flood Lights, Canopy, Garage, Pole-Tops, etc. - o Must be permanently mounted or hardwired - o Minimum 3-year warranty
Exit Signs	• No existing LEDs - o Eligible existing fixtures include incandescent or CFL exit sign	• An inventory of existing fixtures must be provided, including: - o Documentation of existing fixture wattages supported by documentation, or program protocol value	• LED Exit Signs - o UL- listed - o Must be less than 5 watts per sign - o Must be permanently mounted or hardwired
Re-Lamp Reballast	• No existing LEDs - o Eligible existing fixtures include incandescent and fluorescent luminaires - o Existing HID fixtures are not eligible	• An inventory of existing fixtures must be provided, including: - o Documentation of existing fixture wattages supported by documentation, or program protocol value • Total hours of operation for the building and each area, as applicable.	• Re-Lamp Reballast - o New ballast must be electronic; new remote drivers can be used in place of a new ballast - o New lamps must be LED technology that conforms with all LED lamp measure requirements - o Includes conversions to tandem linear LED fixtures - o Must be done on a permanently mounted or hardwired fixture - o All interior and exterior fixture types are eligible except for Circular Surface-Mounts, Recessed Downlights, and Wall Sconces - o Care should be exercised to ensure that lamp and ballast/driver are compatible as per manufacturer

7.2 Lighting Controls

Table 7.2: Eligible Measures and Technical Requirements – Lighting Controls

Technical Measure Guidelines - (Applies to both Comprehensive and Non-Comprehensive Projects)			
Measure	Existing Equipment	Documentation Requirements	Proposed Equipment and Installation Requirements
Lighting Controls	- No existing automated lighting controls - For Bi-Level Lighting Controls: Eligible fixture types are LEDs only	- An inventory of existing fixtures must be provided, including: - Documentation of existing fixture wattages supported by documentation, or program protocol value - Total hours of operation for the building and each area, as applicable.	Occupancy Sensor Control - UL-listed sensor - Must be from a manufacturer whose components are listed on the DLC Network Lighting Controls QPL - Technologies accepted include, but are not limited to, passive infrared, ultrasonic, and/or high frequency - Controlled fixtures must use programmable start ballasts - Cannot be installed in highly trafficked areas (e.g., lobbies, corridors, and stairwells) - Must be permanently mounted or hardwired
			Bi-Level Lighting Control - Must be a complete (lamp + ballast) system as designed by the manufacturer - Must be from a manufacturer whose components are listed as DLC Network Lighting Controls QPL - Must have UL label - Ballasts must be electronic and programmable start type if lamp(s) are being on/off controlled - Fixture cannot exceed 30% of full wattage during unoccupied periods - Must be code compliant with fail-safe features - Must be permanently mounted or hardwired - Work must comply with all applicable codes and regulations

7.3 Appliances

Table 7.3: Eligible Measures and Technical Requirements – Appliances

Technical Measure Guidelines - (Applies to both Comprehensive and Non-Comprehensive Projects)			
Measure	Existing Equipment	Documentation Requirements	Proposed Equipment and Installation Requirements
Plug-ins	• Refrigerators: This measure does not apply to refrigerator-freezers with a total refrigerated volume exceeding 39 ft³ or freezers with a total refrigerated volume exceeding 30 ft³. • Washers: This measure addresses installation of top and front-loading residential clothes washers with capacities greater than 1.6 ft³ and less than 8.0 ft³. • Dryers: The baseline condition is a standard efficiency, residential grade clothes dryer with operating specifications as defined in the Key Variables Lookup Table in the latest NYS TRM. • Dishwashers: This measure only applies to standard and compact residential grade equipment, as defined below. ◦ Standard Dishwasher – A dishwasher that has a capacity equal to or greater than eight place settings plus six serving pieces as specified in ANSI/AHAM ◦ Compact Dishwasher – A dishwasher that has a capacity of less than eight place settings plus six serving pieces as specified in ANSI/AHAM DW-1-2010.	• Photo of ENERGY STAR label or cutsheet showing each product is ENERGY STAR labeled • Documentation showing how many of each type of appliance was installed	• Appliances shall be ENERGY STAR® labeled • Appliances shall be one-for-one replacements with regards to capacity • Refrigerators and air conditioning units must be removed and decommissioned in compliance with EPA Clean Air Act and other relevant NY State regulations

7.4 Non-Lighting Electric HVAC Measures

Table 7.4: Eligible Measures and Technical Requirements – Non-Lighting Electric HVAC Measures

Technical Measure Guidelines - (Applies to both Comprehensive and Non-Comprehensive Projects)			
Measure	Existing Equipment	Documentation Requirements	Proposed Equipment and Installation Requirements
Air Conditioner – Central Unit Replacement (CAC)	Existing unit of lower efficiency than proposed equipment	Facility operation hours, facility type, description of existing load profile, and AHRI certificate must be provided	- Replacement equipment efficiency must exceed baseline efficiency compared to existing equipment and Energy Conservation Construction Code of New York State (ECCCNYS) to qualify for eligibility - Replacements shall be one-for-one regarding capacity, with a tolerance of $\pm 10\%$
Packaged Terminal Air Conditioner (PTAC)	Existing unit of lower efficiency than proposed equipment	Facility operation hours, facility type, description of existing load profile, and AHRI certificate (if applicable) must be provided	- Replacement equipment efficiency must meet or exceed baseline efficiency by 10% or better compared to ECCCNYS to qualify for eligibility - Replacements shall be one-for-one regarding capacity, with a tolerance of $\pm 10\%$
Variable Frequency Drive (VFD)	No existing VFD	Facility operation hours, facility type, and description of existing load profile must be provided	- Must be tied to the control system and operate at variable frequencies as determined by the control system - Prescriptive VFD applications include exhaust fan, make-up air fan, return fan, supply fan, water loop heat pump circulating pump, and boiler feed water pump - Other VFD applications will need to be submitted as a custom project - The following applications are ineligible: - VFDs installed in fixed - speed applications - Installs that include entire pumping or ventilation system upgrades or replacements
Blower Fan – with Electronically Commutated (EC) Motor for Furnace Distribution	Existing unit of lower efficiency	Facility operation hours, facility type, and description of existing load profile must be provided	Retrofit of direct-drive Permanent Split Capacitor (PSC) motors with the installation of Electronically Commutated (EC) motors on fuel-fired furnace distribution system supply fans in residential applications
Circulator Pump – with Electronically Commutated (EC) Motor for Hydronic Distribution	Existing Unit of lower efficiency	Facility operation hours, facility type, and description of existing load profile must be provided	Replacement of standard efficiency permanent split capacitor (PSC) motor circulator pumps with electronically commutated (EC) motor circulator pumps in hydronic heating and cooling distribution systems

7.5 Elevator Modernization

Table 7.5: Eligible Measures and Technical Requirements – Elevator Modernization

Technical Measure Guidelines - (Applies to both Comprehensive and Non-Comprehensive Projects)			
Measure	Existing Equipment	Documentation Requirements	Proposed Equipment and Installation Requirements
Elevator Modernization	• Retrofit of existing elevators only • Existing Unit of lower efficiency	• Motor Nameplate and ID number • Generator nameplate (if part of M-G set) • Motor transmission system (geared or gearless) • Motor drive make and model • Regenerative braking drive and/or braking resistors • Elevator nameplate (make, model, serial number, car capacity, rated top velocity, counterbalance weight) • Elevator number/ID • Elevator schedule	• Elevator drive must be upgraded from lower efficiency to higher efficiency. Elevator drives are listed below from lowest efficiency to highest efficiency: ○ Motor-Generator (M-G) Set ○ Silicon Controlled Rectifier (SCR) 6 ○ Silicon Controlled Rectifier (SCR) 12 ○ Pulse Width Modulation (PWM) Drives ○ Variable Voltage Variable Frequency (VVVF) drives • The drives may either be regenerative or non-regenerative

7.6 Common Area Gas Measures

Table 7.6: Eligible Measures and Technical Requirements – Common Area Gas Measures

Technical Measure Guidelines - (Applies to both Comprehensive and Non-Comprehensive Projects)			
Measure	Existing Equipment	Documentation Requirements	Proposed Equipment and Installation Requirements
Gas Boilers	Existing unit of lower efficiency	- Facility operation hours and facility type - Oil to Gas (OTG) conversions: - Submit Application with utility electric account - Provide utility confirmation for gas conversion (e.g., new gas account #) - Provide one year of fuel (oil) bills - Provide cut-sheets of new boiler(s) - Provide photos of existing boiler(s) - Provide proposed installation date - Affordable Housing buildings often have older and less-efficient equipment. An existing baseline approach will be employed where possible. - Existing Baseline Efficiency: Nameplate Efficiency with Degradation – maintenance records required for a minimum of 3 years. - Nameplate to include a picture of nameplate with efficiency or a submittal/email from the manufacturer stating the efficiency - NYC ECC –If legacy data is unavailable the year of the make/model and/or installation can be used to determine the minimal code compliant value from that year to use as the baseline	- Hydronic boiler Minimum Boiler Efficiency: Et or AFUE of 85% for boilers ≤ 2,500 kBtu/h or 88% Ec for boilers > 2,500 kBtu/h - Condensing boiler Minimum Boiler Efficiency: Et or AFUE of 90% for boilers ≤ 2,500 kBtu/h or 93% Ec for boilers > 2,500 kBtu/h - Steam boiler Minimum Boiler Efficiency: Et or AFUE 82% - Annual Fuel Utilization Efficiency (AFUE) and thermal efficiency (Et) ratings must be sourced from the AHRI directory; if data is not available, only then may the manufacturer's rating may be used

Water Heaters	Existing Water Heater that is less efficient than the proposed equipment	- AHRI Certificate, if applicable - Facility operation hours and facility type	- Proposed equipment must be more efficient than existing equipment - Proposed water heater must comply with applicable Energy Star requirements
Energy Management Systems (EMS)	- Building must have >10 dwelling units - No existing EMS	Provide documentation to confirm building unit count (for non-comprehensive projects)	- Meets "EMS Controls" definition: - Autonomous or rule-based decision making (i.e., not a user-entered program or schedule) - Multiple data inputs (i.e., does not make decisions off a single data point) - Real-time digital data - Real-time monitoring and control through a software package or by providing data through a building protocol (e.g., IP/BACnet/Modbus/Zigbee) - Must allow remote access or web-based monitoring (monitoring service agreement is not required) - Install minimum of 25% apartment sensors, on a variety of floors, and including one in the apartment at the end of each steam line (for steam systems) - Must include temperature sensors for the stack, domestic hot water supply, outdoor weather, heating water supply or return, and condensate (steam) - Must provide system training and manual to building operating staff - Must provide a screen shot showing all control components in good operation - Must allow multiple boiler systems to have staging capability - Provide verification of multiple boilers run times, (i.e., lead/lag) - Product certification from an OSHA approved Nationally Recognized Testing Laboratory (NRTL) (e.g., UL, ETL, CSA, IAPMO)
Pipe Insulation	- Existing pipe must be bare (the replacement of existing pipe insulation with new pipe insulation is ineligible) - Existing pipe must be located in an	- Boiler and /or water heater nameplate(s) and performance datasheets. Other heating/cooling equipment datasheets as relevant to the conditioned fluid flows - Pipe Insulation Survey must cover 100% of the heating distribution pipes (supply and return) in the common areas	- All piping in mechanical room and accessible piping in unconditioned spaces shall be insulated - Must meet minimum thickness requirements specified in the most recent version of the ECCCNY - Measure covers the installation of fiberglass, rigid foam, or cellular glass pipe insulation on uninsulated copper or steel piping within hot water or steam space heating distributions systems and DHW distribution systems - The following applications must go through the custom process for non-comprehensive projects:

	- unconditioned space • Measure is intended for pipe insulation in common areas		○ Insulating jackets for boilers, tanks, fittings, or other equipment ○ Pipe insulation on risers that go through tenant apartments ○ Any pipes over 8 inches diameter
Steam Traps	• Existing failed open steam traps in low pressure heating systems (< 15 psig)	• Survey involving collecting basic information on the steam boiler plant and steam traps; in addition to using an ultrasonic meter to confirm whether each trap is working, failed open, or failed closed ○ Must perform a baseline survey of the steam traps that are intended to be repaired when the traps are in use for confirmation of proper function ○ Survey must be performed when the heat is on ○ Surveyor must place a numbered tag on each common area trap they test and document this number in the Program Administrator-provided survey tool. The tags must remain in place until project close-out. • For apartment radiators, provide apartment number, room description, and location in the Program Administrator-provided survey tool	• Upon completion of all trap repairs and/or replacements, the contractor must submit an updated copy of the survey tool with any pertinent scope changes and comments
Boiler Clean and Tune	• Hot water or steam boiler	• Facility operation hours, facility type • A picture of nameplate with efficiency or a submittal/email from the manufacturer stating the efficiency ○ Pre and post combustion test results must be submitted along with completion documents • Must submit notification of the scheduled service date and time no less than three (3) days in advance	• Boiler Clean and Tune measure must be performed on each heating boiler within the central plant by a contractor with a master plumbers license and work experience in burner service • This measure only covers an advanced clean and tune procedure performed on a steam or hot water boiler ○ Routine seasonal boiler tune-ups will not be incentivized • Program may send out an inspector to observe the work • The advanced boiler clean and tune procedure involves the following items: ○ Perform a 'pre' steady state combustion test first ○ Open the boiler's water chamber, skim oil and debris from the water surface, pour in detergent solution, complete full drain, and refill along with chemical treatment

			○ Tune burner to manufacturer's specifications to maximize its turndown ratio measure and adjust the gas supply pressure to reduce the low firing ratio the manufacturer's specified minimum and increase the high firing rate to the peak heating load level for the building ○ Install a high-fire limit potentiometer and ensure burner mode switch is left in AUTO ● Perform a 'post' steady state combustion test
Master Air Venting	● This measure applies to one- or two-pipe steam distribution systems ● Co- or Pre-requisite measures: Pipe Insulation and Boiler Clean and Tune must be installed in addition to this measure in order to qualify for the program ○ Can show proof of Boiler Clean and Tune through combustion analysis print out; ● Will determine on a case by case basis if the building fulfilled Boiler Clean and Tune and Pipe Insulation requirements prior	● Must perform a baseline survey of the steam heating distribution system ○ Survey involves collecting basic information on the steam boiler plant and steam supply mains and risers, including any existing air vents ● Surveyor must prepare a layout sketch of the steam supply mains in the basement, including mark-offs for the new air vents to be installed ● Upon completion of all air vent installations, must submit completed survey with information on upgrades for master air venting, and pipe layout sketch with any pertinent scope changes and comments	● Installer must remove any existing air vents that are either broken, incorrectly sized, or in the wrong location and cap the hole ● Air vents must be installed in the vertical direction and at least 15" away from any elbows; trees should be used whenever installing multiple vents in the same location ● For proper distribution balancing air vents should be sized and installed at the ends of 100% of the steam supply mains and risers ● If riser tops are inaccessible the appropriate air vent should either be installed on the riser within the 2nd-to-top floor apartment or on the nearest radiator on its inlet side

	to application to the program		
Orifice Plate	• This measure applies to all radiators within a 2-pipe steam distribution system • Co- or Pre-requisite measure: Boiler Clean and Tune and TRVs must be installed in addition to this measure in order to qualify for the program	• Must perform a baseline survey of the steam heating distribution system • Survey involves collecting basic information on the steam boiler plant and a detailed "heat-load vs. radiator EDR" analysis on a sample of apartments; the apartment sample must minimally include one (1) apartment per each building line	• Heat-Load vs. Radiator EDR analysis should cover all the rooms and radiators in the apartment being sampled • Orifice plates must be sized for each size of radiator; the reduced heat output of any radiator must not fall below 100% of the heat load of the room it serves • Orifice plates must be installed for at least 70% of all apartment and common-area radiators, not including those on the top floor (top floor radiators cannot be restricted from venting air through the distribution system) • Upon completion of installations, must submit for review a checklist showing all radiators in the building and the orifice plates installed
Thermostatic Radiator Valves (TRVs)	• This measure applies to all radiators within a 2-pipe steam distribution system • Co- or Pre-requisite measure: Boiler Clean and Tune and Orifice Plates must be installed in addition to this measure in order to qualify for the program	• Must perform a baseline survey of the steam heating distribution system • Survey involves collecting basic information on the steam boiler plant and a detailed "heat-load vs. radiator EDR" analysis on a sample of apartments; the apartment sample must minimally include one (1) apartment per each building line	• TRVs must be installed for at least 70% of all apartment radiators and 100% of all common-area radiators • Use a remote temperature sensing TRV on any enclosed radiators • Upon completion of installations, must submit a checklist showing all radiators in the building and the orifice plate and TRV that was installed

7.7 In-Unit Measures

Table 7.7: Eligible Measures and Technical Requirements – In-Unit Measures

Technical Measure Guidelines - (Applies to both Comprehensive and Non-Comprehensive Projects)			
Measure	Existing Equipment	Documentation Requirements	Proposed Equipment and Installation Requirements
LEDs	No existing LEDs	- An inventory of existing fixtures must be provided, including: - Documentation of existing fixture wattages supported by documentation, or program protocol values	Downstate LED A LAMPS - ENERGY STAR® - Minimum 3-year warranty - Must be permanently mounted or hardwired - All in-unit LEDs must be installed by subcontractors, and they are required to remove the old equipment for an inspection (bag and tag required for downstate). Upstate LED LAMPS - ENERGY STAR® - Minimum 3-year warranty - All in-unit LEDs must be installed by subcontractors, and they are required to remove the old equipment
Faucet Aerators	Existing faucet aerators must be rated at a minimum flow rate of 2.2 GPM kitchen, 1.5 GPM bathroom.	Existing faucet aerators must be "bagged and tagged" for inspection	- Up to four per unit ≤1.5 GPM installed in kitchen ≤1 GPM installed in bathroom - New aerators must be certified as EPA WaterSense
Low-Flow Showerhead	Existing showerhead must be rated at a minimum flow rate of 2.0 GPM	Existing showerhead must be "bagged and tagged" for inspection	- Swivel- or wand-type showerhead - New showerhead must have a flow rate < 2.0 GPM - New showerhead must be certified as EPA WaterSense

7.8 Building Envelope Measures

Table 7.8: Eligible Measures and Technical Requirements – Building Envelope Measures*

*Building envelope measures must be associated with electric or gas savings

Technical Measure Guidelines - (Applies to both Comprehensive and Non-Comprehensive Projects)			
Measure	Existing Equipment	Documentation Requirements	Proposed Equipment and Installation Requirements
Roof and Wall Insulation	Pre-requisite: attic floor/top floor ceiling must be airsealed before attic/roof insulation is added	- Minimum R-value stated in the latest NYS TRM - Plans for and proof of addressing thermal bypasses in roofs - Plans for and proof of addressing thermal bridging at the following points: slab edges, bulkheads, rim joists, and roof-to-wall connections. - Any area with existing insulation must be documented - Must submit HVAC equipment datasheets and nameplate photos - Must submit building plans/layout detailing areas to be retrofitted - Must submit photos of the completed work that clearly shows the depth of insulation installed - Photos showing that the attic floor/top floor ceiling was airsealed before roof/attic insulation was installed	- Must meet ECCCNY code minimums - Cavity insulation must be installed without compression or slumping
Window Replacement	This measure is only applicable to windows that serve as a barrier between conditioned spaces and outside air.	- HVAC equipment datasheets and nameplate photos - Building plans/layout detailing areas to be retrofitted - Survey of quantities, sizes, and locations of the existing and proposed windows. - Energy performance specifications (window type, frame type, U-value, gas fill, SHGC, low-e type, and location) for proposed windows.	- New equipment must perform better than existing and must meet ECCCNY code minimums - Specified windows shall be ENERGY STAR® labeled where available and comply with ECCC NYS 402.3. - Proposed window should have a maximum: - U-Value of 0.27 BTU/h-ft² - Solar Heat Gain Coefficient (SHGC) of= 0.32

		• NFRC or other relevant rating agency's label(s).	
Air Sealing	• Buildings with broken mechanical louvers or missing exterior doors and windows are ineligible. The eligible existing conditions are cracked and missing window/door frame caulk, missing/poor condition weatherstripping, holes in building exterior from electrical/plumbing penetrations, leakage at roof/wall intersections, roof hatch. • Air sealing surveys must inspect the following areas to determine non-compliance. ○ Top of building – Roof cavity, bulkhead doors and walls ○ Common areas, including stairwells, exterior walls, and common area windows. ○ Basement locations, including basement walls, ceilings and doors. ○ For Upstate NY projects only (with the exception of O&R): in-unit windows, baseboards, outlets and switches along exterior walls, and penetrations between the unit and any unconditioned space.	• A building survey with recorded measure specification (exterior door or windows) noting location, quantity and size/length • Photographic evidence showing current condition of non-compliance and compliance conditions for at least top of building, common areas and basement • Scope of work will detail how to remediate non-compliance by using visual inspection and photographic evidence • Building audits in which only door issues are detected will not be considered an acceptable air sealing project	• Includes partial sealing of fixed louvers with annealed glass in accordance with code • Includes exterior door weatherstripping, sweep, and threshold, or full replacement if needed • Includes repair of common area inoperable windows • Includes basement compartmentalization sealing as follows: ○ Install gaskets around trash shoot doors and other interior shaft access panels ○ Caulk around all pipe and electrical penetrations through the exterior wall and ceiling or penetrating from an unconditioned interior space into a conditioned space • Upstate NY projects (with the exception of O&R) include caulking around in-unit windows and baseboards and any penetration between the unit and unconditioned spaces and outlet and switch insulated covers. • Larger openings should either be sealed with expandable low VOC spray foam or foam board

7.9 Custom Gas Measures

Table 7.9: Eligible Measures and Technical Requirements – Custom Measures

Technical Measure Guidelines - (Applies to both Comprehensive and Non-Comprehensive Projects)			
Measure	Existing Equipment	Documentation Requirements	Proposed Equipment and Installation Requirements
Custom Measures: Other energy-efficiency upgrades not listed in this document may be eligible for performance-based custom incentives at the rates listed in Section 3.2.2 for the non-comprehensive pathway. For the comprehensive pathway, reference Table 13.1 in the Appendix for a more detailed list of measures and their points, or reach out to the IC with any questions.	• Case by case per measure	• Facility operation hours, facility type • Utility usage data for past 12 months • All applicable information and supporting documents needed to calculate the savings of the custom energy efficiency measure	• New equipment must be more efficient than existing and must meet any applicable ECCCNY requirements
Custom Measure: Insulation	• Insulation that encompasses non-linear piping, including insulating jackets for boilers, tanks, fittings (elbows, tees, valves), or other equipment • Uninsulated copper or steel piping with a	• Boiler and/or water heater nameplate(s) and performance datasheets. Other heating/cooling equipment datasheets as relevant to the conditioned fluid flows • Pipe Insulation Survey must cover 100% of the heating distribution pipes	• New insulation must meet minimum thickness requirements specified in the most recent version of the • ECCCNY Minimum thermal resistance of R-3. • Permitted insulation types are fiberglass, rigid foam, or cellular glass pipe insulation. • Insulation must be installed on uninsulated copper or steel piping within hot water or steam space heating distributions systems and DHW distribution systems • Materials must be certified and rated in accordance with all pertinent ASTM thermal insulation standards may be installed under this measure

	nominal diameter greater than 8.00" in hot water and steam space heating and domestic hot water (DHW) distribution systems in unconditioned spaces	(supply and return) in the common areas	
Custom Measure: Rooftop Exhaust Fan	- Existing motor efficiency must be based off motor nameplate - For motors with no nameplate efficiency, baseline efficiency based off the motor year installed can be used	- Facility operation hours, facility type, and description of existing load profile must be provided. - Proposed quantity to be replaced - Description of what each fan serves - Applicable fan timer schedules for baseline and proposed conditions.	- Proposed motor must be higher than applicable minimum motor efficiency as stated in the latest ECCCNY - Proposed motor must not reduce total airflow unless ventilation calculations are provided indicating local code compliance
Custom Measure: VFDs	No existing VFD	- Facility operation hours, facility type, and description of existing load profile must be provided - Description of what each proposed VFD will serve	- The following applications are not eligible: - New VFD replacing existing VFDs - VFDs installed in fixed speed applications - Installation of entire pumping or ventilation system upgrades or replacements
Custom Measure: Cooling Tower Replacement	- Existing unit must be past its effective useful life as per the latest version of the NYS TRM - Existing cooling tower must not have VFDs	Facility operation hours, facility type, and description of existing load profile must be provided	- Cooling tower approach temperature of 6F under standard rating conditions. - VFD installation for cooling tower fans/pumps are required by code and ineligible for incentives

7.9.1 Existing Conditions Baseline Guidance

The default approach in determining existing conditions is reviewing documentation such as a customer-provided name plate or spec sheet information. If the customer is unable to provide this information, then an alternative option is to provide the age of the equipment (e.g., equipment vintage to the building) and the ICs will use the code pertinent at time of equipment installation. If the customer cannot submit information for either option, then the ICs will resort to the current energy code to determine the baseline.

Acceptable proof of existing efficiencies include:

1. Combustion Test Record – combustion efficiency will be accepted for measures that require thermal efficiency in the savings calculation; this will require a NYC DOB/DEP official record dated within the last two years
2. Nameplate Efficiency with Degradation – maintenance records required for a minimum of three years.
3. Nameplate to include a picture of nameplate with efficiency or a submittal/email from the manufacturer stating the efficiency
4. NYC ECC –If legacy data is unavailable the year of the make/model and/or installation can be used to determine the minimal code compliant value from that year to use as the baseline

For projects undertaking a custom review or requiring measurement & verification (“M&V”) the most accurate data source identified will be used. In any case that nameplate efficiency or combustion efficiency cannot be verified, code baseline will be used.

Additional savings calculations must be submitted with the application package if, for example, the applicant is looking to apply degradation factors, modify operating hours or equivalent full load hours (EFLH).

If the applicant can provide annual professional maintenance information on the equipment a degradation factor as outlined below should be followed. The degradation factor cutoff will be at 10%.

EFF baseline, degraded = (EFF baseline) * (1-M) ^age, where age is the equipment age, in years. M = 1% degradation for AC units and 0.5% for heating equipment.

Source: NREL: Building America Performance Analysis Procedures for Existing Homes
<https://www.nrel.gov/docs/fy06osti/38238.pdf>

7.9.2 New Technology

Submission of projects deemed as new technology must provide a full custom analysis and additionally provide the following:

- Manufacturer-claimed savings as a percentage range
- Information on adoption by other utility energy efficiency programs (provide links or resources to verify)
- Reliable third-party studies on energy savings potential
- Product literature such as diagrams or videos showing how the product works
- Baseline metered or trended data

- Any additional information requested by the Program Administrators

Projects are accepted based on a review by the Program Administrators of the technology and may be approved, rejected, or requested to participate in additional M&V before being offered incentives. The approval of savings and incentives for new technologies is at the discretion of the Program Administrators and may be changed at any time.

8 Incentive Payments

See [Section 4.1](#) for details of when incentive payments will be issued as part of the program process for the comprehensive pathway, and [Section 4.2](#) for the non-comprehensive pathway. See additional invoicing requirements in [Section 10](#) of this manual. The IRS Form W-9 submitted must exactly match the name of the payee as indicated on the program application. Participating Contractors (PCs) on probation may not be allowed to accept incentive payments on behalf of the customer. PCs in good standing with the program will be allowed to accept incentive payments on behalf of the customer with prior written approval by the customer.

9 Tax Liability

Incentives may be taxable for most taxpayers. If the incentive is \$600 or more, it will be reported to the IRS and the customer will be provided with an IRS Form 1099, unless the customer has submitted documentation that they are a tax-exempt entity as defined by the IRS. The Program is not responsible for any tax liability that may be imposed on any customer as a result of the payment of program incentives. All customers must supply their Federal Employer Identification Number (i.e., federal tax identification number) to the Program to receive a program incentive. Please consult with a tax professional for information on the tax treatment of the incentives.

10 Project Costs and Invoicing Requirements

When submitting invoices with completion certificates, customers must provide the Program Administrators with detailed invoices identifying the following:

- References to the project, including the project address, and related items listed in the scope of work that were approved by the program. Changes to the approved scope of work must be submitted to the Program Administrator and its IC for approval.
- Equipment installed (Make/Model Number): This is required to verify the equipment installed qualifies for Program incentives.
- Quantity, purchase, and delivery date of equipment installed: This is used to verify the quantity of equipment installed aligns with the Program application. (This is optional, unless requested by the Program Administrators.)
- Itemized labor and material costs for all installed equipment: This is required to verify individual costs.
- The final invoice provided to the Program Administrators must be the same invoice the customer is receiving and match the Certificate of Completion.

- Each line item must include a brief description. For example, include the equipment tag for an air handler as “AHU 13B”, as well as the make and model number.
- If a PC is receiving incentives on behalf of a customer, a line item stating “Program credit” with an invoice credit must be documented on the invoice. The invoice credit must reflect the same incentive amount the customer would receive had they completed the submission themselves for the same project.
- In the event a custom project submitted for incentives is a portion of a larger scope that includes non-energy efficiency line items, the customer will must provide invoice(s) that clearly outline the specific project description and cost that is being applied to the project in the program.

11 Terms and Conditions

These Terms and Conditions are applicable to a Customer (as defined below) (including by those duly authorized to act on behalf of a Customer) participating in the NYS Affordable Multifamily Energy Efficiency Program (the "Program") and when a Customer's utility is: Consolidated Edison Company of New York, Inc.; Niagara Mohawk Power Corporation d/b/a National Grid; New York State Electric and Gas Corporation and Rochester Gas and Electric Corporation; National Fuel Gas Distribution Corporation; Central Hudson Gas & Electric Corporation; and Orange & Rockland Utilities, Inc. The foregoing utilities shall in the singular be referred to herein as a "Utility" and together as the "Utilities" and reference to a Utility or to the Utilities shall without further mention be presumed to be references to an individual Customer's Utility or Utilities unless the context speaks to the collective action of the Utilities.

1. **ELIGIBILITY:** The Program offers financial incentives for energy efficiency measures to eligible customers ("Customers") who are property owners or managers of affordable multifamily residences with five or more dwelling units. A multifamily building is considered "affordable" if it was developed and is being maintained as affordable housing. Supporting documentation must be provided to prove that the building meets the criteria of an affordable multifamily residence. Examples of acceptable documentation include regulatory agreements or mortgages from housing agencies (e.g., the United States Department of Housing and Urban Development, the New York City Department of Housing Preservation and Development, etc.). A building can also meet affordability requirements through its rent roll, where at least 25% of the units in the building are occupied by a household that has a calculated household income of no more than 80% of the Area or State Median Income, whichever is higher. Applicants must submit the annual rent, size, and occupancy for each apartment in the building.

The Utilities will not offer financial incentives and/or rebates for the same eligible measure to those Customers who have received financial incentives or rebates from the New York State Energy Research and Development Authority (NYSERDA) and/or from another electric or gas utility company. Customers applying for technical assistance must do so consistent with the requirements provided for by the *New York State Affordable Multifamily Energy Efficiency Program, Program Manual* (the "Program Manual"), and as the Program Manual may be updated and amended from time to time. Among other things, as provided for by the Program Manual, Customers applying for technical assistance must pay into the System Benefit Charge (SBC) fund.
2. **PROGRAM MANAGEMENT:** The Program may at times be implemented and managed by an implementation contractor under contract with a Utility. Accordingly, all program undertakings or obligations of a Utility may be undertakings or obligations of either a Utility or an implementation contractor (including at times by and through subcontractors), whether or not expressly stated herein, and any express statement of an undertaking or obligation by a Utility or implementation contractor or any change thereto shall be without impact to a Customer's obligations hereunder.
3. **QUALIFYING PROJECTS AND MEASURES:** Qualifying projects include energy-efficiency measures identified as eligible for incentives in accordance with the rules of the Program and based on an energy survey of the building. Unless otherwise provided for by a Utility with respect to a Customer, qualifying projects will not include any energy-efficiency measures or energy-efficiency equipment or services purchased, contracted for, or installed prior to the project start date. If a Customer has electric and gas service by more than one utility, then, whenever possible, the Utility providing electric service will manage the project and distribute the incentive payments.
4. **PROGRAM APPLICATION/PARTICIPATION AGREEMENT:** By signing the Program Application above of which these Terms and Conditions form a part, a Customer authorizes building entry for purposes of accomplishing the objectives of the Program, including: conducting an energy survey of the building's common area and individual units, installing measures in individual units, installing any energy-efficiency measures subsequently agreed to consistent with the rules of the Program, inspecting installed measures, and evaluating the performance of installed measures.
5. **INCENTIVE AMOUNTS:** The amounts of the incentives for which qualifying projects are eligible are set forth as part of the Program Manual. Decisions by any of the Utilities regarding incentives will be final. THE UTILITIES RESERVE THE RIGHT TO CHANGE THE MEASURES AND INCENTIVES AT ANY TIME THROUGHOUT THE PROGRAM WITHOUT PRIOR NOTICE. WITHOUT LIMITATION, INCENTIVES LISTED IN THE PROGRAM MANUAL ARE CURRENTLY INTENDED TO BE VALID THROUGH DECEMBER 31, 2022, BUT MAY BE CHANGED AT ANY TIME AT THE DISCRETION OF THE UTILITIES. The Utilities will honor all written commitments made to Customers prior to the date of any incentive changes, provided that project installations are fully completed within the time committed to by a Customer, and also as more particularly provided for by Section 12 below of these Terms and Conditions. Incentive amounts may be impacted negatively by any failure on the part of a Customer to meet the requirements of the Program, including, with limitation, the installation requirements provided for by Section 14 of these Terms and Conditions.
6. **CUSTOMER WORK AUTHORIZATION AND PROJECT WORK PLAN:** Individual building objectives will be discussed with Customers by or on behalf of a Utility, including to provide information on alternatives, and to discuss process and create a scope of work and schedule. One or more installation subcontractors may be proposed by or on behalf of a Utility to complete the measure-installation work, or, in regions like New York City and Westchester, a Customer may select one or more contractors from a proposed list of participating contractors. A Customer also has the option to choose a contractor outside of a proposed list. To be included on the proposed list of a Utility, a contractor may be required to submit contractor-qualification forms, provide documentation of required insurance, agree to follow program guidelines and protocol (including program reporting and verification requirements), and otherwise be in good standing with the Utilities.
7. **IMPLEMENTATION OF WORK, PAYMENT OF INCENTIVES, INSPECTION REQUIREMENTS:** A Customer must pay its share of the cost for each measure to be installed at a time not later than the completion of installation of that measure. For projects that are not comprehensive projects, when it is confirmed that a project is satisfactorily completed, payment of the incentive to a Customer will be arranged, or, if authorized to do so by the building owner, directly to the installation contractor for that measure. A post-installation inspection to ensure satisfactory measure installation for purposes of the payment of incentives may be conducted at the sole discretion of a Utility. Incentive checks will be sent approximately six weeks after confirmation of satisfactory installation. For comprehensive projects, a mid-project payment may be offered. The mid-project payment may be available upon request by the customer for prescriptive measures that have been fully completed and inspected. With advance notice to a Customer, following completion of the project and in order to provide the Utilities with an opportunity to review the operation of the energy-efficiency measures for program evaluation purposes, the Customer agrees to cooperate with any effort by the Utilities or their contractors and subcontractors to make or to have made follow-up visits to Customer facilities, and the Customer shall provide building energy systems data, supporting documentation, and otherwise cooperate fully in support of this effort.
8. **CUSTOMER INFORMATION AND PROGRAM APPLICATION:** Customer agrees that Customer's information, including name, electric and/or gas consumption data, project information, and electric and/or gas energy savings may be provided to the Utilities' third-party evaluation contractor for purposes of program management, incentive payment, and program evaluation purposes, subject to the Utilities entering into an agreement with the evaluation contractor to maintain such Customer information confidential, and without regard to whether or not a Customer receives electric and gas service from more than one utility. Customer information may also be provided to the New York State Public Service Commission ("PSC") or New York State

Department of Public Service Staff ("DPS Staff"). Any Customer information provided to the PSC or DPS Staff will be aggregated with information about other customers and not personally identifiable. Related to comprehensive projects available under the Program, Customers interested in technical assistance (related to building energy audits and other related things) will also have their customer information and application shared with NYSEERDA, the administrator and provider of such technical assistance offered through the Program.

9. **TAX LIABILITY and CREDITS:** Each Customer is responsible for any taxes that may be imposed on the customer as a result of measures installed under the Program. Each Customer must provide a valid Federal Tax Identification Number.
10. **DISPUTES:** The Utilities in each case will have sole discretion to decide on the final resolution of any issues related to the Program, including but not limited to eligibility or incentives.
11. **PROGRAM CHANGES:** The Utilities reserve the right to change, modify, or terminate the Program at any time without any liability, except as expressly stated herein. The Utilities will honor all written commitments made to Customers prior to the date of any change, modification or termination of the Program, provided that project installations are fully completed within the time committed to by Customers prior to such date of change.
12. **PROGRAM EXPIRATION:** The current cycle of the Program will expire on December 31, 2025, when funds are depleted, or when the Program is terminated, whichever comes first, or as may be otherwise determined by a Utility. As also provided for by Section 5 of these Terms and Conditions, incentives listed in the Program Manual are currently intended to be valid through December 31, 2022, but may be changed at any time at the discretion of the Utilities. For projects that are not comprehensive projects, all projects must be completed (all documents received, and project ready for post inspection) 12 months after the Notice to Proceed (for prescriptive and direct install projects) or Preliminary Incentive Offer Letter (for custom projects) is issued. For comprehensive projects, incentive rates will be guaranteed if a project's Scope of Work is completed 2 years (24 months) after the Notice to Proceed is issued. If an extension is required, then a request must be made in writing to the Program with supporting detail and information, and acceptance or rejection of any request for extension will be determined solely by the Utilities in any given case.
13. **DISCLAIMER:** No representations or warranties, expressed or implied, are made to any party in connection with the Program, including, without limitation, no guarantee that implementation of energy-efficiency measures or use of the equipment purchased or installed pursuant to the Program will result in energy-cost savings. Also, all Customers are advised to engage qualified engineers or other qualified consultants to evaluate the risks and benefits, if any, of such implementation and use on energy consumption, cost savings, or operation of Customer facilities. Nothing provided for by the Utilities in connection with the Program (including, without limitation, these Terms and Conditions, the Program Application, the Program Manual, and any other document or agreement related to the Program) is intended to create a reliance on the part of any Customer or contractor participating in the Program or in any incentive program sponsored by the Utilities; nothing is intended to take the place of the knowledge, expertise and obligation of any contractor retained by a Customer to perform work in connection with incentives provided for by the Utilities. No Utility is a party to any contract with a Customer for the performance of work in connection with incentives, nor is any Utility a party to any contract with any contractor or subcontractor for the performance of any work for or on behalf of a Customer in connection with incentives.
14. **INSTALLATION REQUIREMENTS:** All work must be in full compliance with the requirements of the Program Manual, applicable laws, rules, and regulations of the State of New York and any authorities having governmental and regulatory authority in the jurisdiction. It is recommended by the Utilities that work should be performed by subcontractors or participating contractors proposed by or on behalf of the Utilities for participation in the Program. Additionally, for projects that are not comprehensive projects, work must be completed within 12 months of the commitment execution date. For comprehensive projects, the time frame set forth in the Notice to Proceed will provide the date of completion for a project. In the removal of old equipment, the customer confirms that, as a requirement of the Program, the owner or any subcontractor carrying out installation of measures under the Program shall remove and dispose of any and all equipment or materials that are replaced or removed in accordance with all applicable laws, rules, and regulations.

12 Contact Information and Application Submission Process

Submit completed applications and deliverables to the IC associated with the Program Administrator below.

If a project covers both electric and gas measures, the electric utility will act as the Program Administrator and its IC will oversee coordination of the project. The Program Administrator will manage all aspects of the project, even if they involve gas upgrades, and will coordinate with the customer's gas utility on behalf of the customer. All communication from the customer and/or contractor will be handled through the Program Administrator's IC.

DOWNSTATE (NYC AND WESTCHESTER)

Con Edison

To apply: Email Multifamily@coned.com for submission instructions

Questions? Email Multifamily@coned.com or call 1-844-316-4288

National Grid (downstate)

To apply: Email NationalGridLMI@willdan.com for submission instructions

Questions? Email NationalGridLMI@willdan.com or call 1-844-316-4288

UPSTATE

Central Hudson Gas & Electric

To apply: Email CentralHudsonMultifamily@Willdan.com for submission instructions

Questions? Email CentralHudsonMultifamily@Willdan.com or call 845-632-6722

National Grid (upstate)

To apply: Submit completed application here: mfngridny.com

Questions? Email Multifamily@nationalgrid.com or call 1-800-266-9989

National Fuel Gas Distribution Corporation

National Grid electric customers: See National Grid upstate instructions

NYSEG electric customers: See NYSEG instructions

NYSEG:

To apply:

1. Complete the customer application at nyseg.com/AffordableMultifamily and save
2. Open the online portal, <https://plus.anbetrack.com/avangrid/#/>, and complete the Customer Information section at the top
3. Drag and drop the customer application (saved in step 1) into the Document Upload Section of the online portal
4. Click Save

Questions? Email MFenergysavings@trccompanies.com or call 800-444-5668

RG&E:

To apply:

1. Complete the customer application at rge.com/AffordableMultifamily and save
2. Open the online portal, <https://plus.anbetrack.com/avangrid/#/>, and complete the Customer Information section at the top
3. Drag and drop the customer application (saved in step 1) into the Document Upload Section of the online portal
4. Click Save

Questions? Email MFenergysavings@trccompanies.com or call 800-444-5668

Orange & Rockland

To apply: Email ORUMultifamily@willdan.com for submission instructions

Questions? Email ORUMultifamily@willdan.com or call 844-316-4288

13 Appendix

13.1 Comprehensive Pathway Measure Points

Table 13.1: Comprehensive Pathway Measure Points

Measure Category	Measure	Points
Appliances	Dishwashers	5
Appliances	Dryers	5
Appliances	Refrigerators	5
Appliances	Stoves	5
Appliances	Washers	5
Clean and tune	Boiler clean and tune	5
Clean and tune	Furnace clean and tune	5
Common area lighting	Bi-level fixtures - parking lot*	5
Common area lighting	Bi-level fixtures - stairwell, corridor, parking garage*	5
Common area lighting	Exterior fixture HID less than or equal to 100 W*	5
Common area lighting	Exterior fixture HID over 100 W*	5
Common area lighting	Exterior fixture non-HID fixture replacing screw-in/pin-based lamp*	5
Common area lighting	Interior fixtures*	5
Common area lighting	LED exit signs*	5
Common area lighting	Occupancy sensors*	5
Common area lighting	Relamp and reballasting, retrofit kits*	5
Common area lighting	Screw-in lamps*	5
Common area lighting	Tube lamps*	5
In-unit	Faucet aerators	5
In-unit	LED lamps	5
In-unit	Low-flow showerheads	5
Air sealing	Air sealing package: door weather stripping, door sweep, door threshold/extender, door replacement, window repair, fixed louver partial cover, seal air leaks with foam sealant	10
Motors and drives	Blower fan – with electronically commutated (EC) motor for furnace distribution	10
Motors and drives	Circulator pump – with electronically commutated (EC) motor for hydronic distribution	10
Motors and drives	Pumps	10
Motors and drives	Motors	10
Motors and drives	VFD	10
HVAC	Air compressors	10
HVAC	Air handlers	10
HVAC	Boiler burner replacement	10
HVAC	Exhaust fans	10
HVAC	Master venting**	10
HVAC	Orifice plates**	10
HVAC	Steam traps	10
HVAC	Thermostatic radiator valves**	10
HVAC controls	BMS	10

HVAC controls	Domestic hot water controls	10
HVAC controls	Smart thermostats	10
Building shell	Cool roof	10
Building shell	Window film	20
HVAC	Central air conditioning	20
HVAC	Chiller	20
HVAC	Cooling tower	20
HVAC	Economizer - dual enthalpy air-side	20
HVAC	Energy recovery ventilators	20
HVAC	Heat recovery ventilators	20
HVAC	Ventilation overhaul	20
HVAC	Packaged terminal air conditioner	20
HVAC	VRF cooling only	20
HVAC controls	EMS	20
HVAC controls	Smart thermostatic radiator enclosure	20
Insulation of heat and hot water	Boiler jacket***	20
Insulation of heat and hot water	Domestic hot water pipe insulation***	20
Insulation of heat and hot water	Steam or heating hot water pipe insulation***	20
Insulation of heat and hot water	Tank insulation***	20
Motors and drives	Elevator modernization	20
Domestic hot water	Domestic hot water - indirect water heater	30
Domestic hot water	Domestic hot water - instantaneous domestic water heater	30
Domestic hot water	Domestic hot water - storage tank water heater	30
Building shell	Insulation – roof**	40
Building shell	Insulation – walls	40
Building shell	Window replacement	40
HVAC	Boiler replacement - condensing	40
HVAC	Boiler replacement - hot water	40
HVAC	Boiler replacement - steam	40
HVAC	Furnace replacement	40

*A maximum of 5 points can be achieved in the common area lighting category, regardless of how many common area lighting measures are installed. Note that all non-LED common area lights must be upgraded in order to qualify for points from this measure.

**These measures have a co- or pre-requisite for achieving associated points. See [Section 7](#) for these requirements.

*** A maximum of 20 points can be achieved under the insulation of heat and hot water category, regardless of how many of these measures are installed.

Glossary of Terms

This glossary provides definitions of key terms used in this Program Manual.

Affordable Housing: Defined as projects in which at least 25% of the units are, or are expected to be, occupied by households earning not more than 80% of the Area or State Median Income, whichever is higher.

Comprehensive Pathway: Track to participate in Program for customers who undertake comprehensive retrofits, such as whole-building retrofits that address multiple building system categories (e.g., heating and cooling, insulation, lighting, etc.). Incentives are applied based on a system of accumulated points. A minimum of 100-points needs to be met to be classified as a comprehensive project. To help customers identify energy efficiency opportunities and develop comprehensive scopes of work, energy audits are required. Comprehensive projects are eligible for higher incentive amounts than non-comprehensive projects, an optional mid-project incentive payment, and technical assistance in the form of a cost share for activities like energy audits and retrofit scope development.

Comprehensive Pathway Points System: Determines eligibility of a comprehensive project and the incentive amount that is offered. Eligible measures for a comprehensive project are assigned points per measure that range from 5 to 40. To be eligible as a comprehensive project, a project must meet a 100-point minimum. Multiple measures can be combined to meet this requirement.

Construction Complete Post Inspection: The Program Administrators will inspect the condition of the site after completion of the project.

Custom Project: A project that includes custom measures. Custom measures are eligible measures that are not listed in the New York State Technical Resources Manual. Custom calculations are required to determine the amount of energy savings and incentive amount.

Design Team: The team that calculates required loads and system demands, specifies the size and efficiency of equipment, and creates design and construction drawings and specifications for specific measures in retrofit construction projects. Ensures newly installed systems and equipment meet all relevant codes. Also often reviews cutsheets and change orders submitted by the installing contractor during the construction process. Typically an engineering firm, but in some cases it may be another qualified firm or the installing contractor.

Direct Install: Direct install measures are available for free if installed by direct install contractors provided by the Implementation Contractors. In downstate NY projects, this includes in-unit measures such as LED lights, low flow showerheads, and faucet aerators. In upstate NY, with the exception of O&R, common area LED lights, exit signs, common area room occupancy sensors, and ½" and ¾" DHW pipe insulation are also considered direct install measures and are offered for free if installed by direct install contractors provided by the Implementation Contractor. If an upstate customer, with the exception of O&R, chooses a contractor that is not provided by the Implementation Contractor, they will receive the incentive outlined in Section 3.2.2, instead of receiving the measure for free.

Downstate Program Administrators: The Downstate Program Administrators are Con Edison and the Brooklyn Union Gas Company d/b/a National Grid NY (KEDNY) And Keyspan Gas East Corporation d/b/a National Grid (KEDLI), serving in the New York City and Long Island regions respectively. To account for regional differences, incentive rates differ between Downstate and Upstate Program Administrators.

Eligible Customer: Customers who are property owners or managers of existing affordable multifamily buildings with five (5) or more residential units.

Energy Audit: Energy audits are also known as energy assessments. For comprehensive projects, energy audits are conducted by approved Energy Providers before a project begins as part of the technical assistance process and will meet either an ASHRAE Level I+, ASHRAE Level II, or the IPNA standard. For non-comprehensive projects, audits may

still be conducted, but they are not required to meet the standards required for comprehensive projects. During an audit, the Energy Provider will evaluate the building to identify energy efficiency opportunities and develop a scope of work.

Energy Efficiency Measures (EEMs): Energy-using appliance, equipment, control system, or practice whose implementation results in reduced energy use while maintaining a comparable or higher level of service. Categories of EEMs include HVAC measures; base load measures such as lighting, process loads, plug loads, etc.; envelope measures; and non-interactive measures such as service water heating.

Energy Provider: Approved Energy Providers complete energy audits through NYSERDA's FlexTech Program before a project begins to help customers identify energy efficiency opportunities and determine an initial scope of work and capital planning.

FlexTech Program: A NYSERDA program which shares the cost of and provides additional supporting regarding an energy audit to facilitate the implementation of clean energy and/or energy efficient technologies in a building.

Implementation Contractor (IC): The Program Administrator's Implementation Contractor oversees coordination of the project. Communication from the customer and/or Participating Contractor (PC) will be facilitated through the Program Administrator's IC.

Incentive Cap: The maximum incentive an Energy Efficiency Measure or project is eligible to receive through the Affordable Multifamily Energy Efficiency Program.

In-Unit Measures: Energy Efficiency Measures installed within the primary dwelling of a resident.

Large Projects: Projects over 500 units.

Market Rate Multifamily Offering: Multifamily programs offered to non-LMI Customers.

Mid-Project Incentive Payment: A one-time, optional payment for which comprehensive pathway projects may apply. The mid-project incentive is based upon points associated with the scope of work. The customer may apply for a mid-project incentive payment once measures that make up at least 60% of the points have been installed.

Multi-Year Commitments: Installations and project completions that extend beyond the program year in which the project was initially committed. Multi-Year Commitments are generally allowed under the program, provided that the customer provides a project installation plan. The project installation plan must include a timeline with scheduled installation dates for each measure and/or each category of measures.

New York State Research and Development Authority (NYSERDA): A New York State public-benefit corporation established in 1975. NYSERDA offers objective information and analysis, innovative programs, technical expertise, and support to help New Yorkers increase energy efficiency, save money, use renewable energy, and reduce reliance on fossil fuels.

Non-Comprehensive Pathway: Track to participate in Program for customers who are interested in smaller upgrades, or customers who have projects that do not meet the 100-point minimum for the comprehensive pathway. Incentives for projects based on the non-comprehensive pathway are determined by each Program Administrator and are based on equipment installed and/or energy savings.

Notice to Proceed: An email outlining estimated project savings and incentives issued by the Program Administrator that triggers the start of work on a project. Any work started before the Notice to Proceed will not qualify for incentives.

On-site Inspection: A pre- or post-installation inspection that is done in-person by the Implementation Contractor or the Program Administrator.

Participating Contractor (PC): A contractor that will install Energy Efficiency Measures through the project. Participating Contractors must be approved by the Program. Participating Contractors may accept incentive payments on behalf of customers. The program can onboard contractors into the Participating Contractor network at any time.

Preliminary Incentive Offer Letter (PIOL): Issued after pre-inspection for custom projects, and after finalizing the scope of work for comprehensive projects. The PIOL includes an incentive offer and date range for which the offer is eligible. The PIOL must be signed by the customer and returned to the Program Administrator's IC within 30 days.

Prescriptive Project: A project that includes prescriptive measures only. Prescriptive measures are those listed in the New York State Technical Resource Manual (TRM) and have set incentive rates.

Program Administrators: The utility companies administering the NYS Affordable Multifamily Energy Efficiency Program. Central Hudson Gas & Electric, Con Edison, National Grid, National Fuel Gas, New York State Electric & Gas (NYSEG), Rochester Gas & Electric (RG&E), and Orange & Rockland, respectively.

Scope of Work: A detailed explanation of work that will be performed as part of a contract or subcontract. It defines project-specific activities, deliverables, and timelines for a vendor providing services to the client.

Statement of Completion (SOC): A document that details the Energy Efficiency Measures that were installed through the project. Must be signed and submitted to the Program Administrator at project completion.

Technical Assistance: Services provided by Program Administrators and Energy Providers to help customers identify energy efficiency opportunities and develop comprehensive Scopes of Work. Energy audits are performed as a form of technical assistance.

Technical Resource Manual (TRM): The New York Standard Approach for Estimating Energy Savings from Energy Efficiency Programs - Residential, Multifamily, and Commercial/Industrial, known as the Technical Resource Manual (TRM), provides a standardized, fair, and transparent approach for measuring program energy savings across New York State's energy efficiency programs. To do so, the TRM provides standardized energy savings calculations and assumptions at the measure level for estimating energy and demand savings.

Tier 1 Projects: Comprehensive projects that install Energy Efficiency Measures worth 100-149 points.

Tier 2 Projects: Comprehensive projects that install Energy Efficiency Measures worth over 150 points.

Upstate Program Administrators: The Upstate Program Administrators include National Fuel Gas, New York State Electric & Gas (NYSEG), Rochester Gas & Electric (RG&E), National Grid (in the Niagara Mohawk region), Central Hudson, and Orange & Rockland. To account for regional differences, incentive rates differ between Downstate and Upstate Program Administrators.

Utilities: The utility companies administering the NYS Affordable Multifamily Energy Efficiency Program. Central Hudson Gas & Electric, Con Edison, National Grid, National Fuel Gas, New York State Electric & Gas (NYSEG), Rochester Gas & Electric (RG&E), and Orange & Rockland, respectively. They are generally referred to as the Program Administrators.

Utility Customer: Customer that receives gas and/or electric delivery service from one of the following utilities (Program Administrators): Central Hudson Gas & Electric, Con Edison, National Grid, National Fuel Gas, New York State Electric & Gas (NYSEG), Rochester Gas & Electric (RG&E), and Orange & Rockland.

Virtual Inspection: A pre- or post-installation inspection that is done virtually by the Implementation Contractor or the Program Administrator. Virtual inspections will include either: 1) a live video call walkthrough with the contractors or energy providers and the inspector (inspector takes screenshots and/or notes to document findings); or 2) date and time-stamped pictures and/or video recordings that clearly existing equipment to be replaced (in case of pre-inspection) or the new energy efficient equipment (in case of post-inspection).