



NYSERDA
New York State Energy Research
and Development Authority



nationalgrid

**25-M-0249 In the Matter of the 2026-2030 Low- to Moderate-Income Energy Efficiency
and Building Electrification Portfolio.**

**Low-to-Moderate Income Energy Efficiency and Building Electrification
Portfolio Implementation Plan**

Filed February 2, 2026

Low- to Moderate-Income Energy Efficiency and Building Electrification
Implementation Plan - Revision History

Revision Date	Description of Changes	Revision on Page(s)
January 30, 2026	Incorporated modifications that are responsive to the Compliance Letter filed on 12/22/2025 in Case 25-M-0249. Revisions include reorganization for consistency throughout the document, additional detail on program budgets, energy savings, incentive structure, leveraged funds, program manuals, implementation milestones for 2026, and evaluation, measurement and verification activities.	Multiple
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SECTION ONE: STATEWIDE LOW-TO MODERATE-INCOME PORTFOLIO OVERVIEW

1.1. Regulatory/Policy Background/Context

On May 15, 2025, the New York State Public Service Commission (PSC or Commission) issued the *Order Authorizing Low- to Moderate-Income Energy Efficiency and Building Electrification Portfolios for 2026-2030*¹ (LMI Order). The LMI Order approves with modifications proposals by the New York State Energy Research and Development Authority (NYSERDA), as well as Consolidated Edison of New York, KeySpan Gas East Corporation d/b/a National Grid (KEDLI) and The Brooklyn Union Gas Company d/b/a National Grid NY (KEDNY)² (collectively, “Downstate Utilities” or “AMEEP Administrators”), collectively referred to as Program Administrators, and authorizes budgets for the 2026-2030 Low-to-Moderate Income (LMI) energy efficiency and building electrification (EE/BE) portfolios for the 2026-2030 period. Additionally, the Commission issued its *Order Authorizing Non-Low- to Moderate-Income Energy Efficiency and Building Electrification Portfolios for 2026-2030*³ (Non-LMI Order), approving proposals with modifications from NYSEERDA and the major investor-owned utilities (Utilities), and authorizing budgets for respective Non-Low-to Moderate Income (Non-LMI) EE/BE portfolios.

The Program Administrators submit this LMI EE/BE Portfolio Implementation Plan in compliance with the LMI Order.

1.1.1. Policy Actions by the Commission, Department of Public Service, and Program Administrators

On July 20, 2023, the Commission issued its Order Directing Energy Efficiency and Building Electrification Proposals (Order Directing Proposals)⁴ adopting a Strategic Framework and establishing priorities for ratepayer funding, as well as providing overall guidance and directing the Program Administrators to file proposals for the future EE/BE portfolios. The Commission also adopted a 'budget-bounded' approach to EE/BE funding, setting a \$1 billion annual expenditure cap across LMI and Non-LMI portfolios.

On November 1 and 2, 2023, NYSEERDA and the utilities individually filed Non-LMI and LMI EE/BE Portfolio Proposals, providing details on their proposed programs, strategies, and regulatory structures for the 2026-2030 period.

¹ Case 25-M-0249, *In the Matter of the 2026-2030 Low- to Moderate-Income Energy Efficiency and Building Electrification Portfolio*, Order Authorizing Low-to Moderate- Income Energy Efficiency and Building Electrification Portfolio for 2026-2030 (issued May 15, 2025).

² KeySpan Gas East Corporation d/b/a National Grid and The Brooklyn Union Gas Company d/b/a National Grid NY (“KEDLI”) will be collectively referenced in this document as “National Grid.” Where a program or detail refers solely to one operating company / service territory, the acronym will be used (KEDLI or KEDNY).

³ Case 25-M-0248, *In the Matter of the 2026-2030 Non- Low- to Moderate- Income Energy Efficiency and Building Electrification Portfolios*, Order Authorizing Non- Low- to Moderate- Income Energy Efficiency and Building Electrification Portfolios (issued May 15, 2025).

⁴ Case 18-M-0084, *In the Matter of a Comprehensive Energy Efficiency Initiative*, Order Directing Energy Efficiency and Building Electrification Proposals (issued July 20, 2025).

On May 15, 2025, the Commission issued the LMI Order and the Non-LMI Order authorizing LMI and Non-LMI EE/BE Portfolios for 2026-2030, as well as budgets for the respective EE/BE portfolios.

On December 22, 2025, the Department of Public Service (DPS) issued a Preliminary LM EE/BE IP Compliance Letter⁵ (LMI Implementation Plan Compliance Letter) granting conditional approval of the LMI EE/BE Plan filed on October 31, 2025, and directing modifications. This filing incorporates the changes outlined in the December 2025 Compliance Letter.

1.1.2. Implementation Plan and Program Manuals

As directed by the LMI Order, the Program Administrators will update this LMI EE/BE Portfolio Implementation Plan on an annual basis. The LMI Implementation Plan may be updated as needed to address substantive modifications to the portfolio programs, budgets and targets and will be filed at least 45 days prior to the modifications taking effect. In addition, changes to program incentives will be approved by DPS Staff (Staff) before the change is made.

Program Manuals will be made available to provide detailed information and specifications regarding measure eligibility and installation, program incentives, and participation requirements for the EmPower+ program for 1-4 unit homes, as well as for the multifamily programs: the Affordable Multifamily Energy Efficiency Program (AMEEP) and the Affordable Multifamily Program Upstate (AMP Up). Program Manuals will be filed publicly and published on the Program Administrators' websites.

1.2. Statewide LMI Portfolio Description, Context, and Key Objectives

1.2.1. Authorized Budgets and Savings Targets

For NYSERDA, the Commission has assumed a simple annualized proration of the cumulative budget and target metrics distributed evenly across seven years as provided in Table 3 for the purposes of measuring ongoing progress within the program period.⁶

For the Downstate Utilities, the Commission has annualized and prorated the cumulative budget and target metrics distributed evenly across five years as provided in Table 4, for the purposes of measuring ongoing progress within the program period. This approach will enable stakeholders to compare the performance of PAs on a consistent basis.

The metrics included in Table 1 provide NYSERDA's planned budgets and energy savings for the LMI Portfolio. The budget forecast recognizes that some relatively limited expenditures are expected to lag beyond 2032, including those associated with evaluation, measurement and verification, and administration.

The metrics included in Table 2 provide the Downstate Utilities' planned budgets and energy savings for the LMI Portfolio.

⁵ Case 25-M-0249- In the Matter of the 2026-2030 Low- to Moderate-Income Energy Efficiency and Building Electrification Portfolio; LMI IP Compliance Letter (file December 22, 2025)

⁶ In the *Order Authorizing Non- Low- to Moderate- Income Energy Efficiency and Building Electrification Portfolios* (issued May 15, 2025) page 127, the Commission acknowledges there will likely be a ramp up in performance over time, such that program performance may appear to fall short from annual authorized budgets and targets, in the early years.

This Implementation Plan includes a budget of approximately \$1.57 Billion in funding allocations across all the Program Administrators from 2026-2034, with estimated 123 million lifetime million British Thermal Units equivalent (LMMBtu-e), while serving 1,250,000 participants. Appendix B includes a portfolio summary.

Table 1. NYSERDA Authorized Budgets and Ordered Targets

Fuel-Type Funding Source	Sub-Portfolio (Funding)	PSC Authorized Average Annual LMI Portfolio Budget	PSC Authorized Average Annual LMI Portfolio Savings Target (LMMBtu-e)	PSC Authorized LMI Portfolio Budget: 2026-2030	PSC Authorized LMI Portfolio Savings Target: 2026-2030 (LMMBtu-e)
Electric/Gas	1-4 Residential	\$ 63,642,857	9,378,894	\$ 445,500,000	65,652,257
	Multifamily Residential	\$ 45,171,429		\$ 316,200,000	
	General Awareness & Education	\$ 7,471,429		\$ 52,300,000	
	Workforce Development	\$ 4,285,714		\$ 30,000,000	
	<i>Administration</i>	\$ 17,142,857		\$ 120,000,000	
	<i>EM&V</i>	\$ 3,428,571		\$ 24,000,000	
	<i>Cost Recovery Fee</i>	\$ 1,714,286		\$ 12,000,000	
Total		\$ 142,857,143	9,378,894	\$ 1,000,000,000	65,652,257

Note: All NYSERDA Budgets and Benefits are assumed to be split 50/50 between electric and gas fuel-type funding sources. Average Annual figures are assessed for NYSERDA over seven years (2026-2032) acknowledging that contract commitments must be made within the five-year period of 2026-2030.

Table 2. Downstate Utilities Authorized Budgets and Ordered Targets

Fuel-Type	Program Administrator	PSC Authorized Average Annual LMI Portfolio Budget	PSC Authorized Average Annual LMI Portfolio Savings Target (LMMBtu-e)	PSC Authorized LMI Portfolio Budget: 2026-2030	PSC Authorized LMI Portfolio Target: 2026-2030
Electric	Con Edison	\$ 21,929,907	664,202	\$ 109,649,536	3,321,012
Electric Total		\$ 21,929,907	664,202	\$ 109,649,536	3,321,012
Gas	Con Edison	\$ 69,560,292	4,868,911	\$ 347,801,458	24,344,553
	KEDLI	\$ 3,872,840	260,995	\$ 19,364,200	1,304,973
	KEDNY	\$ 18,345,734	1,155,807	\$ 91,728,670	5,779,033
Gas Total		\$ 91,778,866	6,285,713	\$ 458,894,328	31,428,559
Grand Total		\$ 113,708,773	6,949,915	\$ 568,543,864	34,749,571

Table 3. NYSERDA Portfolio- Level Program Spending, Savings, & Participants Planned by Sector and Year*

NYSERDA LMI Plan	2026	2027	2028	2029	2030	2031	2032	2033	2034	Total
Program Budget Plan (\$ 000s)	\$ 97,911	\$ 142,836	\$ 162,164	\$ 176,461	\$ 191,280	\$ 53,161	\$ 20,187	\$ -	\$ -	\$ 844,000
1-4 Family Residential	\$ 67,493	\$ 89,100	\$ 89,100	\$ 89,100	\$ 89,100	\$ 21,607	\$ -	\$ -	\$ -	\$ 445,500
Multi-family Residential	\$ 25,923	\$ 40,308	\$ 57,568	\$ 68,107	\$ 82,877	\$ 23,717	\$ 17,700	\$ -	\$ -	\$ 316,200
Multisector										
General Awareness & Education	\$ 2,500	\$ 9,730	\$ 10,570	\$ 12,575	\$ 13,075	\$ 3,650	\$ 200	\$ -	\$ -	\$ 52,300
Workforce (LMI)	\$ 1,995	\$ 3,698	\$ 4,926	\$ 6,679	\$ 6,228	\$ 4,187	\$ 2,288	\$ -	\$ -	\$ 30,000
Non-Program Budget Plan (\$ 000s)	\$ 14,408	\$ 22,188	\$ 26,689	\$ 28,822	\$ 29,894	\$ 20,643	\$ 12,263	\$ 688	\$ 405	\$ 156,000
Total Budget Plan (\$ 000s)	\$ 112,319	\$ 165,024	\$ 188,853	\$ 205,283	\$ 221,174	\$ 73,804	\$ 32,450	\$ 688	\$ 405	\$ 1,000,000
Lifetime MMBtu-e Energy Savings (000s)	4,271	9,057	11,174	12,751	18,041	6,834	2,968	276	276	65,648
1-4 Family Residential	3,728	4,971	4,971	4,971	4,971	1,243	-	-	-	24,857
Multi-family Residential	543	4,086	6,203	7,780	13,069	5,591	2,968	276	276	40,792
Participants (Dwelling Units)	11,188	41,338	49,988	58,312	83,141	37,897	18,826	-	-	300,691
1-4 Family Residential	6,904	9,205	9,205	9,205	9,205	2,301	-	-	-	46,023
Multi-family Residential	4,284	32,134	40,784	49,108	73,936	35,596	18,826	-	-	254,668
Participants (Buildings)	68	651	934	1,203	2,149	753	394	-	-	6,151
Multi-family Residential	68	651	934	1,203	2,149	753	394	-	-	6,151

*Workforce Development program metrics may be found in the 2026-2030 EE/BE Workforce Development Implementation Plan.⁷ Funding is included here to ensure full view of NYSERDA LMI authorized budget. Additional detail on budgets and benefits plans can be found in Appendix C.

Table 4. Downstate Utilities Portfolio- Level Program Spending, Savings, & Participants Planned by Sector and Year⁸

Utility LMI Plan	2026	2027	2028	2029	2030	Grand Total
Multifamily Residential Program Budget Plan (\$)	\$ 81,490,360	\$ 89,457,175	\$103,487,021	\$117,173,004	\$133,607,897	\$525,215,457
Con Edison	\$ 64,744,543	\$ 70,618,131	\$ 82,554,750	\$ 94,147,506	\$108,489,172	\$420,554,102
KEDNY	\$ 13,832,621	\$ 15,561,698	\$ 17,290,776	\$ 19,019,853	\$ 20,748,931	\$ 86,453,879
KEDLI	\$ 2,913,196	\$ 3,277,346	\$ 3,641,495	\$ 4,005,645	\$ 4,369,794	\$ 18,207,476
Other Program Budget Plan (\$)	\$ 7,879,642	\$ 8,240,127	\$ 8,636,252	\$ 9,058,058	\$ 9,514,328	\$ 43,328,407
Con Edison	\$ 6,708,628	\$ 7,013,205	\$ 7,351,720	\$ 7,714,146	\$ 8,109,193	\$ 36,896,892
KEDLI	\$ 210,631	\$ 220,675	\$ 231,026	\$ 241,695	\$ 252,697	\$ 1,156,724
KEDNY	\$ 960,384	\$ 1,006,246	\$ 1,053,505	\$ 1,102,217	\$ 1,152,438	\$ 5,274,791
TOTAL BUDGET PLAN (\$)	\$ 89,370,002	\$ 97,697,302	\$112,123,273	\$126,231,062	\$143,122,225	\$568,543,864
Multifamily Residential Lifetime MMBtu-e Savings	10,456,435	10,874,739	11,465,996	12,070,157	12,761,078	57,628,406
Con Edison	9,322,994	9,599,618	10,049,195	10,511,676	11,060,917	50,544,400
KEDLI	208,796	234,895	260,995	287,094	313,194	1,304,973
KEDNY	924,645	1,040,226	1,155,807	1,271,387	1,386,968	5,779,033
Sum of Participants (Dwelling Units)	178,290	182,814	189,532	197,020	206,322	953,978
Con Edison	159,510	161,694	166,062	171,210	178,152	836,628
KEDLI	3,460	3,890	4,320	4,750	5,190	21,610
KEDNY	15,320	17,230	19,150	21,060	22,980	95,740
Sum of Participants (Projects/buildings)	2,246	2,304	2,384	2,476	2,587	11,997
Con Edison	2,045	2,078	2,133	2,199	2,285	10,740
KEDLI	27	31	34	38	41	171
KEDNY	174	195	217	239	261	1,086

⁷ Case 25-M-0249, 2026-2030 EE/BE Workforce Development Implementation Plan (January 15, 2026) page 3, Sub-Portfolio-Level Program Spending and Participants Forecast by Year.

⁸ The Utilities have included labor under sub-portfolio budgets. Please see Appendix B.

1.2.2. Key Objectives of the Portfolio

As provided in the LMI Order, the Commission's policy objectives for the LMI EE/BE portfolio⁹ include:

- *Reduce energy consumption and cost for households experiencing the greatest energy burden.* Through coordination, experience, and stakeholder engagement, the Program Administrators will offer programs in the 1-4 family residential and affordable multifamily sub-portfolios that reduce energy consumption, minimize project deferrals, and improve energy affordability for households. As further described in the Customer Referral Plan, utilities and NYSERDA have taken steps to prioritize EmPower+ program referrals to improve conversion rates and serve utility customers with high energy usage.¹⁰
- *Maximize the impact of ratepayer funds through effective coordination, the leveraging of other funding sources, and administrative efficiencies.* NYSERDA will leverage additional State and Federal funding sources where applicable to maximize the impact of ratepayer funds, expand the reach of programs offered, and limit the number of projects that are deferred due to pre-weatherization issues. The Program Administrators will actively coordinate with each other and with the Department of Public Service throughout the program period to identify and implement administrative efficiencies.
- *Simplify participation and reduce administrative burden for applicants and contractors.* The programs within the LMI Portfolio are designed to reduce administrative burden for all participants through effective coordination amongst the Program Administrators and other State agencies as applicable, as well as by streamlining the outreach and enrollment of customers through the project referral and application processes.
- *To seek and incorporate feedback from market participants in the design and implementation of programs.* Stakeholder input was provided throughout the development of the LMI EE/BE portfolio, and Stakeholder engagement will continue to be a fundamental component of the program design and administration processes. The Program Administrators will regularly engage stakeholders to seek input and communicate program updates.
- *Enhance transparency in program and portfolio performance.* The Program Administrators will work with DPS Staff to incorporate Staff guidance on collecting input, communicating performance, and providing transparent documentation and resources.
- *Ensure clarity and certainty on program guidelines, goals, and budgets to market participants, including the minimization of volatility in program budgets.* The Program Administrators seek to provide timely and accessible information to market participants through improved communication, reporting of metrics, and regular updates to this LMI EE/BE Portfolio Implementation Plan and program materials.

The Program Administrators will seek to meet all of the Commission's policy objectives through the implementation of the LMI EE/BE portfolio and the programs described herein. In addition to this LMI

⁹ In the *Order Authorizing Non- Low- to Moderate- Income Energy Efficiency and Building Electrification Portfolios* (issued May 15, 2025) page 34, the Order summarizes the Commission's policy objectives to for achieving the greatest impact with the funding available, in authorizing the 2026-2030 LMI Portfolio.

¹⁰ Case 25-M-0249, *In the Matter of the 2026-2030 Low- to Moderate-Income Energy Efficiency and Building Electrification Portfolio*, Customer Referral Plan (August 22, 2025).

EE/BE Portfolio Implementation Plan, the Program Administrators filed a Joint Customer Platform Utility Integration Plan¹¹ on November 14, 2025, and will subsequently file performance management internal control processes.¹² Furthermore, individual program manuals will be developed for the EmPower+, and Affordable Multifamily Programs administered by NYSERDA and the AMEEP program administered by Downstate Utilities.

1.2.3. Fuel Type

The programs delivered through the 2026-2030 LMI Portfolio’s energy efficiency efforts are designed to reduce energy consumption and increase the use of clean energy resources and technologies while maintaining affordability for households. The Commission supports a fuel-neutral approach for the LMI Portfolio and requires that only funds from electric customers shall be used to support weatherization activities within buildings that heat with a delivered fuel or steam.¹³

1.2.4. Managing the MOTD Metric

The Program Administrators will ensure that budget systems are set up accurately to track budget expenditures across the appropriate categories that constitute money-out-the-door (MOTD), as determined by consultations among DPS Staff and the Program Administrators, as a percent of total program and administrative expenditures on a regular basis, including through interim quarterly and standardized annual reports.

The Program Administrators will use budget system tracking and budget forecasts to ensure that the Program Administrators maintain or improve on MOTD target metrics through 2030.

Table 5. NYSERDA Planned MOTD

NYSERDA Money-Out-The-Door	2026	2027	2028	2029	2030	2031	2032
MOTD (\$ 000s)	\$ 87,248	\$ 128,774	\$ 147,386	\$ 161,441	\$ 176,895	\$ 48,957	\$ 19,001
MOTD as % of Total Spend	78%	78%	78%	79%	80%	66%	59%

¹¹ In the *Order Authorizing Non- Low- to Moderate- Income Energy Efficiency and Building Electrification Portfolios* (issued May 15, 2025) page 161, the Commission orders NYSERDA and the Joint Utilities to file a Joint Customer Platform Utility Integration Plan, as discussed in the body of the Order.

¹² Case 25-M-0249, *The Low- To Moderate-Income Energy Efficiency and Building Electrification Performance Management Framework* (issued September 12, 2025) page 20, the Department of Public Service direct Program Administrators to develop an internal control process to facilitate performance management of LMI programs.

¹³ In the *Order Authorizing Non- Low- to Moderate- Income Energy Efficiency and Building Electrification Portfolios* (issued May 15, 2025) page 42, the Order reiterates the Commission’s policy that buildings that heat with a delivered fuel can access EE/BE funds if they are an electric customer that contributes to EE/BE collections.

Table 6. Downstate Utility Planned MOTD

Utility MOTD		2026	2027	2028	2029	2030
Con Edison	MOTD	\$ 54,256,350	\$ 61,054,876	\$ 72,178,770	\$ 82,903,359	\$ 96,203,636
	MOTD as % of Total Spend	76%	79%	80%	81%	83%
KEDLI	MOTD	\$ 2,478,618	\$ 2,788,445	\$ 3,098,272	\$ 3,408,099	\$ 3,717,926
	MOTD as % of Total Spend	79%	80%	80%	80%	80%
KEDNY	MOTD	\$ 11,741,270	\$ 13,208,928	\$ 14,676,587	\$ 16,144,246	\$ 17,611,905
	MOTD as % of Total Spend	79%	80%	80%	80%	80%
Utility Total MOTD	MOTD	\$ 68,476,237	\$ 77,052,249	\$ 89,953,630	\$ 102,455,704	\$ 117,533,468
	MOTD as % of Total Spend	77%	79%	80%	81%	82%

1.3. Portfolio-Wide Eligibility Criteria

New York State’s LMI customer market is broad and diverse, with more than 3.5 million households (40 percent of the State’s total households) qualifying as LMI.¹⁴ Low-income households, which comprise about 2.3 million households in the State, are defined as those with annual incomes at or below 60 percent of the State Median Income (SMI). Moderate-income households, which comprise about 1.2 million households in the State, are defined as those with annual incomes between 60 percent and 80 percent of the SMI or the Area Median Income (AMI) (whichever is greater).

In the LMI Order, the Commission adopted a revised income eligibility standard for the EmPower+ program within the 1-4 family sub-portfolio, requiring eligibility for low-income to be expanded to at or below 60 percent of SMI or AMI, whichever is higher. This change will result in more households being eligible for the EmPower+ program’s low-income incentive in the Downstate region.

Furthermore, as directed by the Commission, the Program Administrators will work with DPS Staff to effectuate more discrete tracking of LMI program information related to budgets, expenditures, and benefits between “low” and “moderate” income customers, to integrate reporting of that information into regular reporting schedules.

1.4. Portfolio-Wide Program Design Strategies

As noted by the Commission in the LMI Order, decarbonizing the buildings sector will require creative solutions to overcome the barriers to energy efficiency and building electrification for the LMI sector.¹⁵ LMI households and affordable housing owners face barriers to adoption of energy efficiency and weatherization upgrades that include limited access to capital to fund upgrades; deferred maintenance, structural deficiencies, and health and safety issues that can prevent upgrades; split incentives in rental properties; and fragmented program delivery that can create administrative burden for applicants. While, installation costs, the potential for increased energy burdens, and the limitations on available data and insights on electrification in the LMI market segment all present challenges to heat pump deployment for LMI households and in affordable housing.

¹⁴ 2019 American Community Survey: <https://www.census.gov/programs-surveys/acs>

¹⁵ In the *Order Authorizing Non- Low- to Moderate- Income Energy Efficiency and Building Electrification Portfolios* (issued May 15, 2025) page 80-83, the Commission provides four principles to guide the implementation of electrification in the LMI market segment through the 2026-2030 EE/BE portfolio.

The Program Administrators will utilize the lessons learned from the Energy Affordability Guarantee Pilot¹⁶ and the guiding principles outlined in the LMI Order to advance strategic electrification and address early-stage opportunities to achieve the Commission’s priorities of reducing fossil fuel combustion and advancing energy affordability for lower-income households.

Guiding Principles from LMI Order:

- 1) Prioritize Weatherization and Energy Efficiency.
- 2) Focus on Energy Affordability.
- 3) Target the Conversion of Delivered Fuels Customers.
- 4) Align Programs and Policies to Enable Affordable Electrification.

NYSERDA’s ten Regional Clean Energy Hub (Hub) Contractors, as local resources, comprised of community-based organizations, are designed to connect residents with resources for home energy efficiency and workforce development opportunities. In addition to the above-mentioned challenges to weatherization, energy efficiency, and electrification, Hubs have also identified barriers to EE/BE program participation in Disadvantaged Communities, including a propensity of deferred maintenance, lack of awareness of program requirements and benefits, limited access to capital, a high proportion of rental units, as well as a need for multilingual informational materials. Through the development of Regional Assessment and Barriers Analysis reports¹⁷ which offer impactful strategies for improving outreach and education in Disadvantaged Communities, Hubs will continue to be essential stakeholders in the development and outreach of programs in the LMI Portfolio, to ensure that barriers to program participation are addressed.

Some strategies the Program Administrators will use to address these barriers include the use of pre-weatherization funding to address deferred maintenance issues in homes where health and safety, structural, or other issues that may represent barriers to weatherization work have been identified and to coordinate with the NYS Homes and Community Renewal (HCR) to direct projects that exceed NYSERDA’s available resources to applicable home repair programs. Additionally, to increase participation of rental properties in the LMI market segment, the Program Administrators will conduct outreach to building owners through the Hubs, and in the 1-4 family residential sector, NYSERDA will explore opportunities to utilize virtual energy audits and a renter-focused voucher offer for the purchase of energy efficient products that can be directly installed by the occupants.¹⁸

1.5. Measure Eligibility

In the LMI Order, the Commission’s directives present an overarching theme of balancing energy affordability with increasing access to energy efficient and clean energy solutions. In the Order Directing Proposals, the Strategic Framework focuses the composition of the portfolios more directly to achieve comprehensive efficiency projects and whole-building electrification. However, in the LMI Order the Commission approved minor modifications to the Strategic Framework to ensure that ratepayer funding is

¹⁶ Case 14-M-0565, *Proceeding on Motion of the Commission to Examine Programs to Address Energy Affordability for Low Income Utility Customers*, Order Adopting Enhanced Energy Affordability Policy and Directing Utility Filings (issued July 17, 2025).

¹⁷ *Clean Energy Hubs RABA Reports*, filed January 29, 2026, in Case 25-M-0248 and Case 25-M-0249.

¹⁸ NYSERDA launched the Appliance Upgrade Program in 2024 with federal funding from the Inflation Reduction Act’s Home Energy Rebates

deployed in a targeted way that is aligned with the objectives of the LMI Portfolio. The Program Administrators will leverage the Strategic Framework in determining measure eligibility to maximize the impact of ratepayer funds through a prioritization of energy efficiency and weatherization work scopes.

The Program Administrators are required to allocate a minimum of 85 percent of portfolio budgets to measures or programs that are strategic, and up to 15 percent of portfolio budgets to neutral measures or programs.¹⁹ Modifications to the Strategic Framework provided in the LMI Order include to allow certain measures that contribute to the energy affordability for the household to be considered “neutral” measures, such as lighting (through 2027), refrigerator replacements, and measures directly installed by a contractor such as low-flow shower heads, thermostats, and pipe insulation. Additionally, gas efficiency measures with an effective useful life of less than 6 years, and gas combustion systems may be considered neutral in limited circumstances.

1.5.1. Electrification

The LMI Order adopts definitions for Full, Partial, Phased, and Hybrid Electrification projects. For single family homes, the Commission only considers Full Electrification as a strategic measure. However, for larger buildings, phased electrification approaches shall be allowed, where the heating needs of the portion of the building that is being electrified are fully satisfied by design. The Commission considers phased electrification approaches to be strategic for affordable multifamily buildings. With this, the program offerings described in this Implementation Plan provide specific criteria and use cases for when phased electrification projects will be considered eligible for program incentives.

Building upon investments made in the previous Clean Energy Fund (CEF) period to develop a “heat pump ready” envelope specification under the Comfort Home pilot, as well as lesson learned through the implementation of incentives for heat pumps installed by the EmPower+ program and advanced modeling to predict the impact of weatherization on heating loads, NYSERDA is developing specifications that will be applicable to the full range of 1-4 housing types and climates existing in NYS. The specifications will be launched by March 30, 2026, and will be included in the EmPower+ Program Manual, to form the basis for the pre-electrification insulation requirements for both the EmPower+ and Comfort Home programs for consistency across portfolios and to simplify contractor participation. The goal is to establish a target envelope performance specification aimed at reducing energy consumption, maximizing the impact of ratepayer funds by minimizing the first cost of installing a heat pump system, improving comfort conditions in the home, and optimizing operational affordability.

1.5.2. Pre-Weatherization Health and Safety

The LMI Order also allows for up to 10 percent of the program budget to be used for the remediation of health and safety and structural barriers as part of a pre-weatherization work scope. Per the LMI Order, the Program Administrators will limit use of these funds to LMI customers who have applied to EE/BE programs and have been, or otherwise would be, deferred from receiving services due to health and safety barriers encountered, as well as track and report the number of projects deferred and the reasons for those

¹⁹ In the *Order Authorizing Non- Low- to Moderate- Income Energy Efficiency and Building Electrification Portfolios* (issued May 15, 2025) Appendix A, summarizes proposed modifications and determinations to the Strategic Framework, and states that the Program Administrators shall allocate a minimum of 85 percent of portfolio budgets to Strategic measures or programs, up to 15 percent of portfolio budgets to Neutral measures or programs, and no funding to Non-Strategic measures or programs.

deferrals. Applicable pre-weatherization health and safety measures are outlined for the EmPower+ program below in Section 2.2.6.

1.6. Financing and Leveraged Funds

The Program Administrators will continue to seek opportunities to leverage other State and federal funding sources to help increase the scope and reach of programs, as well as to provide consistency and certainty to contractors and households participating in ratepayer programs. As the Order directs Program Administrators to ensure program offerings are available through December 31, 2030, NYSERDA and the Downstate Utilities will seek out additional State and Federal funding sources to complement ratepayer funds while also actively managing program spending to guard against program budgets running out of funding prior to the end of 2030. The budget-bounded requirement for EE/BE funding provides the flexibility needed for the Program Administrators to be able to leverage additional funding opportunities while maintaining a level of budget certainty through 2030. This budget certainty is critical to program participants and contractors, for building a pipeline of projects, and to minimize market volatility.

The Regional Greenhouse Gas Initiative (RGGI) is a market-based regulatory program designed to reduce greenhouse gas emissions. RGGI is a cooperative effort among the states of Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island, and Vermont to cap and reduce emissions from the power sector. NYSERDA invests New York State's RGGI auction proceeds strategically across disciplines, economy wide, in a way that supports comprehensive strategies that best advance the emission reduction goals of the program and the State. As outlined in the RGGI Operating Plan²⁰ approved by NYSERDA's Board of Directors, NYSERDA will continue to leverage RGGI funding in concert with ratepayer funding to expand access to programs Statewide and compound the impact of ratepayer funding through expanded programming support, among other activities supporting State policies.

With respect to the LMI Portfolio, the current RGGI Operating Plan continues to support the implementation of programming Statewide where Commission authorized funding cannot be used, to ensure that consumers on Long Island and in municipal utility service territories and consumers who do not use utility services for all energy needs have access to similar clean energy and energy efficiency opportunities that are available in investor-owned utility service territories. For example, in the 1-4 residential homes sector, RGGI funds will continue to support natural gas and delivered fuel-efficiency measures in households served by municipal electric utilities and some households in LIPA territory not covered by other funding sources. In the multifamily sector, RGGI funds will be leveraged in the Affordable New Construction program offerings described in Section 3.6 to reduce on-site oil, non-firm natural gas, steam, and propane energy consumption across residential buildings. Across the residential sector, RGGI funds will support efficient appliance purchases for LMI households through the Appliance

²⁰ The 2026 Final RGGI Operating Plan Amendment was approved by the NYSERDA Board of Directors on January 26, 2026, and available at <https://www.nyserda.ny.gov/-/media/Project/Nyserda/Files/EE/RGGI/2026-RGGI-Op-Plan-Amendment.pdf>.

Upgrade Program. A full overview and details of the current RGGI Operating Plan can be found on NYSERDA's website.²¹

1.7. Stakeholder Engagement and Feedback

The LMI Order reiterated and affirmed the importance of stakeholder engagement in the development and implementation of the LMI EE/BE Portfolio. As discussed below and summarized in Appendix A, the Program Administrators engaged with stakeholders in the design and development of the LMI EE/BE Implementation Plan.

On a moving forward basis, the Program Administrators will continue to engage stakeholders throughout program and initiative implementation, including when making significant program changes. Opportunities will include, but are not limited to, quarterly DPS Staff-led stakeholder meetings, Hubs meetings and Community Based Organizations (CBO) webinars. The Program Administrators will work with DPS Staff and stakeholders to maintain and expand the opportunities to engage with and inform stakeholders. Future opportunities will continue to be filed publicly and distributed through emailed announcements and social media. Additionally, the Program Administrators expect additional direction in the forthcoming Staff Guidance, as detailed in the guidance discussed in the LMI Performance Management.²² Stakeholder engagement will continue to be a fundamental component of the LMI EE/BE Portfolio.

The Program Administrators received robust stakeholder feedback as part of the program planning process. Stakeholders, such as contractors, CBOs and customer advocates have provided feedback on the LMI Portfolio. A full description of feedback can be found in Appendix A. Stakeholder feedback and input was used, and will continue to be used, to inform the development of the programs.

1.8. Disadvantaged Communities

This LMI EE/BE Portfolio Implementation Plan contributes to achieving key goals from the Climate Leadership and Community Protection Act²³ (Climate Act), including the requirement that Disadvantaged Communities (DACs)²⁴ receive no less than 35 percent (with a goal of 40 percent) of the overall benefits of spending on clean energy programs. The LMI Portfolio seeks to achieve this by focusing on the equity issues that can be most directly addressed by clean energy programs, such as energy affordability, reduced fossil fuel combustion to advance environmental justice, and enhanced community engagement.

In the Order Directing Proposals, the Commission directed Program Administrators to ensure that benefits to DACs result not only from their LMI EE/BE portfolios, but also from their Non-LMI EE/BE

²¹ Regional Greenhouse Gas Initiative – Funded Programs, RGGI-Funded Programs Status Report, available here: <https://www.nyserra.ny.gov/About/Funding/Regional-Greenhouse-Gas-Initiative/Regional-Greenhouse-Gas-Initiative-Funded-Programs>

²² Case 25-M-0249 *In the Matter of the 2026-2030 Low- to Moderate-Income Energy Efficiency and Building Electrification Portfolio* The Low to Moderate Income Energy Efficiency and Building Electrification Performance Management Framework (September 12, 2025).

²³ Chapter 106 of the Laws of 2019. The Climate Act is available at <https://legislation.nysenate.gov/pdf/bills/2019/S6599>

²⁴ 2019 Climate Leadership and Community Protection Act. <https://legislation.nysenate.gov/pdf/bills/2019/s6599>. The Act defines DACs as “communities that bear burdens of negative public health effects, environmental pollution, impacts of climate change, and possess certain socioeconomic criteria, or comprise high-concentrations of low- and moderate-income households.”

portfolios. The Program Administrators have planned herein towards achieving the goal of 40 percent overall benefits of spending occurring in geographic DACs, in parallel with continued programmatic support for low-income households located outside of DACs. Progress will be measured by tracking place-based investments by census tract in accordance with DPS reporting requirements.

The LMI portfolio of program offerings will target outreach in counties with a larger percentage of DACs that also have older buildings, and where tenants were found to have higher energy burdens (percent of the household’s income dedicated to energy bills). This prioritization will help ensure DAC communities with the greatest needs receive the benefits of the program offerings. Program teams will collaborate with the Hubs to facilitate outreach in the communities identified through this analysis to promote and provide clarity on available programs.

Table 7. Counties with highest percentage of DACs, energy burden and older housing stock

County	Percent Energy Burden ²⁵	Percent DAC of Total Census Tracts ²⁶	Percent of pre-1960s houses in DACs ²⁷
Allegany	5.14	54	55
Cattaraugus	4.58	62	53
Chenango	4.68	50	56
Fulton	4.75	53	67
Montgomery	4.64	69	72
Orleans	4.56	55	62
Oswego	4.54	53	50
St. Lawrence	5.50	43	54

NYSERDA will leverage the DAC Consultant Pool to form a residential advisory group of community-based organizations serving disadvantaged communities, including those that represent or serve LMI residents, to inform statewide LMI program design and implementation. DAC stakeholder input and feedback will be essential to developing effective program strategies that address barriers and opportunities in disadvantaged communities and LMI housing. The advisory group will convene on a regular basis and may be organized into subgroups to meet program needs, dependent upon stakeholder expertise and interest. Its composition will be developed to ensure diverse DAC community stakeholder views, experience, expertise, and geographic location needed to inform the programs. Its scope of work and meeting frequency will be based on program needs, timelines, and budgets. The residential advisory group will provide insights on program design strategies and elements to improve outcomes for DACs and LMI households.

²⁵ Low-Income Energy Affordability Data (LEAD) Tool, available at: <https://www.energy.gov/scep/low-income-energy-affordability-data-lead-tool>, November 2024; and National Renewable Energy Laboratory. State and Local Planning for Energy Tool, available at: <https://slope.nrel.gov>, October and December 2024.

²⁶ Disadvantaged Communities interactive tool, available at: <https://www.nyscrda.ny.gov/ny/Disadvantaged-Communities>.

²⁷ US Census American Community Survey. “NYS, DP04 Selected Housing Characteristics: Occupancy Characteristics, Owner/Renter Characteristics, 2023, Units and Stories in Structure, HVAC, Year Structure Built, Physical Characteristics.” Accessed 16 September 2024. <https://data.census.gov>.

1.9. Administrative Model

In the Order Directing Proposals the Commission established NYSERDA’s role in administering the LMI Portfolio as the single statewide program administrator in the areas of: (1) workforce development; (2) 1-4 unit residential; (3) technical assistance; (4) direct injection programs; (5) affordable new construction; and (6) general consumer awareness and education. Similarly, the Commission determined that the Downstate Utilities will continue to administer a regional end-use incentive program for the existing affordable multifamily building market segment in the Downstate Utility service territories and NYSERDA will be the administrator the end-use incentive programs for the Upstate existing affordable multifamily market segment.

Consistent with both the Order Directing Proposals and the LMI Order, this LMI EE/BE Portfolio Implementation Plan articulates the budget allocations, program activities, and associated outcomes of the roles designated to NYSERDA and the Downstate Utilities by the Commission as Sub-Portfolios: One-to-Four Family, Multifamily, and General Awareness and Education. NYSERDA’s implementation of the General Awareness and Education Sub-Portfolio will include both LMI and Non-LMI budgets as allocated in the LMI and Non-LMI Orders.

As directed by the Commission in the LMI Order, the Workforce Development role assigned to NYSERDA was detailed in a separate EE/BE Workforce Development Implementation Plan, inclusive of LMI and Non-LMI budget allocations.²⁸

For more detail on program implementation models, program activities, and associated outcomes please see sections below.

Table 8. NYSERDA Planned Portfolio- Level Resource Full Time Equivalents (FTE) by Year

LMI FTE Plan by Year	2026	2027	2028	2029	2030	2031	2032	2033	2034
Full-Time Equivalents	45	69	78	82	84	58	39	0	0

Table 9. Downstate Utility Planned Portfolio- Level Resource FTE by Year

Utility Planned FTE	2026	2027	2028	2029	2030
Con Edison - Electric	4	5	6	7	8
Con Edison - Gas	20	20	19	18	18
KEDLI	1	1	1	1	1
KEDNY	4	4	4	4	4
Utility Total FTE	29	30	30	30	31

²⁸ *Energy Efficiency and Building Electrification Workforce Development Implementation Plan*, filed August 13, 2025, in Cases 25-M-0248 and 25-M-0249.

1.10. Portfolio-Wide Collaborations

1.10.1. LMI Customer Referral Plan

The LMI Customer Referral Plan²⁹ outlines how NYSERDA and the Joint Utilities³⁰ will conduct customer outreach, assess and refine the referral process to, and encourage participation in, the EmPower+ program. The LMI Customer Referral Plan summarizes current efforts as well as strategies to improve: the overall referral process through electronic outreach; overall rate at which utility referrals result in EmPower+ applications; and specific customer prioritization methodologies by each utility. The LMI Customer Referral Plan will further codify implementation budgets by Program Administrator and reporting requirements. The document is intended to be iterative to thereby assess and address ongoing barriers, challenges, and opportunities.

1.10.2. Downstate and Upstate Multifamily

NYSERDA and the Downstate Utilities will work collaboratively to eliminate redundancy and confusion in multifamily program delivery through coordination in the administration of programs, enhanced transparency, and with the development of a shared project database (as discussed in Section 3.1.1). Further, the Program Administrators will work collaboratively to maximize the impact of ratepayer funds by increasing the funding allocated to support projects, prioritize investments in strategic measures, and ensure that DACs are positioned to participate in and benefit from the clean energy transition through participation in affordable multifamily program offerings.

1.10.3. NYSERDA, LIPA, and National Grid on Long Island

NYSERDA is coordinating with the Long Island Power Authority (LIPA), and Public Service Enterprise Group – Long Island (PSEG-LI) to determine future funding and program administration for LMI projects on Long Island to ensure residents receive efficiency and electrification work Statewide with incentive levels that are consistent with the rest of the downstate region. This will include aligning incentives, measures, and contractors across programs as well as standardizing paperwork and data sharing. LIPA and NYSERDA are currently working on establishing future funding levels for LIPA customers so the combined funding they receive from both NYSERDA and LIPA is at a level equal to the funding received by other utility customers in the area.

National Grid Long Island ended its Low-Income Energy Efficiency HEAT program on December 31, 2025, and National Grid Long Island gas customers will be eligible for EmPower+. NYSERDA is working with National Grid to transition contractors previously working with National Grid to the EmPower+ program as well as a customer outreach program to encourage participation in the EmPower+ program.

²⁹ Case 25-M-0249, *Pursuant to New York Public Service Commission Order Authorizing Low- To Moderate-Income Energy Efficiency and Building Electrification Portfolio For 2026-2030*, Customer Referral Plan (filed August 22, 2025).

³⁰ National Fuel Gas Distribution Corporation; Central Hudson Gas & Electric Corporation; Consolidated Edison Company of New York, Inc.; New York State Electric & Gas Corporation, KeySpan Gas East Corporation d/b/a National Grid, The Brooklyn Union Gas Company d/b/a National Grid NY, Niagara Mohawk Power Corporation d/b/a National Grid (collectively “National Grid”); Orange and Rockland Utilities, Inc.; and Rochester Gas and Electric Corporation

National Grid is working with PSEG-LI to learn about their new offering for Affordable Multifamily housing on Long Island and see where the companies can collaborate between National Grid’s Affordable Multifamily Energy Efficiency Program (AMEEP) and PSEG-LI’s new participation in HCR’s program.

1.10.4. Regional Weatherization and EmPower+

Coordination between the EmPower+ program serving LMI customers and the upcoming utility-administered regional weatherization programs to serve market rate homeowners will be necessary to ensure all parties can meet the inter-connected objectives and rules set forth in the LMI and Non-LMI Orders collectively, and to simplify participation, reduce administrative burdens on the contractors, and reduce confusion in the market. These programs are likely to rely on a shared contractor base to install weatherization improvements in both LMI and non-LMI homes. As noted by the utilities in both the Upstate and Downstate regional weatherization implementation plans filed in August 2025³¹ and updated in January 2026³², it will also be necessary for the Program Administrators to coordinate closely when setting incentive levels for both EmPower+ and the regional weatherization programs to ensure that incentives available to market rate homeowners do not exceed those that are available to low- or moderate-income homeowners.

1.10.5. Solar

As directed by the LMI Order, NYSERDA will align its LMI EE/BE programs with the NY-Sun programs serving LMI households, affordable housing, and disadvantaged communities. NYSERDA’s NY-Sun program offers additional NY-Sun incentives for LMI homeowners and affordable multifamily housing projects, as well as no-cost community solar for low-income households through the Statewide Solar for All program.³³ NYSERDA’s 1-4 family and multifamily LMI EE/BE programs will promote applicable NY-Sun programs to eligible projects.

1.11. DPS Performance Management Framework

On September 12, 2025, the Department of Public Service filed the Low- to Moderate-Income Energy Efficiency and Building Electrification Performance Management Framework, for measuring the overall performance of the 2026-2030 LMI Portfolio and individual programs, with respect to the advancement of the Commission’s policy objectives.³⁴ As directed in the LMI Order, the framework provides Program Administrators, DPS Staff, and stakeholders with visibility into the development of key program metrics and outcomes, and will enhance stakeholder engagement on ratepayer-funded LMI EE/BE programs. DPS Staff will implement the performance management process outlined in the framework to track LMI EE/BE programs and ensure alignment of the overall portfolio with the Commission’s policy objectives

³¹ Case 25-M-0248- *In the Matter of the 2026-2030 Non- Low- to Moderate-Income Energy Efficiency and Building Electrification Portfolio*; Downstate New York Regional Residential Weatherization Program Implementation Plan and Upstate Residential Weatherization Implementation Plan (file August 13, 2025)

³² Case 25-M-0248- *In the Matter of the 2026-2030 Non- Low- to Moderate-Income Energy Efficiency and Building Electrification Portfolio*; Downstate New York Regional Residential Weatherization Program Implementation Plan and Upstate Residential Weatherization Implementation Plan (file January 15, 2026)

³³ NY Sun programs, available at www.ny-sun.ny.gov

³⁴ Case 25-M-0249 *In the Matter of the 2026-2030 Low- to Moderate-Income Energy Efficiency and Building Electrification Portfolio* The Low to Moderate Income Energy Efficiency and Building Electrification Performance Management Framework (September 12, 2025).

discussed in Section 1.2.2. Performance management plans developed for the LMI Portfolio will draw a clear connection between:

- Portfolio objectives and intervention strategies;
- Metrics to monitor progress and performance across the portfolio, clarifying how they are tailored to the unique needs of each sub-portfolio and providing a dictionary that makes metrics easily relatable for all stakeholders;
- Tools and processes in place to actively manage the portfolio and adapting it to the results achieved over time;
- The strategy for clearly communicating results to all stakeholders including annual performance review engagements with DPS Staff;
- Mechanisms in place for gathering feedback and incorporating adjustments to plans where warranted.

Performance management plans will be finalized with guidance from DPS Staff and operationalized with the formal launch of the portfolio.

1.12. Evaluation, Measurement and Verification

The Evaluation, Measurement and Verification (EM&V) efforts described herein will endeavor to support the PSC’s low-to-moderate income energy efficiency and building electrification portfolio objectives. For example, efforts to verify energy savings and estimate related cost savings will support the objective of reducing energy consumption and cost for households experiencing the greatest energy burden. Statewide evaluation studies coordinated among multiple Program Administrators, such as the current AMEEP impact and process evaluation and forthcoming EmPower+ impact evaluation, support the objective of maximizing the impact of ratepayer funds. Participant satisfaction surveys will elicit feedback from market participants in the design and implementation of programs and provide input on perceived clarity of program guidelines and goals. Lastly, ongoing reporting of findings will support transparency in program and portfolio performance.

The EM&V plans described for each program provide initial descriptions of methods, key metrics, and timing for LMI sub-portfolios and programs. Further refinement of these plans will continue through venues such as the LMI Performance Management Plans (see Section 1.11).³⁵

Through independent, third-party evaluation contractors, the PA’s EM&V activities will verify direct energy savings and realization rates according to the latest industry standards and best practices including but not limited to the International Performance Measurement and Verification Protocol (IPMVP), Uniform Methods Project (UMP) and NYS Department of Public Service Clean Energy Guidance (e.g., EMV Guidance and Gross Savings Verification Guidance). Evaluation of direct energy impacts includes electric and natural gas savings, peak electric and natural gas demand reductions, as well as analysis of

³⁵ In its September 12, 2025 *Low-to-Moderate Income Energy Efficiency and Building Electrification Performance Management Framework*, DPS Staff established an initial deadline of December 19, 2025 for PAs to “develop an internal control process to facilitate performance management of the LMI programs”. In alignment with the PSC’s EE/BE objectives, NYSERDA’s LMI Performance Management Plan provides details on how NYSERDA’s measurement of progress and performance (through its Common Metrics Framework); portfolio management strategy; plans to communicate progress; and plans for stakeholder engagement and input.

other fuels (e.g., delivered fuels) where applicable. Wherever possible, NYSERDA will continue to assess regional distribution of results and/or DAC as separate strata.

Some NYSERDA activities promote broader market transformation and may be suitable for quantification of energy impacts at the broader market/population level. These savings brought about by market transformation are defined as indirect benefits and are more uncertain and harder to forecast precisely. NYSERDA has not estimated indirect benefits for this LMI Portfolio but will evaluate and report on these effects with its evaluation contractors where they may occur.

NYSERDA's approach to evaluation will include development of a program logic model based on a Common Metrics Framework (CMF). The CMF is an intentional, focused menu of metrics that will be applied across NYSERDA programs to drive consistency in understanding effectiveness at the project and program level, support streamlined aggregation of portfolio and organization-level progress, enable higher-level assessments of markets and technologies, and support the linkage of overarching progress to State energy goals.³⁶ Selected examples of common metrics presented in the CMF include, but are not limited to participation rate, market penetration, customer and contractor satisfaction, measure adoption rate, conversion rate, energy savings, and peak demand reduction. Additional metrics identified as enhancements by DPS in the Performance Management Framework filed in September 2025 will also be represented in the CMF for the LMI Portfolio. In its EM&V narratives below, NYSERDA has incorporated a short list of metrics outlined in the CMF that will be further refined and developed as part of its aforementioned Performance Management Plan.

In addition to the EM&V descriptions presented in the sections below, in support of the next iteration of strategic programming, and in alignment with the Performance Management Framework, the Program Administrators will consult and collaborate with DPS Staff in the development and refinement of the overarching 2026-2030 EM&V approach to ensure coordination among the Program Administrators across the entirety of their portfolios. This consultation will encompass EM&V activities including, but not limited to, impact and process evaluations, attribution studies and market assessments. Overall, these activities will give Program Administrators a clear understanding of how the programs are performing and the findings from these activities will be used to inform and improve program design and implementation.

1.12.1. TRM Engagement

All LMI programs will rely on the savings estimates and Effective Useful Life (EUL) in the Technical Resource Manual (TRM). Further, information emanating from these programs such as behavior and other similar indicators can be incorporated into the TRM to further bolster energy estimates presented in the manual. NYSERDA and the utilities will coordinate to streamline the process for customers, and to assess the effectiveness of the LMI programs.

³⁶ The CMF is grounded in NYSERDA-led programming. However, these metrics may have applicability to utility programs as well and may be collected and reported by the utilities as appropriate.

SECTION TWO: ONE-TO-FOUR RESIDENTIAL SUB-PORTFOLIO

2.1. Descriptions, Context and Key Objectives

NYSERDA will support LMI households in 1-4 unit residential buildings through the EmPower+ program, aiming to help low-to-moderate income families make their homes more energy efficient and reduce energy consumption and cost for households. NYSERDA will prioritize weatherization and energy efficiency measures with secondary goals of electrification, addressing pre-weatherization health and safety barriers to energy efficiency work as funds allow, to deliver services that maximize the impacts of ratepayer funds and maintain affordability to as many homeowners as possible.

Table 10. 1-4 Family Program Budgets, Savings, and Participants Forecast*

1-4 Family Residential	2026	2027	2028	2029	2030	2031	2032	Total
Program Budget Plan (\$ 000s)	\$ 67,493	\$ 89,100	\$ 89,100	\$ 89,100	\$ 89,100	\$ 21,607	\$ -	\$ 445,500
EmPowerPlus	\$ 67,493	\$ 89,100	\$ 89,100	\$ 89,100	\$ 89,100	\$ 21,607	\$ -	\$ 445,500
Low Income	\$ 58,338	\$ 77,784	\$ 77,784	\$ 77,784	\$ 77,784	\$ 19,446	\$ -	\$ 388,922
Moderate Income	\$ 6,482	\$ 8,643	\$ 8,643	\$ 8,643	\$ 8,643	\$ 2,161	\$ -	\$ 43,214
Utility Referrals	\$ 2,673	\$ 2,673	\$ 2,673	\$ 2,673	\$ 2,673	\$ -	\$ -	\$ 13,365
Lifetime MMBtu-e Energy Savings (000s)	3,728	4,971	4,971	4,971	4,971	1,243	-	24,857
EmPowerPlus	3,728	4,971	4,971	4,971	4,971	1,243	-	24,857
Low Income	3,112	4,150	4,150	4,150	4,150	1,037	-	20,748
Moderate Income	616	822	822	822	822	205	-	4,109
Utility Referrals	-	-	-	-	-	-	-	-
Participants (Dwelling Units)	6,904	9,205	9,205	9,205	9,205	2,301	-	46,023
EmPowerPlus	6,904	9,205	9,205	9,205	9,205	2,301	-	46,023
Low Income	5,785	7,713	7,713	7,713	7,713	1,928	-	38,567
Moderate Income	1,118	1,491	1,491	1,491	1,491	373	-	7,456
Utility Referrals	-	-	-	-	-	-	-	-

*NYSERDA's metrics forecasts are based on historical project costs. Forecasts in this table are based on ratepayer funds allocated through the EE/BE LMI Order and are not inclusive of other leveraged funding sources, which are described in Section 2.2.8. In the EE/BE LMI Order, the Commission directed NYSERDA to make available up to three percent of its EmPower+ and upstate multifamily program budgets, a maximum of \$22.9 million, available to the Utilities for referral and coordination activities.

Additional detail on budgets and benefits plans, including budget categories, non-program cost considerations, and annual and lifetime energy savings breakdowns can be found in Appendix C.

2.2. Program Offering: EmPower+

2.2.1. Program Description

The EmPower+ program provides support to low- and moderate-income New Yorkers in 1-4 unit residential buildings to subsidize energy efficiency beneficial electrification upgrades, such as insulation, air sealing and heat pump equipment for heating and hot water.

A participating contractor, chosen by the customer or assigned by NYSERDA, performs an energy assessment on the home to determine what improvements the home needs and what incentives they are eligible for based on program guidelines. The contractor then works with the customer to determine a

proposed scope of work for the home. After approval of the scope of work reviewed by NYSERDA's implementation contractor, the participating contractor installs the approved measures and completes post-installation diagnostic tests to verify results and ensure it meets program guidelines. Additionally, the home may receive a third-party Quality Assurance assessment to verify program standards were met.

2.2.2. Eligibility Criteria

EmPower+ will incorporate the updated definition of *low* and *moderate* income from the LMI Order, into the program eligibility criteria beginning in 2026. The new definition of low-income as 60 percent AMI or 60 percent SMI, whichever is higher, will increase the number of households eligible for low-income incentives. Moderate income will continue to be defined as 80 percent AMI or SMI, whichever is higher.

2.2.3. Program Design

Since the December 2018 Commission *Order Adopting Accelerated Energy Efficiency Targets*,³⁷ NYSERDA has focused its LMI programming to ensure that weatherization measures like insulation and air sealing reduce heating-related energy consumption and enable homes to convert to all electric systems with reasonable utility costs. In the 2026-2030 period, NYSERDA will further simplify the enrollment process to the EmPower+ program, beyond the implementation strategies and resources developed and tested under the CEF (e.g., streamlined application and project approval systems and processes, measure packages, and using a standardized simulation for calculating energy savings) to meet the Commission's objective to reduce energy consumption and cost, and maximize the impacts of ratepayer funds.

Customers can apply to the EmPower+ program through the Joint Customer Platform³⁸ or through a mail-in application. Income verification for program-eligibility is completed by NYSERDA with support from an implementation contractor, and the customer is then handed off to a participating contractor to complete a no-cost energy assessment.

The participating contractor proposes a work scope to NYSERDA by submitting the project specifications and proposed scope of work through the New York Home Energy Portal (NYHEP). NYHEP allows contractors to submit work scopes, photos, and required documents to the program while applying the applicable TRM calculations to estimate energy savings for the project. Upon review and approval of the project work scope, the participating contractor installs the approved measures, performs appropriate tests to verify the measures were properly installed, and submits the final paperwork through the portal. Finally, the implementation contractor reviews the project file with the final paperwork for program compliance and submits an invoice to NYSERDA for payment of the project incentive to the participating contractor.

2.2.4. Incentive Structure

The incentives for the EmPower+ program are intended to enable low-income and moderate-income households to receive comprehensive efficiency improvements to their homes at little or no cost. For low-income customers, the program will cover 100 percent of the project costs up to a maximum incentive amount. Certain measures, such as Heat Pump Water Heaters and Air Source Heat Pumps, may not be

³⁷ Case 18-M-0084 - *In the Matter of a Comprehensive Energy Efficiency Initiative*, Order Adopting Accelerated Energy Efficiency Targets (issued December 13, 2018)

³⁸ www.myenergy.ny.gov is the current platform serving Single Family Residential and the Appliance Upgrade Program

fully covered depending on program budget. For moderate income customers, the program will cover up to 50 percent of the project cost up to a maximum incentive amount.

The incentive structure for the EmPower+ program will provide incentive levels based on the location of the project (Upstate vs. Downstate), household income (low-income or moderate-income), and the number of units in the building. Incentive levels for EmPower+ are set using factors including:

- Review and quantification of market and program data on cost increases over the past 5-year period.
- Review and quantification of market and program data on regional (Upstate vs Downstate) project costs.
- Using updated cost data to model weatherization work scopes for a typical home.
- Overall program budget.

Using these factors, NYSERDA has, in consultation with DPS, determined updated incentive levels for the EmPower+ program in 2026. The factors described above and the program incentive levels will be reviewed by NYSERDA on an annual basis and, in consultation with DPS Staff, may adjust incentive levels if warranted. New incentive levels will be announced 45 days before they go into effect and apply only to projects with unsubmitted work scopes. Current incentive levels will always be posted on NYSERDA's EmPower+ webpage and in the EmPower+ Program Manual.

NYSERDA will work with LIPA to ensure that the combined incentives for EmPower+ and any LIPA low-income program are equitable with incentives other customers in the region receive.

2.2.5. Measure Eligibility

The following table provides the eligible energy efficiency measures for the EmPower+ program. Specifications and requirements for the installation of measures can be found in the program manual.³⁹

³⁹ The EmPower+ Program Manual will be posted to NYSERDA's website <https://hpwescontractorsupport.com/program-manuals/>

Table 11. List of Eligible Measures for EmPower+

Measure Category	Measures included
Insulation	The following areas are eligible for insulation-attic, walls, rim joist, overhangs, basement walls, attic access, mobile home belly, ducts. Windows and Doors in limited circumstances.
Air Sealing	General whole house air sealing directed at reducing stack effect and thermal loads and maintaining the integrity of insulation measures. In some applications, insulation and air sealing are accomplished with the same measure.
Water Heaters	Heat pump water heaters/ Electric Resistance Water Heaters/Mobile home Storage tank*
HVAC	Heat pumps designed for cold climates to be prioritized. Fossil Fuel system replacements for emergency no-heat situations only. Pellet Stoves, distribution improvements, duct sealing,
Lighting	Eligibility for lighting replacements through the EmPower+ program limited to applications with the highest likelihood to realize meaningful and cost-effective energy savings.
Direct Install**	Pipe Insulation, Weatherstripping, LEDs, Smoke and CO Detectors, Furnace Filter, Low Flow Showerhead, Programable Thermostat limited to applications with the highest likelihood to realize meaningful and cost-effective energy savings.
Appliances	Dehumidifier, Air Purifier, Refrigerator*** limited to applications with the highest likelihood to realize meaningful and cost-effective energy savings.

* Electric resistance water heaters may be considered when the installation of a Heat Pump Water Heater is unsuitable due to size constraints or to address a health & safety concern determined on a case-by-case basis.

**This list represents the measures available through the EmPower+ program and will be assessed for future modifications .

*** Refrigerator installation specifications and requirements will be available in an update to the EmPower+ Program Manual by Q3 2026.

EmPower+ will continue to require the decommissioning of existing heating systems when installing a new heat pump system. Secondary systems, such as wood stoves that are used in emergency situations or for localized heating, may remain in service, in particular where there are areas of the home that cannot reasonably be served by a heat pump.

2.2.5.1. Direct Install Measures

In 2026, EmPower+ program will continue to provide a direct install offer to renters in 1-4 unit residential buildings that do not have landlord permission to receive whole-building upgrades. A new offer for renters is anticipated to be launched in 2027. The new offer for occupants of rental units will leverage virtual energy assessments, combined with energy education, and the opportunity to make low or no-cost online purchases of energy efficient products from a curated catalogue of products renters can use without altering the building. NYSERDA continues to accept input from stakeholders and consult with DPS on this pilot program for renters.

2.2.5.2. Fossil Fuel Combustion Appliances

Emergency heating system replacements will be available annually during the heating season of September 15 through May 31, for projects participating in the EmPower+ program. Customers seeking this assistance will be required to provide documentation that they have been denied by a first resort public assistance offering, from programs such as the Office of Temporary Disability Assistance's (OTDA) Home Equipment Replace and Repair (HERR) or Temporary Assistance for Needy Families (TANF) before being considered for this benefit through EmPower+. As federal funding levels for OTDA programs supporting emergency equipment replacement remain uncertain, NYSERDA will continue to work with OTDA to assist homeowners and contractors in navigating the application process to ensure currently available OTDA resources are prioritized and disapproved before applying to EmPower+. Financial assistance for replacement of fossil fuel heating systems will continue to be available through the EmPower+ program as budgets allow. Specific guidelines describing how to qualify for this benefit along with available funding will be updated annually in the EmPower+ Program Manual. For budget certainty, EmPower+ will establish an annual program level budget cap prior to the heating season for spending on no-heat emergency fossil fuel heating systems. The remaining budget for emergency no-heat projects will be displayed on the NYSERDA contractor support website.

2.2.6. Pre-Weatherization Health and Safety

The LMI Order provides an allowable program-level spending cap of up to 10 percent of LMI EE/BE program budgets to be used for the remediation of health and safety and structural barriers that would otherwise prevent a project from moving forward. These funds are available only to LMI households that have applied to an EE/BE program and were deferred due to the presence of health and safety or structural deficiencies.

The EmPower+ team will build off the experience gained from NYSERDA's Healthy Homes Value Based Pilot⁴⁰ to make a select group of measures available to serve homes that have been deferred from the EmPower+ program. Once a project has been deferred due to a pre-weatherization barrier, the program will schedule an inspection by a participating contractor who is authorized to install the enhanced health

⁴⁰ In partnership with the NYS Department of Health, in 2021, NYSERDA offered the New York State Healthy Homes Value-Based Payment Pilot Program, available here: <https://portal.nyscrda.ny.gov/servlet/servlet.FileDownload?file=00Pt000000ZnkDVEAZ>. The Pilot interventions utilize an approach to residential healthy homes interventions that can improve health, reduce energy bills, improve the comfort and safety of buildings, and may result in healthcare cost savings for New York State.

and safety measures. The contractor will develop a complete scope of work for the project to submit to the program inclusive of pre-weatherization, health and safety, energy efficiency and electrification work. Enhanced incentives will be available to address health and safety measures that enable the installation of energy efficiency and building electrification work, estimated to be deployed by Q3 in 2026. NYSERDA will set measure-level and project-level incentive caps based on market data and input from DPS Staff to right-size the incentives to be published in the EmPower+ Program Manual.

NYSERDA will track and report the number of reported deferrals, and the reasons for those deferrals, including the health and safety barriers encountered. Additionally, NYSERDA will report on the number, nature and cost of health and safety measures completed through the program. These reports will be shared with DPS and other Health and Safety program administrators including HCR and National Grid.

Table 12 provides a preliminary list of pre-weatherization barrier measures to be included in the enhanced incentive model. It is expected that it may be necessary to limit the eligible scope of some measures to stay within program budgets.

Table 12. Pre-Weatherization Health and Safety Eligible Measures

Kitchen Exhaust Fan	Dehumidifier (Central or Room)
HRV or ERV	Room Humidifier
Window Repair or replacement (in limited applications)	Mold Assessment/ Remediation (limited scope)
Plumbing Repairs	Integrated Pest Management (limited scope)
Vapor Barriers	Basement Water Proofing
Gutter/Downspouts	Roof Repair (limited scope)
Structural Repair (limited scope)	Moving of belongings, removal of stored items
Knob and Tube Wiring	

2.2.7. Electrification

The LMI Order speaks to the challenges of electrifying space heating with heat pump solutions within the LMI market segment and states the Commission’s position that the LMI market segment is not currently ready to adopt heat pump solutions at scale.⁴¹ However, there is also recognition that there may be opportunities to advance a strategic electrification framework within this market segment; therefore the LMI Order allows up to 15 percent of program funding to be used to support adoption of heat pumps guided by the principles outlined in Section 1.2.2.

NYSERDA’s EmPower+ electrification offer will adhere to principles outlined in the LMI Order by:

- Requiring that homes are weatherized to NYSERDA’s “heat pump ready” specification prior to receiving heat pump incentives through the program.
- Focusing on energy affordability by targeting heat pump installations in homes using delivered fuels and electric resistance heating, as those projects have shown robust savings from the installation of

⁴¹ Case 25-M-0249, *In the Matter of the 2026-2030 Low- to Moderate-Income Energy Efficiency and Building Electrification Portfolio*, Order Authorizing Low-to Moderate- Income Energy Efficiency and Building Electrification Portfolio for 2026-2030 (issued May 15, 2025), pages 76-85.

heat pumps in evaluated studies, and 85 percent of past participants who received heat pumps reported lower heating bills.⁴²

- Working with other state agencies and billing assistance programs to determine what situations make heat pumps a viable affordable electrification option for customers who heat with natural gas.
- Connecting customers with solar and energy storage options (funded by non-EE/BE sources) where applicable.

NYSERDA will continue to monitor the outcomes of this work through customer surveys and impact evaluations to inform future program refinements aimed at affordability.

NYSERDA is coordinating with DPS on the Energy Affordability Guarantee Pilot which provides utility bill assistance to customers whose homes are fully electrified through the EmPower+ program, regardless of prior heating fuel type, to ensure their utility cost is below 6 percent of household income. The pilot focuses on single-family homes statewide and the data collected will be used to inform future decisions on paths for LMI electrification.

NYSERDA has been providing heat pump incentives for LMI homeowners using IRA HEAR funding since July 2024 and will continue to prioritize HEAR funding until the funds are exhausted, expected by early 2027. EmPower+ will also continue to use federal IRA HEAR funding, while available, to provide incentives for upgrades to electrical service, panel boxes, and electrical wiring when it is required for the electrification of homes as long as funding remains available.

As access to solar electricity through on-site rooftop or community solar options can decrease electric costs, eligible EmPower+ customers are automatically enrolled, at no cost, in community solar through the Statewide Solar for All program. NYSERDA will also engage LMI homeowners with existing rooftop solar installations to evaluate the suitability of their homes for heat pump adoption.

2.2.8. Financing and Leveraged Funds

EmPower+ will continue to utilize a variety of funding sources based on availability, including ratepayer funds, RGGI,⁴³ OTDA HEAP, Governor Hochul's Sustainable Future Program⁴⁴ announced in 2025, and federal IRA HEAR. Of significance during the EE/BE funding period, the current RGGI Operating Plan identifies approximately \$240 million for EmPower+ for FY27, FY28, and FY29 combined; and \$50 million was appropriated for EmPower+ from the Sustainable Futures Program in the state's FY26 budget.

These funding sources each have different requirements associated with their use, and the program will leverage them with the goal of serving as many LMI homes and achieving the deepest energy savings as possible. NYSERDA will keep DPS Staff and Stakeholders informed on developments that may affect the utilization of federal funds or other sources and will update future filings of this Implementation Plan as applicable.

⁴² NYSERDA survey completed in January 2025, was sent to all past EmPower+ participants who had received a heat pump. Out of 109 respondents, 8 out of 10 reported being satisfied or extremely satisfied with their heat pump and 80 percent reported observing cost savings on their heating bills.

⁴³ Regional Greenhouse Gas Initiative – RGGI Meeting and Planning Documents, available here: <https://www.nyscrda.ny.gov/About/Funding/Regional-Greenhouse-Gas-Initiative/Useful-Documents>

⁴⁴ Governor Hochul's Sustainable Future Program, as enacted in the FY2026 Budget.

NYSERDA currently offers multiple financing options for LMI homeowners and intends to broaden the market at the beginning of the 2026 program year. The Green Jobs Green New York loan fund is available for eligible projects.⁴⁵ These loans provide concessionary interest rates and low credit score thresholds that increase access to energy efficiency projects for low-income customers. NYSERDA anticipates launching the Department of Energy (DOE) Energy Efficiency Revolving Loan Fund which will provide approximately \$4 million in loans to low- to moderate-income, single-family homes for energy efficiency projects that comply with federal requirements including an energy assessment. This funding will augment current GJGNY funding and lead to further access to loans for LMI homes. NYSERDA also provided a \$10 million Loan Loss Reserve, providing partial portfolio loss coverage to financial intermediaries, including Community Development Financial Institutions (CDFIs) and Credit Unions, who issue energy efficiency loans to LMI customers.

2.2.9. Stakeholder Engagement

Continued stakeholder engagement is critical to the design, implementation, and ongoing improvement of NYSERDA programs. Throughout the 2026-2030 program period, the EmPower+ program will provide many structured opportunities for engagement, including monthly meetings addressing stakeholder led questions with the Hubs and the Building Performance Contractors Association (BPCA), as well as larger meetings open to the full contractor and Hub network during the monthly NYSERDA hosted webinar. As discussed in the General Awareness, and Education Section 4, below, Program staff will also attend regular Hubs leadership and “all staff” meetings. EmPower+ program staff also participate in Energy Equity Collaborative meetings including participation on the Housing, Building Efficiency, and Electrification working group.

The NYSERDA Program team also hosts the Residential Market Advisory Group (RMAG) which holds quarterly meetings, including one annual in person meeting, on pertinent topics with diverse industry participants across the entirety of the residential market including manufacturers, distributors, contractors, and community groups. NYSERDA provides facilitation services through the RMAG for stakeholder-driven, ad hoc work groups to explore potential solutions to various market challenges identified by the participants.

In addition, NYSERDA hosts a bi-annual statewide Clean Energy for Homes conference which provides a multi-day experience for stakeholders to learn, share, network and engage with Program staff. The program team has received a great deal of useful feedback, information, guidance, and direction through these channels and will continue to use these robust stakeholder avenues for future program outreach.

2.2.10. Program Outreach and Marketing

The LMI Order prioritizes customers who are participating in Utility Energy Assistance Programs (EAP) for service through the EmPower+ program. The Customer Referral Plan, as discussed below, is the framework for how the utilities will encourage EAP recipients to submit applications for EmPower+.

NYSERDA will continue to provide statewide marketing support in the form of general awareness and education on energy efficiency and clean energy opportunities for homeowners. This includes continued support for the consumer education elements of the MyEnergy platform, continued support for the Heat

⁴⁵ <https://www.nyserdera.ny.gov/All-Programs/Residential-Financing-Programs>

Pump Planner, as well as multi-media general awareness with a call to action to drive consumers to connect with contractors and programs. These activities are described in more detail in Section 4. NYSERDA's Statewide marketing campaigns focus on messages related to the top- and mid-level sales funnel (i.e., awareness, consideration, and creating intent) while program level marketing is used to target customer segments using focused messages driving engagement at the mid- and lower-level of the sales funnel (i.e. intent and conversion.)

EmPower+ will target program outreach and qualified application processing to prioritize services for the following customer groups: LMI utility customers with high energy usage, utility customers on energy assistance programs (as identified by utilities through the Customer Referral Plan), homeowners receiving HEAP benefits (referred by OTDA), energy burdened homeowners with all heating fuel types, customers located in geographic DACs, and those who reside in areas of the State that have been historically underserved by the program. Specifications regarding prioritized application processing will be provided in the EmPower+ Program Manual and will be updated from time to time with consultation with DPS and stakeholders as market dynamics and policy priorities evolve.

NYSERDA will monitor the pipeline of project applications received to maintain stability within the available budgets across all funding sources. When the application rate exceeds budget forecasts, applications will be temporarily deferred. Deferrals will be communicated to the customer and the assigned contractor who will also be notified when the application is released from the deferred stage.

NYSERDA will work with the Hubs, Utilities, and contractors to focus outreach efforts in geographic DACs. Forms of outreach may include activities such as in-person events cosponsored by Hubs and Utilities, targeted advertising by contractors, targeted mailings or social media. A variety of approaches with some regional variation will be needed to reach homeowners, renters and building owners to participate in EmPower+.

In addition, NYSERDA will collaborate with DPS Staff, utilities, and stakeholders to explore the variety of energy insecure households (for example, LMI homes that maintain low energy bills by operating in unsafe conditions) that can be used for future prioritization of customers entering the program to ensure that vulnerable households are not left behind.

The EmPower+ team will continue close coordination with the Hubs to ensure that the Hubs outreach is impactful, focused in areas with the greatest need, and readily informed by current program availability. NYSERDA believes that the Hubs are the best venue for this focused localized outreach, especially when they work in concert with utilities, as discussed in the LMI Customer Referral Plan.

2.2.11. Customer Referral Plan

On August 22, 2025, NYSERDA and the Joint Utilities filed the *LMI Customer Referral Plan*⁴⁶ (CRP). The CRP outlines how the Joint Utilities refer customers to NYSERDA with prioritized leads identified by each Utility. While electronic communication will be a core outreach strategy, each utility will use a variety of engagement opportunities ensuring that customers are aware of the advantages of and to encourage participation in EmPower+. The CRP further outlines current efforts, highlights barriers and

⁴⁶ Case 25-M-0249 *Customer Referral Plan*, filed on August 22, 2025, available at <https://documents.dps.ny.gov/public/Common/ViewDoc.aspx?DocRefId={A059D398-0000-C22E-B849-14F894E7B9A8}>

challenges, referral prioritization methodologies, and codifies expectations of the Program Administrators. NYSERDA and the Joint Utilities will continue to coordinate, among other things, how the Utilities may access up to three percent of program budgets to implement outreach strategies with DPS approval, including those identified through NYSERDA-led process evaluations of the EmPower+ program.

2.2.12. Regional Participation Assessment

As directed in the Order, NYSERDA has conducted an assessment of the geographic distribution of projects completed in the EmPower+ program from 2019 through 2025,⁴⁷ using regional segmentation by the Regional Economic Development Councils (REDC) and utility service areas. The tables below provide a preliminary breakout of those results with full results and analysis to be published in a forthcoming report, which will be available on NYSERDA’s website and filed publicly.

Table 13. NYSERDA LMI 1-4 Program Participation (Number of Projects Completed by Region)*

REDC Region	2020	2021	2022	2023	2024	2025	Total
Western New York	2,232	2,910	2,675	3,887	4,683	2,479	18,856
Finger Lakes	3,229	4,706	3,253	4,642	6,689	4,008	26,530
New York City	1,037	1,670	2,164	2,578	5,137	2,633	15,255
Central New York	1,312	1,852	1,614	2,139	2,503	1,421	10,841
Southern Tier	1,082	1,405	1,174	1,637	2,138	1,170	8,606
Mohawk Valley	1,164	2,362	1,684	2,153	3,083	1,510	11,956
Mid-Hudson	901	1,153	2,272	2,936	2,993	1,671	11,926
North Country	526	556	386	774	894	457	3,593
Capital Region	651	683	715	1,601	1,619	785	6,054
Long Island	210	455	286	326	340	523	2,140
Total	12,344	17,752	16,223	22,673	30,079	16,657	115,728

*Table 13 represents all projects completed, inclusive of all funding sources.

⁴⁷ This analysis includes projects served under the Assisted Home Performance and EmPower NY. Beginning in 2022, EmPower+ was launched to serve low income and moderate income under one program.

Table 14. NYSERDA LMI 1-4 Program Participation (Number of Projects Completed by Utility Service Areas)

Electric Utility Territory	2020	2021	2022	2023	2024	2025	Total
Central Hudson Gas & Electric	228	259	206	477	697	387	2,254
Consolidated Edison	1,089	1,752	2,225	2,691	5,128	2,542	15,427
Municipal Electric	155	217	280	649	827	440	2,568
National Grid	4,071	4,829	5,285	8,537	10,309	5,228	38,259
NYS Electric and Gas	1,935	2,290	2,356	3,835	4,707	2,459	17,582
Orange & Rockland	499	580	1,876	2,185	1,850	968	7,958
PSEG Long Island	184	418	274	319	321	482	1,998
Rochester Gas & Electric	1,553	1,802	2,009	3,689	4,960	2,963	16,976
Natural Gas Utility Territory							
National Fuel Gas	1,520	1,678	1,965	3,310	3,936	2,137	14,546
National Grid (KEDLI)	34	105	127	121	165	177	729
National Grid (KEDNY)	764	1,130	1,774	1,917	3,827	1,850	11,262
Total	12,032	15,060	18,377	27,730	36,727	19,633	129,559

Note: Customers who are served by a different electric and gas utility are included on both tables.

To directly address any issue of disproportionate program participation as determined by this analysis in the 2026-2030 period, NYSERDA will introduce a system for application review that aligns with the marketing and outreach strategy described earlier in Section 2.2.10. which will prioritize applications based on utility referrals, participation in an EAP program, geographic DAC, and location in a traditionally under-served region. Further, NYSERDA will work directly with local stakeholders, community groups, Hubs, and the utilities to study region-specific barriers to entry, and develop pilot strategies to overcome them.

2.2.13. Program Administrative Model

NYSERDA manages the EmPower+ program through the use of implementation contractors. Implementation contractors manage application intake, income verification, work scope review and approval, review of completed project documentation, and submittal of incentive invoices to NYSERDA for payment. Contractors seeking assistance with the program can contact contractor support by phone at 1-800-284-9069 or chat, meetings and emails through <https://hpwescontractorsupport.com/>. Customers seeking assistance can call 1-877-697-6287.

NYSERDA's Quality and Market Standards (QMS) team employs a contractor to perform quality assurance inspections on a sample of completed projects using industry best practices for quality management systems. The quality assurance inspections are the basis of NYSERDA's Quality Home Contractor (QHC) designation under the NYS Quality Energy Contractor Designation program. NYSERDA also coordinates with PSEG-LI and LIPA in areas where LMI program service territories overlap on Long Island.

Additional details on contractor requirements for administration and project implementation can be found in the EmPower+ Program Manual, including contact information for implementation and quality assurance contractors.

2.2.14. Evaluation, Measurement and Verification

EmPower+, which provides support to 1-to-4-unit residences, will produce direct, project-based energy savings due to program incentivized upgrades in participant residences, including weatherization and energy efficiency upgrades. Using independent, third-party evaluation consultants, NYSERDA will assess and measure the direct effects of EmPower+ through a variety of data collection and analysis efforts that may include, but are not limited to:

- Program data analysis and characterization of direct impacts:
 - Evaluated first-year energy savings by fuel, realization rates by fuel, evaluated savings as a percent of baseline consumption.
 - Utility meter consumption data (monthly or interval) analysis for whole buildings, isolated measure analysis, and other possible methods of evaluating energy savings such as engineering analysis and site visits, selective virtual or on-site metering, and verification of equipment and processes.
- Process evaluation of program efficiency and effectiveness:
 - Surveys of stakeholders to understand their experience and satisfaction with the program.

2.2.14.1. Key EM&V Metrics

NYSERDA's process to identify key metrics is informed by the development of a logic model that confirms the theory of change and identifies the key outputs and outcomes to measure progress and success. Through this process, NYSERDA aligns its metrics with the CMF which identifies the stages of market transformation: engagement, adoption and ownership. In addition to the direct energy, environmental and economic impacts, examples of other metrics that could be included for EmPower+, include, but are not limited to:

- Number of LMI customers served;
- Satisfaction with program;
- Avoided energy use and cost savings.

The CMF and, by extension, key EM&V Metrics for this sub-portfolio will be further refined as part of NYSERDA's LMI EE-BE Performance Management Plan submitted to DPS. Evaluation studies undertaken to assess these metrics will define each metric further. Final reports for EM&V studies will be filed in DPS Document Matter Management (DMM) and posted to NYSERDA's website.

2.2.14.2. Anticipated Timing for EM&V

NYSERDA is currently undertaking a series of evaluations on EmPower+ that are anticipated to be completed mid-2026. NYSERDA plans to undertake evaluation activities starting in 2027 with annual assessments, as warranted.

2.2.15. Implementation Schedule and Milestones

Timing	Topic	Activity
Q1 2026	Program Launch	January - continue Empower+ program and integrate new EE/BE funding
	Program Updates	March - Update Program Manual <ul style="list-style-type: none"> • Update low-income eligibility to 60 percent AMI/SMI whichever is higher • Reinstate up to 50 percent incentive for moderate income • Deploy increased project level incentive caps • Adjust light bulb requirements • Revise heat pump ready weatherization requirements based on recent study. • Allow contractor applications for customers using categorical eligibility • Update Empower+ pricing and utility costs
	Stakeholder Engagement	<ul style="list-style-type: none"> • Ongoing stakeholder engagement including meetings with Hubs, BPCA, monthly program update meetings, and Residential Market Advisory Group.
Q2 2026	Stakeholder Engagement	<ul style="list-style-type: none"> • Ongoing stakeholder engagement including meetings with Hubs, BPCA, monthly program update meetings, DAV Advisory Group and Residential Market Advisory Group.
Q3 2026	Program Update	Update Program Manual <ul style="list-style-type: none"> • Deploy pre-weatherization Health and Safety funding • Regional Equity Plan outlining efforts to ensure equitable distribution of EmPower+ projects. File on DMM.
	Performance Management	<ul style="list-style-type: none"> • Launch public-facing Dashboards on program production and available budgets
	Stakeholder Engagement	<ul style="list-style-type: none"> • Ongoing stakeholder engagement including meetings with Hubs, BPCA, monthly program update meetings, and Residential Market Advisory Group.
Q4 2026	Implementation Plan	File annual update to LMI Implementation Plan
	Stakeholder Engagement	<ul style="list-style-type: none"> • Ongoing stakeholder engagement including meetings with Hubs, BPCA, monthly program update meetings, and Residential Market Advisory Group.

SECTION THREE: MULTIFAMILY RESIDENTIAL SUB-PORTFOLIO

3.1. Description, Context and Key Objectives

Through the multifamily Residential sub-portfolio, the Program Administrators will design and deliver a complementary suite of energy efficiency and building electrification programs for both regulated and/or subsidized affordable multifamily housing, as well as naturally occurring affordable multifamily housing (NOAH). The Program Administrators' goals include increasing and simplifying access to clean energy solutions across New York State, maximizing the impact of ratepayer funds, and improving coordination between the Upstate and Downstate New York regions (Regions).

The Program Administrators will accomplish these goals by connecting customers to end-use incentives that offset costs associated with the installation of energy efficiency and building electrification measures and related technical assistance resources, as well as federal subsidies and catered financial products. Program offerings include Technical Assistance (TA), the Downstate Affordable Multifamily Energy Efficiency Program (AMEEP), the Affordable Multifamily Program Upstate (AMP Up), Housing Agency Assistance (Direct Injection) and Affordable New Construction.

As a Sub-Portfolio within the statewide portfolio of LMI programs and initiatives, the Program Administrators are dedicated to convening regularly to facilitate, where feasible, the coordination of program administration between the Regions as well as across utility service territories. Coordination and focus areas include, but are not limited to, measure eligibility, end-use incentive design and structure, and TA. The Program Administrators' approach to program design and administrative coordination is informed and influenced by discernible differences in building stock composition and market characteristics between the Regions. Distinctions between Regions are the result of various factors including but not limited to building and equipment age, number of stories and overall square footage, population density, and labor costs.

The remainder of this Multifamily Residential Sub-Portfolio section includes details on each program. Program sub-sections include details regarding program design, incentive structure, measure eligibility, stakeholder engagement, and implementation milestones, among other topics.

Table 15. NYSERDA Multifamily Residential Budgets, Participants and Savings Plan*

NYSERDA Multifamily Residential	2026	2027	2028	2029	2030	2031	2032	2033	2034	Total
Program Budget Plan (\$ 000s)	\$ 25,923	\$ 40,308	\$ 57,568	\$ 68,107	\$ 82,877	\$ 23,717	\$ 17,700	\$ -	\$ -	\$ 316,200
Housing Agency Partnerships (Direct Injection)	\$ 20,633	\$ 28,453	\$ 32,533	\$ 30,591	\$ 20,823	\$ 300	\$ 268	\$ -	\$ -	\$ 133,600
Affordable Multifamily Program Upstate (AMP Up)	\$ 2,409	\$ 5,078	\$ 15,446	\$ 24,697	\$ 38,832	\$ 16,246	\$ 13,692	\$ -	\$ -	\$ 116,400
Technical Assistance	\$ 2,781	\$ 5,877	\$ 7,689	\$ 9,419	\$ 16,121	\$ 4,572	\$ 3,740	\$ -	\$ -	\$ 50,200
Affordable New Construction	\$ 100	\$ 900	\$ 1,900	\$ 3,400	\$ 7,100	\$ 2,600	\$ -	\$ -	\$ -	\$ 16,000
Lifetime MMBtu-e Energy Savings (000s)	543	4,086	6,203	7,780	13,069	5,591	2,968	276	276	40,792
Housing Agency Partnerships (Direct Injection)	-	1,091	1,743	1,844	2,206	1,482	-	-	-	8,365
Affordable Multifamily Program Upstate (AMP Up)	93	202	963	1,689	2,794	1,163	1,000	-	-	7,904
Technical Assistance	450	2,793	3,497	4,247	8,069	2,670	1,692	-	-	23,418
Affordable New Construction	-	-	-	-	-	276	276	276	276	1,105
Participants (Dwelling Units)	4,284	32,134	40,784	49,108	73,936	35,596	18,826	-	-	254,668
Housing Agency Partnerships (Direct Injection)	-	1,131	1,806	1,911	2,286	1,536	-	-	-	8,669
Affordable Multifamily Program Upstate (AMP Up)	266	602	2,949	5,192	8,504	3,449	2,987	-	-	23,949
Technical Assistance	4,018	27,401	33,029	39,005	60,146	30,612	15,839	-	-	210,049
Affordable New Construction	-	3,000	3,000	3,000	3,000	-	-	-	-	12,000
Participants (Buildings)	68	651	934	1,203	2,149	753	394	-	-	6,151
Housing Agency Partnerships (Direct Injection)	-	23	36	38	46	31	-	-	-	174
Affordable Multifamily Program Upstate (AMP Up)	20	46	227	399	654	265	230	-	-	1,841
Technical Assistance	48	562	651	746	1,429	457	164	-	-	4,056
Affordable New Construction	-	20	20	20	20	-	-	-	-	80

*NYSERDA's metrics forecasts are based on historic project costs.

Additional detail on budgets and benefits plans, including budget categories, non-program cost considerations, and annual and lifetime energy savings breakdowns can be found in Appendix C.

Table 16. Downstate Utility Multifamily Residential Budgets, Participants and Savings Plan

Utility Multifamily Residential	2026	2027	2028	2029	2030	Grand Total
AMEEP Program Budget Plan (\$)	\$ 81,490,360	\$ 89,457,175	\$103,487,021	\$117,173,004	\$133,607,897	\$525,215,457
Con Edison	\$ 64,744,543	\$ 70,618,131	\$ 82,554,750	\$ 94,147,506	\$108,489,172	\$420,554,102
KEDLI	\$ 2,913,196	\$ 3,277,346	\$ 3,641,495	\$ 4,005,645	\$ 4,369,794	\$ 18,207,476
KEDNY	\$ 13,832,621	\$ 15,561,698	\$ 17,290,776	\$ 19,019,853	\$ 20,748,931	\$ 86,453,879
AMEEP Lifetime MMBtu-e Savings	10,456,435	10,874,739	11,465,996	12,070,157	12,761,078	57,628,406
Con Edison	9,322,994	9,599,618	10,049,195	10,511,676	11,060,917	50,544,400
KEDLI	208,796	234,895	260,995	287,094	313,194	1,304,973
KEDNY	924,645	1,040,226	1,155,807	1,271,387	1,386,968	5,779,033
AMEEP Sum of Participants (Dwelling Units)	178,290	182,814	189,532	197,020	206,322	953,978
Con Edison	159,510	161,694	166,062	171,210	178,152	836,628
KEDLI	3,460	3,890	4,320	4,750	5,190	21,610
KEDNY	15,320	17,230	19,150	21,060	22,980	95,740
AMEEP Sum of Participants (Projects/buildings)	2,246	2,304	2,384	2,476	2,587	11,997
Con Edison	2,045	2,078	2,133	2,199	2,285	10,740
KEDLI	27	31	34	38	41	171
KEDNY	174	195	217	239	261	1,086

3.1.1. Common Intake Platform and Shared Project Database

In 2026, the Program Administrators will coordinate to develop a shared multifamily project database. The Program Administrators intend for the database to facilitate effective project information flow among Program Administrators and help to deliver a smooth experience for program participants, including both customers and contractors. Initially, the database may emphasize the collection of information about the degree to which NYSERDA-led EE/BE technical assistance interacts with end-use incentive projects

administered by the AMEEP Administrators. For example, Downstate Utilities should have access and the ability to examine findings from NYSERDA-led TA, including when the technical assistance work was completed and key findings. This information could be used to inform outreach and targeting efforts for future Downstate Utility-led EE/BE projects.

Once the Program Administrators have completed the initial phase of this database, engagement with HCR and NYC Housing Preservation and Development (HPD) to explore additional coordination opportunities may be warranted. The Program Administrators will also explore, in coordination with the New York Utilities and DPS Staff, how the Joint Customer Platform⁴⁸ may evolve and expand over time to incorporate a shared intake function and offer content for multifamily customers and stakeholders.

As indicated in the LMI Implementation Plan Compliance Letter, DPS Staff does not at the time of filing this LMI Implementation Plan approve the development of this common intake platform and shared project database until the Program Administrators provide detailed information regarding implementation design, project completion timelines, and budget. As such, the Program Administrators will, in coordination with DPS Staff, include updates on the progress of this work in future filings of this LMI Implementation Plan.

3.2. Program Offering: Technical Assistance (TA)

3.2.1. Program Description

One of the first steps that multifamily building owners can take to optimize building performance and control energy costs is to understand how their building is operating and what can be improved. For multifamily buildings, TA services provide building owners with the information they need to understand their energy usage, help them make key decisions to retrofit and improve their building's conditions, and enable them to make informed investment decisions to save money and reduce greenhouse gas emissions.

NYSERDA's LMI Technical Assistance offering will be offered through the NYSERDA FlexTech program, with a focus on ensuring that TA services facilitate building owners' participation in end-use incentive programs (AMEEP and AMP Up) while also meeting buildings' broader needs and enabling roadmaps to improve building efficiency, reduce energy costs, and implement affordable electrification.

3.2.2. Eligibility Criteria

To participate in NYSERDA's TA, applicants must pay into the natural gas or electric System Benefits Charge (SBC). Eligible customers include existing affordable multifamily residential buildings with five or more units. To qualify, at least 25 percent of the units must be occupied, or can be reasonably expected to be occupied, by households earning not more than 80 percent of the AMI or SMI, whichever of the two is greater. Naturally Occurring Affordable Housing (NOAH) as well as regulated and/or subsidized affordable multifamily buildings, can participate in technical assistance.

⁴⁸ In the *Order Authorizing Non- Low- to Moderate- Income Energy Efficiency and Building Electrification Portfolios* (issued May 15, 2025) page 161, the Commission orders NYSERDA and the Joint Utilities to file a Joint Customer Platform Utility Integration Plan, as discussed in the body of the Order.

Program participants can provide proof of eligibility by submitting evidence of coverage under an active regulatory agreement with an affordable housing agency or a “rent roll” using a NYSERDA provided rent roll tool.

3.2.3. Program Design

Statewide TA

NYSERDA will provide no- and low-cost technical assistance services to eligible affordable customers. NYSERDA will prioritize speed of technical assistance delivery and synchronicity with the end-use incentive offerings (AMEEP/AMP Up), where applicable. To achieve these objectives, NYSERDA will create program requirements that align with the AMEEP/AMP Up program requirements.

Building owners can indicate their interest in receiving technical assistance through NYSERDA’s FlexTech program or through the AMEEP/AMP Up respective program applications. Technical assistance funding will be available to upstate and downstate customers.

TA for Portfolio Owners

TA will also be available to portfolio owners, enabling them to receive an energy management plan for their portfolio, energy audits on selected buildings and establish peer-to-peer exchanges within cohort intakes. This service will first be applied to Upstate public housing authorities and then potentially expanded to other portfolios after assessing performance of the service. In the initial rollout of the service, Upstate public housing authorities will be grouped into a cohort during the intake process to facilitate peer-to-peer learnings. These TA services will prime portfolios to participate in end use incentive programs.

3.2.3.1. Program Services

The Program Administrators will simplify participation and reduce administrative burden for applicants and contractors by coordinating TA with the end-use incentive programs, where applicable, to ensure that technical assistance assessments are fully aligned with AMEEP/AMP Up requirements.

TA services will include, but not be limited to, the following types of technical assistance:

- *AMEEP/AMP Up project support*: This entails supportive services for AMEEP/AMP Up projects throughout the project lifecycle. Services may include, but are not limited to, project planning, project application support, competitive bid process support, funding guidance, construction oversight, post-construction support, communication and relationship management, and project close out.
- *Energy Studies*: This will include lighter touch audits through detailed building assessments. The depth of the assessment will be dependent on the proposed scope of work. For example, a fuel switching measure to install heat pumps will require a more in-depth audit than standard weatherization measures. Studies will include financial and technical analyses, pertinent data collection (including seasonal energy consumption data as applicable), building system analysis, as well as financial and technical analysis. Program requirements will be aligned with end-use incentive programs, where applicable.

- *Energy Management:* Energy management support is a key component to implementing effective plans, to help overcome resource, training and knowledge gaps with respect to efficient operations and maintenance of existing systems and to support adoption of new clean energy technologies. Energy management involves using data-driven analyses to assess, optimize and manage energy usage and to identify potential operational improvements and EE/BE projects. The identification of no- and low-cost energy savings opportunities is often overlooked without a dedicated resource. This resource support helps ensure savings are realized, new opportunities are identified, and phased recommendations are implemented.

Upstate and downstate customers are eligible to receive these services.

NYSERDA maintains pools of qualified energy service providers, which building owners may leverage under the FlexTech Program. Recognizing the need for high quality technical assistance to ensure that high quality projects are submitted and realized, NYSERDA will continue to expand its service provider networks to provide sufficient coverage for technical assistance. NYSERDA will also encourage installers, particularly air source heat pump and ground source heat pump installers, to apply to the NYSERDA Multifamily Contractor Network.⁴⁹

3.2.4. Incentive Structure

TA will be provided at no or low cost based on an approved scope of work and budget. TA scopes of work and budgets will be reviewed and approved by the project managers. The review process will ensure that the technical assistance scope is suitable, useful, and right-sized for the end-user. Approved TA incentives will be detailed in the NYSERDA purchase order that is issued to the applicant. Eligible costs under the TA incentives may include, but not be limited to, energy audit site visits, energy modeling, energy savings analysis, portfolio owner support, and development of the AMP Up/AMEEP application.

3.2.5. Electrification

Participants interested in evaluating an electrification measure that switches heating/hot water end-use away from fossil fuels and/or electric resistance heating will be required to ensure that affordability for tenants, as well as building owners, is maintained and that the heat pump systems are appropriately sized for the building. The principles for strategic electrification provided in the LMI Order⁵⁰ and discussed in Section 1.5.1 above, will be reflected in the NYSERDA technical assistance study requirements for electrification assessments and will be referenced in the program materials. Emphasis will be on an efficiency-first approach to ensure weatherization measures are first considered to reduce a building's heating and cooling loads before sizing heat pump systems. Utility bill impacts for the tenants as well as the building owner will also be assessed and will be accounted for in the TA recommendations. Additional technical assistance requirements for electrification projects will include completion of an energy study based on electrification best practices detailed in technical assistance program materials.

⁴⁹ NYSERDA's Multifamily Contractor Network (also known as the Multifamily Residential Energy Pathways Participating Contractor Network) is a network of multifamily contractors that have been vetted by NYSERDA and available to service NYSERDA's multifamily programs. The network includes Energy Assessor and Installer service categories.

⁵⁰ In the *Order Authorizing Non- Low- to Moderate- Income Energy Efficiency and Building Electrification Portfolios* (issued May 15, 2025) page 80-83, the Commission provides four principles to guide the implementation of electrification in the LMI market segment through the 2026-2030 EE/BE portfolio.

3.2.6. Financing and Leveraged Funds

As it relates to financing products, NYSERDA/NY Green Bank (NYGB), Con Edison and National Grid are focusing efforts on financing solutions for AMEEP and AMP Up. NYSERDA will ensure that TA providers are made aware of available financing products, and that relevant financing offers are communicated to customers within the TA process.

3.2.7. Stakeholder Engagement

The technical assistance service for the AMEEP/AMP Up programs was developed in collaboration with the program administrators. Connecting TA to end-use incentives will be continuously improved through ongoing collaboration with the program administrators. Furthermore, to facilitate effective market feedback and integration into program design, NYSERDA will participate in market engagement forums alongside AMEEP/AMP Up program stakeholders. Details of stakeholder engagement activities in 2026 may be found in implementation milestones below. Substantive modifications to the TA program will be documented in an update to the Implementation Plan and communicated at least 45 days before changes take effect. In addition, changes to program incentives will be approved by Staff before the change is made.

3.2.8. Program Administrative Model

TA services will be administered by NYSERDA. NYSERDA will oversee technical assistance project intake, project management, transfer to end-use incentive programs, close-out and reporting.

3.2.9. Program Outreach & Marketing

The Statewide LMI TA offering will benefit from promotion by the end-use incentive programs as well as NYSERDA's broader efforts to promote technical assistance through the FlexTech program. Additionally, LMI TA will be promoted through program marketing and outreach channels including the Regional Clean Energy Hubs and the various multifamily contractor networks that are eligible to participate in the TA offering. The statewide TA offering will be promoted at industry conferences

3.2.10. Evaluation, Measurement and Verification

Technical Services will produce both direct and indirect (market transformation) impacts. Direct, project-based impacts are anticipated from the installation of measures identified by energy service providers in audits, master plans and roadmaps. Indirect, market transformative impacts are anticipated for projects that install measures above and beyond those recommended in the audits, master plans and roadmaps as well as for the continued use of energy management tools by building owners and operators. Using independent, third-party evaluation consultants, NYSERDA plans to assess and measure the direct and indirect effects of Technical Services through a variety of data collection and analysis efforts that may include, but are not limited to:

- Program data analysis and characterization of direct impacts
 - Evaluated first-year energy savings by fuel, realization rates by fuel, evaluated savings as a percent of baseline consumption
 - Utility meter consumption data (monthly or interval) analysis for whole buildings, isolated measure analysis, and other possible methods of evaluating energy savings such as engineering analysis and site visits

- This may include selective virtual or on-site metering and verification of equipment and processes
- Process evaluation of program efficiency and effectiveness, where needed for program improvement
 - Surveys of stakeholders to understand their experience and satisfaction with a program

3.2.10.1. Key EM&V Metrics

NYSERDA’s process to identify key metrics is informed by development of a logic model that confirms the theory of change and identifies the key outputs and outcomes to measure progress and success. Through this process, NYSERDA aligns its metrics with the CMF which identifies the stages of market transformation: engagement, adoption and ownership. In addition to the direct energy, environmental and economic impacts, examples of indirect market transformation metrics that could be included for Technical Services, pending completion of the metrics development process, are:

- Adoption of clean energy equipment
- Conversion rate of projects from TA to end use incentive programs

The CMF and, by extension, key EM&V Metrics for this program will be further refined as part of NYSERDA’s LMI EE-BE Performance Management Plan filing. Evaluation studies undertaken to assess these metrics will define each metric further. Final reports for EM&V studies will be filed in DMM and posted to NYSERDA’s website.

3.2.10.2. Anticipated Timing for EM&V

NYSERDA plans to undertake evaluation activities starting in 2028 with annual assessments, as warranted.

3.2.11. Implementation Schedule and Milestones

All statewide technical assistance will be provided through the FlexTech program. The FlexTech program will be modified in line with the details provided in this Implementation Plan by the end of March 2026.

Timing	Topic	Activity
Q1 2026	Program Launch	End of Q1, modify FlexTech program with EE/BE LMI Multifamily TA details
Q2 2026	Stakeholder Engagement	<ul style="list-style-type: none"> • Participation in NYSERDA’s Multifamily Contractor Network Quarterly Webinar – provide update on update LMI TA offerings. • Participation in AMEEP Stakeholder Listening Session re: Material program design and Progress Updates • Participation in NYSERDA’s Multifamily stakeholder roundtable re: AMP Up and TA offerings
Q4 2026	Program Update	On annual basis, review program materials and make appropriate updates to program requirements and/or to improve clarity
	Stakeholder Engagement	Contractor roundtable discussion focused on LMI MF TA inclusive of upstate and downstate stakeholders. Discussion intended to learn what is going well with program and areas for improvement.
	Implementation Update	File program year 2027 Implementation Plan

3.3. Program Offering: Downstate Affordable Multifamily – AMEEP

3.3.1. Program Description

In 2026, AMEEP will transition from a statewide program to a regional program covering the Downstate Utilities’ service areas in New York City, Westchester County, and Long Island.⁵¹ AMEEP offers end-use incentives for the installation of energy-efficient electric and gas equipment and technology in existing affordable multifamily buildings with five or more units. Beginning in 2026, as discussed in Section 3.3.8, Con Edison will offer building electrification incentives in addition to gas incentives. As a natural gas utility, National Grid will offer gas incentives only. As discussed in Section 3.4.7, the AMEEP Administrators will explore opportunities to collect data on the extent to which Health and Safety concerns may defer the initiation and/or completion of EE/BE projects in affordable multifamily buildings. The overarching goal of this exercise is to explore the feasibility of integrating a Health and Safety incentive pathway within AMEEP.

Ultimately, during the 2026-2030 funding period, the Downstate Utilities will continue to administer AMEEP such that building owners, operators, developers, and their representatives have greater access to capital in the form of end-use incentives and, to the extent possible, complementary financial products. This level of support is important for existing affordable multifamily building owners and operators in the

⁵¹ The AMEEP Administrators share service territory in Brooklyn, and to a lesser extent in Queens. Con Edison provides both electric and gas service in Queens, electric service in Brooklyn, with National Grid providing gas service in both boroughs. Con Edison serves Manhattan, the Bronx, and Westchester County with both electric and gas service exclusively; whereas National Grid serves Long Island with gas service exclusively. PSEG Long Island is the incumbent electric service provider contracted by the Long Island Power Authority and does not administer AMEEP.

Downstate region to install electric and gas energy efficiency upgrades, as well as building electrification retrofits.

3.3.2. Eligibility Criteria

To participate in AMEEP, applicants must have an active Con Edison account and/or active gas account in National Grid's KEDNY or KEDLI service territories. Eligible customers include existing affordable multifamily residential buildings with five or more units. To qualify, at least 25 percent of the units must be occupied, or can be reasonably expected to be occupied, by households earning not more than 80 percent of the AMI or SMI, whichever of the two is greater. Unregulated and/or unsubsidized multifamily buildings, also referred to as NOAH, as well as regulated and/or subsidized affordable multifamily buildings, can participate in AMEEP.

Program participants can provide proof of eligibility by submitting evidence of coverage under an active regulatory agreement with an affordable housing agency or a "rent roll", as in the case of a building with rent stabilized units covered under the Housing Stability and Tenant Protection Act (HSTPA).⁵² Buildings not covered under either a regulatory agreement or HSTPA rent stabilization law may provide evidence of their affordability status by submitting rent roll using an AMEEP Administrator approved tool. Details regarding customer eligibility criteria and requirements are codified in the AMEEP Manual.

3.3.3. Program Design

AMEEP is designed to maximize energy savings and reduce costs to tenants and owners of existing affordable multifamily buildings by encouraging comprehensive building upgrades while maintaining the flexibility to accommodate single-measure or smaller multi-measure projects. This approach supports existing affordable multifamily buildings with the resources necessary to reduce their energy usage and system operating costs; improve tenant comfort; and contribute to the State's climate policy objectives.

AMEEP Administrators align administrative and program requirements. These include using the same customer and participating contractor applications, program manual, technical guide(s), incentive fact sheet(s), and custom savings calculator(s). Eligible customers submit a single application; work with the same Implementation Contractor (IC) as their point of contact, and a single party performs pre- and post-measure installation inspections. This approach maintains overall cost efficiency for the customer and mitigates confusion.

Close collaboration between the AMEEP Administrators facilitates market conditions in which existing affordable multifamily customers have access to a generally aligned set of incentives and requirements regardless of their utility service provider. This approach further mitigates the potential for unnecessary confusion among customers and in the Downstate existing affordable multifamily market more broadly. As discussed in Section 3.1, the AMEEP Administrators also coordinate with NYSERDA to align incentive and program requirements as applicable between the Upstate Affordable Multifamily program and AMEEP, and connect interested AMEEP participants with TA, and to receive referrals of buildings that have participated in the NYSERDA-led TA program.

⁵² Housing Stability and Tenant Protection Act of 2019 (June 11, 2019)

3.3.4. Incentive Structure

AMEEP offers two program pathways: a “Comprehensive Pathway,” to encourage whole-building energy retrofits and a “Non-Comprehensive Pathway,” to engage customers for whom measure-level upgrades may be more feasible. Incentives for Comprehensive Pathway projects are awarded on a dollar per dwelling unit basis and calculated using a “points-based” system, which allocates points to energy efficiency measures based on their energy savings potential and alignment with policy objectives such as emphasizing weatherization interventions. Comprehensive projects that develop multi-measure project scopes that reach higher point tiers qualify for increased incentive rates.

Comprehensive projects can take over a calendar year to complete installation and finalize all requirements. To reduce this potential burden on building owners and facilitate timely project completion, Con Edison will accommodate mid-project milestone payment options. Details regarding the project-specific circumstances under which a mid-project milestone payment will be codified in the AMEEP Manual.

Customers opting for the Non-Comprehensive Pathway can perform measure-level upgrades, which is helpful for buildings with limited or no cash reserves. Non-Comprehensive incentives are dependent on the measure and can be awarded on the basis of dollar per equipment, dollar per savings, or dollar per unit of measure (e.g., square footage).

Additionally, AMEEP will offer incentives for secondary savings derived from delivered fuels. AMEEP participants located in targeted areas may be eligible to participate in and receive incremental incentives from Con Edison’s Non-Wires Solutions (NWS) Program or Non-Pipes Alternative (NPA) Program.⁵³ AMEEP customers may also receive incremental incentives by participating in National Grid’s NPA offerings, if eligible.⁵⁴ AMEEP customers in National Grid’s territory who receive incentives through National Grid’s Gas Demand Response program may be eligible to have 20 percent of their Demand Response incentive matched by National Grid if they commit to using it for an Energy Efficiency project.⁵⁵

Program requirements for EE/BE measure installations and details regarding incentives, including those for secondary savings and incremental NWS and/or NPA incentives from both Con Edison and National Grid will be codified in the AMEEP Program Manual and a supplemental Technical Guide.

3.3.5. Program Design Changes

The AMEEP Administrators will implement the following program design changes in 2026 notwithstanding Sections 3.3.8 and 3.3.9 regarding Electrification and Health and Safety:

- Adjust Comprehensive Pathway incentives to cover a meaningful share of the overall project costs;
- Evaluate and rebalance Comprehensive Pathway point values to reflect the final Strategic Measure Framework and higher-cost measures;

⁵³ As of the date of filing this Implementation Plan, there is an active NWS territory in Jamaica, Queens, and surrounding areas.

⁵⁴ <https://www.nationalgridus.com/Business-Partners/Non-Pipeline-Alternatives/>

⁵⁵ <https://www.nationalgridus.com/NY-Business/Energy-Saving-Programs/Demand-Response>

- Introduce an additional Comprehensive Pathway tier with a lower point threshold to accommodate projects that may be interested in the Comprehensive Pathway but that may not need or have sufficient access to capital to resource a project that would otherwise be eligible for higher tiers;
- Review required application documentation and tools to simplify and update installation and other technical requirements; and
- Identify and implement best practices to reduce the occurrence of inspection flags to accelerate processing times through removal or replacement of project processes (e.g., pre- and/or post-inspection) without compromising quality assurance and quality control procedures.

3.3.6. Measure Eligibility

The AMEEP Administrators will continue to contemplate program design changes to both the AMEEP Comprehensive and Non-Comprehensive Pathways informed by measure eligibility determined by the Strategic Measure Framework as acknowledged in the NYS TRM. Table 17 provides a not exhaustive list of eligible measures incentivized through AMEEP.

Table 17. AMEEP Measure Eligibility Categorization

Measure Categories	Measure Example
Building Envelope	Insulation - Attic Cavity; Insulation - Wall; Window Replacement; Air Sealing Package
Other Gas & Electric Energy Efficiency	Energy Management System; Smart Thermostatic Radiator Enclosure; Pipe Insulation; Domestic Hot Water Controls; Refrigerators
Natural Gas Devices	Boiler and/or Boiler Burner or Furnace Replacement
Building Electrification	Air Source Heat Pump, Heat Pump Water Heater

3.3.7. Natural Gas Combustion Equipment

The LMI Order offers allowances for gas combustion equipment as neutral measures in multifamily buildings if such measures are combined with comprehensive building controls and can justify a significant efficiency gain over the minimum required standard at replacement. The LMI Order further directs that the level of funding to support incentives for new gas combustion equipment shall not exceed the proportional level they occupied in the previous funding period.

To meet the standard of “significant efficiency gain” the AMEEP Administrators will require that equipment must be at least five percent more efficient than required by code and meet criteria related to building characteristics to be eligible for incentives for new gas combustion equipment.

A building that meets all three of the following criteria would be eligible for incentives for new gas combustion equipment:

- Built before 1979
- Uses steam for internal distribution of space heating
- Has at least 25 apartments or 25,000 square feet of conditioned space

Alternatively, a building may demonstrate that it has specific limitations (e.g. spatially or structurally) that prevent it from adopting full-load space heating technology. Infrastructure limitations may include:

- Inadequate electrical service capacity at the building level or the grid level for increased electric demand (e.g., space for additional transformers or switchgear) that cannot be addressed in a timely (within 18 months) manner or in a cost-effective manner such as when infrastructure cost required of the customers exceeds an excessive amount of the proposed retrofit cost net any rebates or incentives. Electrified equipment options that have extensive lead times that exceed 18 months (e.g. custom-made electric equipment).
- Operational expense challenges with electric alternatives such as when the resultant normalized first-year forecasted electric utility expense is an excessive amount higher than the prior year's combined normalized electric utility costs.

Buildings that meet the criteria as eligible for incentives for new gas combustion equipment will also be eligible for incentives that support systems that provide Phased electrification solutions even if they do not meet the full design day space heating requirements.

3.3.8. Electrification (Con Edison only)

The Commission authorized LMI Program Administrators to allocate up to 15 percent of LMI program budgets to support building electrification.⁵⁶ Electrification in the existing affordable multifamily sector, however, presents unique challenges for customers stemming from economic and institutional barriers.

For example, affordable multifamily buildings often have low-or-no cash reserves, may face limited or impeded access to alternative capital resources, and may perceive other capital needs as being more urgent. Electrifying heat and/or hot water involves both converting to a new technology and switching energy commodities which can add post installation uncertainty regarding operating economics. To minimize adverse economics, Con Edison will integrate its electrification offerings with building weatherization upgrades, among other requirements.

Con Edison's Affordable Multifamily Electrification offering (AMEEP-Electrification or AMEEP-E) will pair full load electrification incentives with AMEEP's Comprehensive and Non-Comprehensive pathways for existing affordable multifamily buildings. For AMEEP Comprehensive, Con Edison will introduce an additional electrification Tier (not to be confused with the additional Comprehensive Tiers as discussed in Section 3.3.5). This new electrification Tier will carry a lower point threshold whereby electrification incentives on a dollar per dwelling unit basis are assigned a point value and, at a minimum, paired with a building envelope measure identified in Section 3.3.6.

To integrate with AMEEP Non-Comprehensive, Con Edison will introduce the same full load electrification measures and use the same dollar per dwelling unit incentive approach for ease of understanding. Electrification incentives for both program pathways will be greater than or equal to those offered through market rate multifamily offerings.

Additionally, Con Edison's AMEEP-E offering will adhere to principles outlined in the LMI Order by:

⁵⁶ As discussed in Section 3.3.1, as the natural gas utility, National Grid will not offer electrification incentives.

- Prioritizing weatherization and energy efficiency via a requirement that buildings are weatherized and/or have undertaken necessary energy efficiency upgrades prior to the installation of building electrification measures.
- Focusing on energy affordability by targeting conversion of delivered fuel customers and assessing energy affordability implications of building electrification installations prior to project approval (i.e., retaining the option to decline projects where energy costs can be reasonably expected to increase).
- Expecting compliance with existing housing agency regulations (e.g., no heating cost shift to tenants) and reasonably demonstrating that operating costs will not increase post installation.
- Working with DPS and other stakeholders to align programs and policies (e.g., Energy Affordably Program, Home Energy Assistance Program, sub-metering, etc.) that may better enable affordable electrification in existing multifamily buildings while mitigating potential cost shifts and/or increases to energy burden.

Con Edison will work closely with stakeholders, including both customers and participating contractors (as discussed further in Section 5.3) to navigate AMEEP-E program requirements including eligibility determination at the building level and based on the proposed technology. AMEEP-E will include but not be limited to the following requirements:⁵⁷

- The customer must be an existing affordable multifamily building and have an active Con Edison electric account;
- The customer may not use funding from NYSERDA;
- The customer must work with Con Edison to demonstrate in a reasonable fashion that operating costs will not increase after the installation of the electrification measures;
- The customer must comply with any/all existing State or City regulations or rules that instruct landlords/building owners and/or their operators to pay for the cost of tenant heat;
- The customer must install full-load heat pumps for heating and heat pump water heaters;
- The customer must install attic cavity insulation and/or additional weatherization measures if such measures are not already present in the building;
- The customer must decommission the existing fossil fuel heating system; and
- The customer may not use incentives for common area projects only.

3.3.8.1. Phased Electrification

As specified in the LMI EE/BE Order, Phased Electrification projects that do not meet 100 percent of the building's heating load are eligible for incentives and may be treated as Strategic measures. Projects that do not electrify an entire building will be treated as Phased if they meet the following conditions:

- Include new equipment that uses electricity and one or more of the following sources of heat: geothermal heat exchanger, air-source heat pump, or recovered waste heat;
- Permanently reduce fossil fuel or district steam use for space, water, or process heating; and

⁵⁷ The AMEEP Manual will detail specific installation and technical requirements.

- Projects that may permanently reduce fuel or district steam use, together “legacy systems,” either by disabling or disconnecting the heating equipment or system, or through the application of controls.

A sample list of project types that do not electrify each of a building’s heating needs but which the Company considers Phased and Strategic include:

- Projects that electrify a specific area (e.g., floor, wing);
- Projects that electrify a specific system (e.g., space heating, domestic hot water (DHW) or ventilation only);
- Heat recovery systems;
- Buildings with hydronic internal distribution systems for space heating that electrify a central legacy heating plant in stages (as a result, there will likely be heat pumps working to heat the hydronic loop alongside legacy fossil equipment);
- Ground-source heat pump projects that connect separate spaces to a shared bore field in stages; and
- Projects that electrify less than 100 percent of a building’s domestic hot water heating load with a central plant.

Generally, buildings with hydronic distribution systems that exclusively heat their water loop with fossil or steam boilers without the addition of new heat pump equipment will not be eligible for building electrification incentives.

3.3.8.2. Heat Pump Cost Shift REV Demonstration Project

In 2025, Con Edison launched the Affordable Heat Pump Cost Shift Prevention project funded entirely through the Proceeding on Motion of the Commission In Regard to Reforming Energy Vision, deploying two electrification solutions that avoid the heating cost shift that may occur from building owner to tenant after replacement of a centralized fossil fuel heating system in favor of efficient electric heating and cooling technology. The first solution is a decentralized air source heat pump (ASHP) system with a power metering switch. The second solution is a centralized ground source heat pump (GSHP) system with grid responsiveness. Two hundred affordable housing units in Con Edison’s service territory will be retrofitted with one of these two approaches, with the overall aim of providing insights into operating costs, showing pathways to electrification for building owners, and providing improved control over heating and cooling for tenants.⁵⁸

3.3.9. Pre-Weatherization Health and Safety

The AMEEP Administrators are examining program design concepts by receiving input from key subject matter experts, including Weatherization Assistance Program (WAP) administrators like the Association for Energy Affordability (AEA); and leveraging findings from existing Health and Safety offerings, including but not limited to National Grid’s single-family Health and Safety programs⁵⁹ and Commonwealth Edison’s Multifamily Health and Safety program. Additionally, the AMEEP

⁵⁸ Con Edison files quarterly project updates and findings under case number 14-M-0101. Con Edison will file a final report upon project completion.

⁵⁹ See,

<https://documents.dps.ny.gov/public/MatterManagement/MatterFilingItem.aspx?FilingSeq=364469&MatterSeq=706>

Administrators will coordinate, as appropriate, with NYSERDA, NYS Department of Health, HCR, and HPD regarding Health and Safety measures to inform program design considerations.

During the 2026 program year, the AMEEP Administrators will focus on the collection of LMI EE/BE project data to enhance understanding of the conditions under which pre-weatherization health and safety concerns—including but not limited to structural deficiencies, ventilation, mold, asbestos, lead—may prevent the installation of EE/BE measures in affordable multifamily buildings.⁶⁰ The AMEEP Administrators will include an update in the fall 2026 LMI Implementation Plan on initial findings that could inform the integration of pre-weatherization health and safety incentives into AMEEP. To advance data collection and program design activities, the AMEEP Administrators will host a Stakeholder Listening Session to receive stakeholder feedback regarding the AMEEP Administrators' planned approach to data collection and the potential integration of pre-weatherization health and safety intervention strategies into AMEEP.

3.3.10. Financing and Leveraged Funds

The AMEEP Administrators will coordinate with NYGB and, potentially, community lenders such as CDFIs, including those that have received capital through NYGB's Community Decarbonization Fund, to investigate the feasibility of developing complementary financial products for buildings eligible to receive AMEEP incentives. Such offerings could help existing affordable multifamily buildings pursue EE/BE projects with AMEEP incentives and create new opportunities for community lenders to deploy capital in high impact use cases.

3.3.11. Stakeholder Engagement

The AMEEP Administrators view engagement with and feedback from stakeholders as being central to the design, implementation, continued refinement, and overall success of the program. AMEEP Administrators engage consistently with and seek direct feedback from public offices and agencies, Participating Contractors (PCs), and other stakeholders, including various CBOs.⁶¹

For example, the AMEEP Administrators host Participating Contractor and Industry Partner (PC&IP) webinars. During PC&IP webinars, AMEEP Administrators present upcoming changes to the AMEEP Manual and provide an open forum for participating contractors and other industry partners to share feedback or ask clarifying questions regarding program design, implementation features, and strategies.

Additionally, the AMEEP Administrators engage with stakeholders through surveys, in-person and/or virtual smaller focus group and/or larger group "Stakeholder Listening Sessions." As acknowledged in Appendix 5.3, in preparation for filing this implementation plan, the AMEEP Administrators hosted two Stakeholder Listening Sessions focused on Con Edison's AMEEP-E offering (as discussed in Section 3.3.8) and contemplated changes to AMEEP's Comprehensive pathway (as discussed in Section 3.3.5). The AMEEP Administrators plan to hold a third Stakeholder Listening Session regarding the contents of this LMI EE/BE Implementation Plan, with an emphasis on the AMEEP Administrators' plans to collect

⁶⁰ Stakeholders identified these areas of concern at the LMI Stakeholder Conferences held in August 2025

⁶¹ Public offices and agencies include but are not limited to New York City Housing Preservation and Development, the Mayor's Office of Climate and Environmental Justice, and HCR. Other stakeholders, including private CBOs, include but are not limited to Kinetic Community Consulting (Kc3), Urban Homesteading Assistance Board (UHAB), The Association for Neighborhood and Housing Development (ANHD), and the Downstate Utilities Regional Clean Energy Hubs as discussed in Section 3.3.11.

and analyze EE/BE project data to investigate the potential of incorporating Pre-Weatherization Health and Safety incentives into AMEEP as discussed in Section 3.3.8.

The AMEEP Administrators will continue to emphasize stakeholder engagement in 2026 by holding no fewer than two Participating Contractor and Industry Partner Webinars and at least one Stakeholder Listening Session.

3.3.11.1. Disadvantaged Communities

To build on historic success driving affordable multifamily project uptake in DACs, the AMEEP Administrators will coordinate with and leverage the expertise of the NYSERDA Regional Clean Energy Hubs and other CBOs, as appropriate and consistent with the approach taken in the companies' respective Non-LMI portfolios, to identify opportunities and refine programmatic approaches to serving customers in DACs.

Specifically, the AMEEP Administrators will emphasize the following areas and actions:

- Use program participation data to identify priority customer segments and buildings.
- Leverage relationships outside of implementation contracts with CBOs to establish trust with hard-to-reach customers who may otherwise be hesitant to participate, generate project leads, and support early-stage project development.
- Assess areas where delivery models work well and where additional focus may help advance lead generation and project completion.
- Review program performance on an ongoing basis against targets and policy objectives to adjust offerings based on achievement and customer feedback.
- In coordination with the Hubs and NYSERDA, schedule a regular cadence of virtual and/or in-person meetings to provide a forum to share information and insights about programmatic and related activities. The AMEEP Administrators expect that NYSERDA, as part of its management of the Hub network, will participate in the meetings.

3.3.12. Program Administrative Model

Downstate Utilities will leverage internal resources, a primary IC, and additional sub-contractors to administer Downstate non-LMI and LMI multifamily program offerings. Key functions for the Downstate Utilities to administer programs, include but are not limited to:

- Sales and outreach;
- Contractor management;
- Application processing and review;
- Building engineering reviews and inspections; and
- General program administration and backend systems management.

3.3.12.1. Program Implementation

At the time of filing this LMI EE/BE Implementation Plan, the Downstate Utilities are engaged in a coordinated process to update this holistic Downstate multifamily administrative model and are

committed to identifying and implementing cost-effective strategies given the Companies' responsibility for jointly administering both the Downstate Regional Weatherization Program and AMEEP. One such strategy could include a future proposal for the AMEEP Administrators to pool resources akin to the proposed Downstate Regional Weatherization implementation model.⁶² Downstate Utilities will coordinate with DPS Staff regarding this and other proposals that are intended to increase the efficient and cost-effective administration and implementation of Downstate Utility-administered end-use incentive offerings.

3.3.12.2. Portfolio Flexibility

The AMEEP Administrators recognize that demand for Weatherization—and attic cavity insulation in particular—has grown robustly in the affordable multifamily market segment and, as such, may have the potential to stress available LMI funding in the outer years of the 2026-2030 portfolio period. Because neither the LMI Order nor the Non-LMI Order identified the conditions under which allocated non-LMI budget and associated savings target may be shifted to the LMI Portfolio, nor the procedural mechanism(s) to do so, the AMEEP Administrators will coordinate with DPS Staff to identify both the specific conditions under which a budget and target transfer may be appropriate, as well as the necessary regulatory actions that the Downstate Utilities must undertake to effectuate such a transfer.

3.3.13. Program Outreach and Marketing

The AMEEP Administrators coordinate to conduct outreach and marketing efforts by leveraging the capabilities of a singular IC and internal resources. As discussed in Section 3.3.11, the Downstate Utilities will explore opportunities to educate customers and generate project leads through relationships with CBOs, including the Hubs. As discussed in Appendix 5.3, the AMEEP Administrators solicit feedback from a broad selection of stakeholders on a range of topics, including outreach and marketing.

3.3.14. Cost Recovery

The LMI Order specifies that utilities are to collect the funding to administer their EE/BE programs via a surcharge. The Downstate Utilities will recover all EE/BE program spending, up to the authorization reflected in Appendix C of the LMI Order, via a component of the SBC, effective January 1, 2026. The Downstate Utilities each submitted reports on August 13, 2025, identifying and quantifying utility-administered EE/BE program costs, including labor, that was transitioned to the SBC on January 1, 2026.

As required by the LMI Order, the Downstate Utilities' separate EE/BE surcharges will be developed by service class using "the same allocations as included in base rate recoveries" and will be implemented "in such a manner that maintains the existing NYPA customer exemptions."⁶³ All EE/BE program spending collected via the surcharge will be treated as a regulatory asset and amortized over a 15-year period, including carrying charges, which reflects roughly the aggregate useful life of the measures incentivized by programs that make up the electric and gas EE/BE portfolios.

⁶² Case 25-M-0248 *In the Matter of the 2026-2030 Non-Low- to Moderate-Income Energy Efficiency and Building Electrification Portfolio; Downstate New York Regional Residential Weatherization Program Implementation Plan and Upstate Residential Weatherization Implementation Plan* (file August 13, 2025)

⁶³ Case 25-M-0249, *In the Matter of the 2026-2030 Low- to Moderate-Income Energy Efficiency and Building Electrification Portfolio*, Order Authorizing Low-to Moderate- Income Energy Efficiency and Building Electrification Portfolio for 2026-2030 (issued May 15, 2025), pages 140-141

In December 2025, the Downstate Utilities each filed tariff revisions⁶⁴ – developed in consultation with DPS Staff – that enable recovery of the utility-administered EE/BE programs, which were effective on January 1, 2026. Annually thereafter, the Downstate Utilities will update the surcharge on a calendar year basis and reconcile any over- or under-collections from the prior year as part of the updated surcharge statement for the upcoming year.

3.3.15. Evaluation, Measurement and Verification

The statewide AMEEP Program Administrators, including Con Edison and National Grid, collaborated to perform a statewide program evaluation, including both a statewide process evaluation and Utility-specific impact evaluations.⁶⁵ As of the date of filing this LMI EE/BE Implementation Plan, Con Edison has completed its Company-specific impact evaluation.⁶⁶ National Grid will complete and report results from its impact evaluation in 2026.

Beginning in 2026, the AMEEP Administrators will claim and report Lifetime MMBtu savings in the Downstate Utilities' respective Scorecards.⁶⁷ The AMEEP Administrators rely on the TRM and best practices to estimate savings and achieve Verified Gross Savings (VGS) goals. For prescriptive measures, details of existing conditions in LMI customer residences may be substituted for parameters in the TRM to calculate savings. The TRM contains language describing this methodology. The AMEEP Manual will further contain information and guidance regarding the relationship between existing conditions and savings calculations.

Additionally, baseline studies or other evaluation data are leveraged, where available, to calculate an average existing condition baseline that approximates the type and age of equipment currently installed by LMI customers. In the future, these baseline assumptions may be documented in the TRM. For custom measures, project-specific existing condition baselines are used. As part of the evaluation process, any updates to TRM measures to reflect evaluation results will be submitted to the TRM Management Committee for review.

Measurement and Verification (M&V) may be required for AMEEP projects in which a project or measure has a high degree of savings uncertainty, is an unknown or unique application, or is comprised of a complex group of measures. The overall intent of M&V is to mitigate risk to the program by reporting more accurate savings through metering and data collection. It involves a more robust approach to

⁶⁴ National Grid KEDLI Tariff Compliance Filing:
https://www2.dps.ny.gov/ETS/search/searchSubmissionID.cfm?sub_id=2833613
National Grid KEDNY Tariff Compliance Filing:
https://www2.dps.ny.gov/ETS/search/searchSubmissionID.cfm?sub_id=2833609
Con Edison Tariff Compliance Filing:
https://www2.dps.ny.gov/ETS/search/searchSubmissionID.cfm?sub_id=2833711

⁶⁵ Case 15-M-0252, *In the Matter of Utility Energy Efficiency Programs*, Process Evaluation of the Affordable Multifamily Energy Efficiency Program (filed June 30, 2025).

⁶⁶ Con Edison submitted the *2022-2023 Affordable Multifamily Energy Efficiency Program Impact Evaluation* (filed April 11, 2025), pursuant to Case 14-M-0094, *Clean Energy Guidance Document CE-05: Evaluation, Measurement & Verification Guidance* (effective November 15, 2016).

⁶⁷ Savings are currently reported as annual (or First Year) savings, which reflect the energy savings achieved over a full year following the installation of a measure, as defined in Case 14-M-0094, *DPS Staff Data Dictionary and Scorecard Guidance*, CE-10 (issued December 16, 2021). However, per updated guidance from the Commission, Program Administrators are now directed to report savings based on lifetime targets, see LMI Order, pg. 124.

measuring the energy conservation measure and its application. Project-specific M&V may be triggered when a project meets any of the criteria outlined in the AMEEP Program Manual.⁶⁸

3.3.16. Implementation Schedule and Milestones

Timing	Topic	Activity
Q1 2026	Implementation Plan Update	Improve overall readability and clarity for Stakeholders
	Program Launch	AMEEP Program Manual and EE/BE Technical Guides – Program Manual to be filed on DMM and post program materials to respective Downstate Utility websites and appropriate NYSERDA resource page
	Stakeholder Engagement	<ul style="list-style-type: none"> Stakeholder Listening Session – 2026 key program design updates and Health and Safety data collection PC&IP Webinar – 2026 program design updates and features
Q2 2026	Stakeholder Engagement	<ul style="list-style-type: none"> Stakeholder Listening Session – Material program design updates and Health and Safety data collection PC&IP Webinar – Program design updates and features
Q3 2026	Program Update	AMEEP Program Manual and Technical Guide; file Program Manual on DMM and post program materials to respective AMEEP Administrator websites and NYSERDA resource page
	Implementation Plan Update	Material program design updates reflected in AMEEP Manual and Technical Guide
Q4 2026	Stakeholder Engagement	To be determined
	Implementation Plan Update	File LMI Implementation Plan annual update

3.4. Program Offering: Affordable Multifamily Program Upstate - AMP Up

3.4.1. Program Description

Supporting the Upstate affordable multifamily market to reduce energy costs, increase building performance and improve the comfort of residents requires a nimble program that meets building owners where they are, provides flexibility in project scopes, and prioritizes energy efficiency. The AMP Up Program, NYSERDA’s new Upstate multifamily program, will offer a nuanced approach to addressing the needs of small multifamily buildings, integrate TA and end-use incentives into one cohesive program, establish a concierge service to offer building owners services through the entire EE/BE project lifespan, and leverage existing contractor networks and CBOs to expand the outreach of the program.

NYSERDA will assume the role of program administrator for the Upstate affordable multifamily program, transitioning that role from the Upstate investor-owned utilities. NYSERDA will launch the

⁶⁸ At the time of this filing, this criteria falls under Section 4.3 of the AMEEP Manual.

AMP Up Program in March 2026, following the closure of AMEEP on January 1, 2026. Upstate NY AMEEP projects committed within 2025 may still be completed in 2026.

3.4.2. Eligibility Criteria

To participate in AMP Up, applicants must pay into the natural gas or electric SBC and be located north of Con Edison service territory. Eligible customers include existing affordable multifamily residential buildings with five or more units. Income verification thresholds are dependent on the building size. Small multifamily buildings up to 10 units require that at least 50 percent of the units must be occupied, or can be reasonably expected to be occupied, by households earning not more than 80 percent of the AMI or SMI, whichever of the two is greater, to be eligible for the program. Buildings larger than 10 units require that at least 25 percent of the households earn not more than 80 percent AMI or SMI, whichever is greater, to be eligible. NOAH as well as regulated and/or subsidized affordable multifamily buildings, can participate in AMP Up.

Program participants can provide proof of eligibility by submitting evidence of coverage under an active regulatory agreement with an affordable housing agency or a “rent roll” using a NYSERDA provided rent roll tool. Mixed use buildings are also eligible to participate provided that at least 50percent of their gross heated square footage is residential space.

3.4.3. Program Design

Program support available to Upstate affordable multifamily buildings will be comparable to those offered through the Downstate AMEEP to simplify participation and reduce administrative burdens for contractors and service providers that work across regions and program offerings.

The AMP Up program will be composed of two pathways, one for low-rise multifamily buildings (5-20 unit, 1-3 story buildings) and one for larger multifamily buildings, as discussed in more detail below.

Dedicated Pathway for Small Multifamily Buildings (Low-Rise Pathway)

Small multifamily buildings represent one of the hardest-to-serve sectors of the built environment in New York State due to the aging building stock with significant deferred maintenance, lack of contractors focused on serving this market segment, a significant need for technical assistance and support throughout the project lifecycle, and the overall variance in project scopes and costs.

The Upstate multifamily building stock is dominated by small buildings, with approximately 80 percent of multifamily households living in buildings with 19 or fewer units.⁶⁹ To address these issues, NYSERDA will offer the Low-Rise Pathway, targeted at small multifamily buildings of 20 units or less and between one to three stories tall. These low-rise buildings represent a significant opportunity for energy savings as approximately 75 percent of low-rise housing was built before 1980, before building energy codes were put in place.⁷⁰

Dedicated Pathway for Larger Multifamily Buildings (Larger Buildings Pathway)

Larger multifamily buildings, over four stories and/or over 20 units, represent a smaller portion of the Upstate multifamily building stock but also represents a significant opportunity to deliver energy

⁶⁹ Data pulled from 2022 5-year American Community Survey

⁷⁰ Data pulled from 2022 5-year American Community Survey

efficiency benefits and improve building performance and comfort for LMI New Yorkers. Relative to smaller multifamily buildings, larger multifamily buildings are more likely to have central heating systems, on-site staff, and longer project timelines. Larger multifamily buildings are also more likely to require additional technical analysis and design (e.g. calibrated energy model), particularly if they are exploring fuel-switching measures.

3.4.3.1. Program Services

A Concierge Service contractor or a NYSERDA Multifamily Participating Contractor will be utilized for technical assistance and project oversight. Projects not using the services offered by the Concierge Service Contractor have the option of leveraging NYSERDA's Multifamily Contractor Network, which will support scope of work development, construction oversight and project closeout.

Concierge Service

NYSERDA heard from stakeholders that, to support pipeline building, AMP Up should offer services that support applications and shepherd projects through to completion. NYSERDA will launch a concierge service to support projects as they submit applications and move through the program in response to stakeholder feedback.

Qualified contractor(s) will provide the following concierge services to the building owner throughout the life of the project: submit a project application; provide technical assistance (described in Section 3.2 above), such as audits or assessments, develop the project scope of work; and provide supportive services, such as project planning, funding guidance, construction management and commissioning.

Note that not all buildings are expected to require this level of service. Owners of larger buildings and portfolio managers can offer many of these services in-house. In which case, those projects would forego the Concierge Service.

3.4.4. Measure Eligibility

NYSERDA will make energy conservation measure selection flexible to allow selection across measure categories instead of offering rigid measure packages. All AMP Up projects are required to complete TA (described in Section 3.2 above), which will be the basis for determining the selection of a project's energy conservation measures.

The AMP Up program will feature three distinct measure⁷¹ types:

- *Prescriptive*: These measures include appliance upgrades, occupancy sensors, simple controls, pipe insulation, basic air sealing, and other simple measures that are minimally disruptive.⁷² Gas appliance upgrades are not eligible measures.

⁷¹ All measures supported by AMP UP are "strategic" per the August 2025 Technical Resource Manual plan, except for refrigerators, low flow shower heads, low flow faucet aerators, pipe insulation, thermostatic shower restriction valves, boiler, furnace and unit heater, tune ups for boiler or furnace, smart thermostatic radiator enclosure, and thermostatic radiator valve. These measures are considered "neutral" when installed in LMI building as part of a package of measures.

⁷² Per the Order Authorizing Low-to Moderate- Income Energy Efficiency and Building Electrification Portfolio for 2026-2030 (issued May 15, 2025), refrigerators are considered neutral in LMI buildings where the installation of the refrigerator improves energy affordability for the household.

- *Weatherization*: These measures include insulation for attic, wall, rim/band joist, and foundation walls, and air sealing and window replacement.
- *Electrification and deep energy retrofits*: These measures include heat pumps for heating and domestic hot water, ventilation, energy recovery systems, and building envelope improvements. New gas combustion equipment is excluded from the program, but controls for existing gas combustion equipment that will improve the efficiency of the equipment are permissible.

Measure eligibility will be aligned to the Strategic Measure Framework. Measures defined as non-strategic will not be eligible for AMP Up incentives. Below is a preliminary, but not exhaustive, list of eligible measures in AMP Up. Note, the list of eligible measures or the measure requirements may change over the course of the program, and the AMP Up Program Manual will be reviewed at least annually to determine any needed changes to the measure details. The program will also incorporate changes made in the NYS Technical Resources Manual that impact measure eligibility and/or requirements.

Table 18. Measure Eligibility Categorization

Measure Categorization	Measure Example (<i>Not Exhaustive</i>)
Building Envelope	Insulation - Attic Cavity; Insulation - Wall; Window Replacement; Air Sealing Package
Other/Gas & Electric Energy Efficiency	Thermostatic Radiator Valves; Pipe Insulation; Refrigerators; Boiler/Furnace Tune Up
Building Electrification	Air Source Heat Pump; Heat Pump Water Heater; Ground Source Heat Pump

3.4.5. Incentive Structure

AMP Up will offer concierge service and end-use incentives described above. Concierge services will be provided at no cost to the building owner for approved scopes of work. The end-use incentives will be provided on a dollar-per-dwelling-unit basis and those incentive levels are based on the proposed measure types (prescriptive, weatherization, electrification or deep energy retrofits) in the scope of work. The incentives will be approved when the scope of work is approved. The aggregate project level incentives will be capped at 85 percent of the overall project costs for Low Rise Pathway projects and at 70 percent for Larger Buildings Pathway projects.

Comprehensive multifamily projects often span multiple years from application to project completion. To alleviate building owners or contractors carrying the burden of those total costs until the project is completed, NYSERDA plans to offer payments associated with project milestones. Payments will be issued at three project milestones: once the scope of work or proposed measures is approved, midpoint construction, and construction completion.

3.4.6. Electrification

The Commission authorized LMI Program Administrators to allocate up to 15 percent of LMI program budgets to support building electrification. As noted in the AMEEP Section 3.3.8 above, electrification in the existing affordable multifamily sector presents unique challenges for customers stemming from

economic and institutional barriers. Examples include limited cash reserves and increased operating costs when switching from natural gas heating systems.

NYSERDA's AMP Up electrification offer will adhere to principles outlined in the LMI Order by:

- Requiring that buildings are weatherized and/or have undertaken necessary energy efficiency upgrades prior to the installation of building electrification measures.
- Focusing on energy affordability by targeting conversion of delivered fuel customers and assessing energy affordability implications of building electrification installations prior to project approval (i.e., not approving electrification measures when the TA analysis indicates that energy costs are expected to increase).
- Expecting compliance with existing housing agency regulations (e.g., no heating cost shift to tenants) and reasonably demonstrating that operating costs will not increase post installation.
- Working with DPS, Program Administrators and other stakeholders to align programs and policies (e.g., Energy Affordability Program, Home Energy Assistance Program, sub-metering, etc.) that may better enable affordable electrification in existing multifamily buildings while mitigating potential cost shifts and/or increases to energy burden.

Buildings that propose to install heat pumps will be assessed to verify that the heat pump installation will not lead to increases in the total housing costs of tenants. If a building is approved to install a heat pump system, the building owner will be asked to sign an agreement attesting that tenant protections will be maintained.

3.4.6.1. Phased Electrification:

Phased Electrification is a practical intervention strategy to support decarbonization of larger buildings.

As specified in the LMI Order, Phased Electrification projects that do not meet 100 percent of the building's heating load are eligible for incentives and may be considered as strategic measures under the Commission's Strategic Measure Framework. Custom projects that do not electrify an entire building will be treated as Phased if they meet the following conditions:

- Include new equipment that uses electricity and one or more of the following sources of heat: geothermal heat exchanger, air-source heat pump, or recovered waste heat;
- Permanently reduce fossil fuel use for space and water heating.

Project types that do not fully electrify the entirety of a building's heating needs but which NYSERDA considers Phased and Strategic:

- Projects that electrify a specific area (e.g., one floor of apartments, or one line of apartments);
- Projects that electrify a specific system (e.g., space heating, DHW or ventilation only);
- Heat recovery systems;
- Buildings with hydronic internal distribution systems for space heating electrify a central legacy heating plant in stages. As a result, there will likely be heat pumps working to heat the hydronic loop alongside legacy fossil equipment;
- Ground-source heat pump projects that connect separate spaces to a shared bore field in stages;

- Projects that electrify less than 100 percent of a building’s domestic hot water heating load with a central plant.

3.4.7. Pre-Weatherization Health and Safety

The LMI Order also authorizes up to 10 percent of the program budget to be used for the remediation of health and safety and structural barriers as part of a pre-weatherization work scope. Per the LMI Order, the Program Administrators will limit use of these funds to LMI customers who have applied to EE/BE programs and have been, or otherwise would be, deferred from receiving services due to health and safety barriers encountered, as well as track and report the number of projects deferred and the reasons for those deferrals.

There are many Upstate affordable multifamily buildings that encounter a variety of health and safety hazards that present a barrier to implementation of EE/BE measures. The need for pre-weatherization remediation can lead to project deferrals when the costs to remediate exceed the building owner’s budget and are not subsidized. Therefore, NYSERDA plans to explore how to provide health and safety support, in a targeted and cost-effective manner. There are a range of health and safety mitigation measures that may be considered based on project data, stakeholder feedback and additional insights from the Upstate affordable multifamily sector.

In coordination with the AMEEP program, during the 2026 program year, AMP Up will emphasize the collection of project data to better understand the specific conditions under which health and safety concerns including but not limited to structural deficiencies, ventilation, and mold, may prevent the installation of energy conservation measures in affordable multifamily buildings.

The AMP Up program will include an update by the end of 2026 on initial findings that could inform the integration of health and safety measures into AMP Up program.

NYSERDA is in active conversation with the Downstate Utilities, NYS Department of Health, and NYS HCR around health and safety measures to serve the Upstate affordable multifamily sector.

3.4.8. Financing and Leveraged Funds

NYSERDA acknowledges that there is a barrier for affordable multifamily building owners to implement EE/BE projects due to limited cash reserves and the need for upfront capital at project outset to fund EE/BE upgrades. In response, NYSERDA program teams are working with NY Green Bank to explore targeted financing solutions such as incentive-bridge loans to provide access to capital needed at early stages of project development. More generally, refer to Section 3.6.5 of this document for a description of NYGB’s primary funding pathway to support green affordable housing statewide, RFP 18: Financing Arrangements for High-Performance Affordable Housing.

- Additional sources of leveraged funds: The current RGGI Operating Plan, approved by NYSERDA’s Board of Directors, has allocated \$5 million of additional funding to support EE/BE projects in the affordable multifamily housing sector.⁷³

⁷³ The 2026 Final RGGI Operating Plan Amendment was approved by the NYSERDA Board of Directors on January 26, 2026, and available at <https://www.nyserda.ny.gov/-/media/Project/Nyserda/Files/EE/RGGI/2026-RGGI-Op-Plan-Amendment.pdf>.

- WAP funded projects will be encouraged to apply to AMP Up and support will be provided to simplify access this source of federal funding, where possible
- DOE IRA Home Electrification Appliance Rebate (HEAR) program supports heat pump dryers through NYSERDA's Appliance Upgrade Program.⁷⁴

3.4.9. Stakeholder Engagement

NYSERDA held the following topic-based working groups to obtain stakeholder feedback on the program design: financing, inter-program coordination, pipeline building, technical scope, program structure and workforce. Individual sessions were also held with specific stakeholders, such as PHAs, WAP sub-grantees, and energy service providers, to gain insight into specific key issues in the Upstate market. More details about the stakeholder activities may be found in Appendix 5.4.

In 2026, NYSERDA will continue to hold quarterly webinars for its Multifamily Contractor Network in addition to roundtable discussions with contractors and other stakeholders to explore health and safety options and assess the AMP Up program. Details of these engagement activities are available in the implementation milestone table.

3.4.9.1. Disadvantaged Communities Outreach

NYSERDA will leverage the DAC Consultant Pool to form a residential advisory group of community-based organizations serving disadvantaged communities, including those that represent or serve LMI residents, to inform AMP Up program design and implementation. DAC stakeholder input and feedback will be essential to developing effective program strategies that address barriers and opportunities in disadvantaged communities and LMI housing. The advisory group will convene on a regular basis and may be organized into subgroups to meet program needs and dependent upon stakeholder expertise and interest. Its composition of members will be developed to ensure diverse DAC community stakeholder views, experience, expertise, and geographic location are represented to inform the program design strategies and improve outcomes. The advisory group's scope of work and meeting frequency will be based on program needs, timelines, and budgets.

3.4.10. Program Administrative Model

NYSERDA will act as the sole program administrator for AMP Up and is considering utilizing an implementation contractor to manage application intake, income verification and eligibility, work scope review and approval, review of completed project documentation, and submittal of incentive invoices.

3.4.11. Program Outreach and Marketing

NYSERDA will take a segmented approach to engaging with and serving the Upstate affordable multifamily sector by initially investing in pipeline development through portfolio owners, leveraging projects participating in complementary programs, such as through WAP, where possible, and developing local partnerships and mobilizing existing networks:

⁷⁴ NYSERDA's Appliance Upgrade Program (AUP) can access rebates for the purchase of heat pump dryers and to complete any necessary electrical upgrades, including wiring and panel upgrades, to install the dryer in their home. Homeowners and renters are eligible to participate.

- *Portfolio owners:* NYSERDA will develop cohorts of portfolio owners and offer dedicated technical assistance and peer-to-peer knowledge exchange to support effective energy efficiency and building electrification planning, project development and financing, and construction support/oversight for project implementation. NYSERDA’s experience through demonstration programs such as the Empire Building Challenge⁷⁵ have illustrated the utility of cohort-based approaches to EE/BE project development and peer to peer knowledge exchange.
- *Existing projects and WAP:*⁷⁶ AMP Up will provide dedicated support for projects that are combining WAP funds with AMP UP, where possible. NYSERDA will coordinate with HCR on the eligibility criteria for projects participating in both program offerings. NYSERDA and HCR will then engage with the WAP subgrantee networks to communicate this offering and support program implementation. This component of the Upstate program will:
 - Leverage the existing WAP Upstate pipeline and associated WAP sub-grantee network that oversees WAP projects;
 - Streamline the process to leverage funds through both programs;
 - Fund deeper energy efficiency and building electrification measures; and,
 - Address the WAP waitlists.
- *Local partnerships and existing networks:* To effectively engage with and serve the Upstate affordable multifamily sector, NYSERDA intends to mobilize existing networks of contractors and CBOs. To encourage contractors to participate in the program, NYSERDA has streamlined the application process to join its Multifamily Contractor Network⁷⁷ for contractors in good standing with other NYSERDA contractor networks, such as EmPower+ and FlexTech Consultants. Other contractor networks will continue to be assessed for participation in the AMP Up program.
- *Regulated Housing:* Affordable multifamily buildings located in Upstate New York that have received financing or support from HCR’s housing preservation programs are eligible to participate in the AMP Up offering, provided these buildings are not also advancing their project through the Housing Agency Partnerships (Direct Injection) program described in Section 3.5. These buildings will receive information about the AMP Up offering through NYS HCR and be provided concierge service for all questions related to program eligibility and application.

As discussed in Section 1.8, the AMP Up Program will target counties with a larger percentage of DACs that also have older buildings, and where tenants were found to have higher energy burdens (percent of household’s income dedicated to energy bills). This prioritization will help ensure DAC communities with

⁷⁵ NYSERDA’s Empire Building Challenge is a purposeful demonstration program launched in 2020 as part of the Clean Energy Fund. The program partnered with 27 real estate leaders who collaboratively worked together on EE/BE project design and implementation. Round 3 winners were announced in 2025 via this press release <https://www.nyserda.ny.gov/About/Newsroom/2025-Announcements/2025-09-05-Governor-Hochul-Announces-Nearly-28-Million-Awarded-To-Advance-Energy-Efficiency>

⁷⁶ This program provides grants to cover the cost of home weatherization for income-eligible households at or below 60 percent state median income. See, <https://hcr.ny.gov/weatherization-applicants>.

⁷⁷ <https://www.nyserda.ny.gov/Contractors/Find-a-Contractor/Multifamily-Residential-Energy-Pathways-Contractor-Network>; this network was formerly known as the Multifamily Building Solutions Network

the greatest needs receive the benefits of the program. The program team will collaborate with the Clean Energy Hubs to promote outreach in these communities.

NYSERDA's Multifamily team is also collaborating closely with the Energy and Climate Equity team to leverage the Regional Clean Energy Hubs and the Disadvantaged Communities Stakeholder Pool to conduct outreach, identify local contractors, and support effective customer identification and acquisition.

In addition to these market engagement and outreach strategies, NYSERDA intends to promote the AMP Up offering through its email newsletter, website, and through strategic channel partners such as the Rural Housing Coalition and the New York State Association for Affordable Housing (NYSFAFH). NYSERDA will also conduct outreach to the stakeholders involved in the stakeholder engagement sessions that were held in Fall 2024 to Spring 2025 to inform the program design. There were six working groups developed during that effort: Program Structure and Technical Scope Working Group, Pipeline Building Working Group, Program Coordination Working Group, Financing Working Group, Workforce Development Working Group, and Inter-Program Coordination Working Group. These working groups included public housing authorities, upstate building owners/managers, upstate contractors, Regional Clean Energy Hubs, community-based organizations, financial lenders, and HCR. Details about the composition of these working groups may be found in the "Summary of LMI EE/BE Stakeholder Engagement Activities". NYSERDA will leverage established relationships with these stakeholders to further promote the Upstate program.

3.4.12. Evaluation, Measurement and Verification

The Affordable Multifamily Program Upstate will produce direct impacts. Direct, project-based impacts are anticipated from the retrofits of Upstate LMI multifamily buildings. The program offers a menu of prescriptive measures for installation along with a concierge service for technical assistance in making investment decisions about other measures. Using independent, third-party evaluation consultants, NYSERDA plans to assess and measure the direct effects of the Affordable Multifamily Program Upstate program through a variety of data collection and analysis efforts that may include, but are not limited to:

- Program data analysis and characterization of direct impacts.
 - Evaluated first-year energy savings by fuel, realization rates by fuel, evaluated savings as a percent of baseline consumption.
 - Utility meter consumption data (monthly or interval) analysis for whole buildings, isolated measure analysis, and other possible methods of evaluating energy savings such as engineering analysis and site visits.
 - This may include selective virtual or on-site metering and verification of equipment and processes.
- Process evaluation of program efficiency and effectiveness where needed for program improvement
 - Surveys of building owners, operators, and tenants to understand their experience and satisfaction with the program.

3.4.12.1. Key EM&V Metrics

NYSERDA's process to identify key metrics is informed by development of a logic model that confirms the theory of change and identifies the key outputs and outcomes to measure progress and success.

Through this process, NYSERDA aligns its metrics with the CMF which identifies the stages of market transformation: engagement, adoption and ownership. In addition to the direct energy, environmental and economic impacts, examples of other metrics that could be included for the Affordable Multifamily Program Upstate program, include, but are not limited to:

- Participation rates
- Adoption of clean energy equipment

The CMF and, by extension, key EM&V Metrics for this program will be further refined as part of NYSERDA’s LMI EE-BE Performance Management Plan submitted to DPS. Evaluation studies undertaken to assess these metrics will define each metric further. Final reports for EM&V studies will be filed in DMM and posted to NYSERDA’s website.

3.4.12.2. Anticipated Timing for EM&V

NYSERDA plans to undertake evaluation activities starting in 2027 with annual assessments, as warranted.

3.4.13. Implementation Schedule and Milestones

Timing	Topic	Activity
Q1 2026	Program Launch	By end of Q1, launch of AMP Up program solicitation and program manual
	Stakeholder Engagement	Q1 - Multifamily Contractor Network Quarterly Webinar – overview of program, program application
Q2 2026	Stakeholder Engagement	<ul style="list-style-type: none"> • Q2 - Multifamily stakeholder roundtable to discuss AMP Up and technical assistance offerings • Q2 - Multifamily Contractor Network Quarterly Webinar – program updates, market feedback
Q3 2026	Stakeholder Engagement	<ul style="list-style-type: none"> • Q3 - Health and safety listening sessions • Q3 - Multifamily Contractor Network Webinar – program updates, market feedback
Q4 2026	Program Update	On annual basis, the program manual will be reviewed for potential enhancements to streamline customer journey, clarify program requirements and update incentive structure.
	Stakeholder Engagement	Q4 – Multifamily Contractor Network Webinar – program updates, market feedback
	Implementation Plan Update	File program year 2027 Implementation Plan

3.5. Program Offering: Housing Agency Partnerships (Direct Injection)

3.5.1. Program Description

This program offering is a partnership between New York’s housing agencies and NYSERDA. The Direct Injection program allocates LMI EE/BE funds to existing housing preservation programs administered by

HCR and HPD to accelerate the efficient electrification of affordable multifamily buildings. This allocation of ratepayer funds with existing housing agency programs reduces administrative overhead, encourages participation, and delivers a superior “user experience” to project developers in the regulated, affordable housing sector in NYS.

This offering, originally launched in 2021, served both the new construction and existing buildings market segment during the Clean Energy Fund. For 2026 to 2030, this program will only focus on serving existing buildings. The goal of the program is to provide ratepayer incentives to projects that reduce the incremental upfront cost difference between an efficient, all-electric retrofit and a business-as-usual retrofit that maintains or increases the building’s reliance on fossil fuel for space heating and hot water. Eligible program scopes combine heating electrification measures with building envelope measures to ensure that the projects deliver energy savings. Additionally, projects that receive funding through these programs are also subject to a regulatory agreement which provides protections for tenants against bill increases.

NYSERDA’s collaboration with the housing agencies through the Direct Injection program has resulted in sustainability practices and decarbonization being woven into the agency’s practices. NYSERDA’s funding has also increased the availability of decarbonization project funding and provided critical support to the housing agencies to deploy programs.

3.5.2. Eligibility Criteria

Regulated, affordable multifamily housing projects that are already participating through HCR’s programs or are in HPD’s preservation project pipeline are eligible for this program.

3.5.3. Program Design

The Direct Injection programs will continue to be administered under the established agency-branded programs. HCR’s programs are branded the Clean Energy Initiative (CEI)⁷⁸ and HPD’s programs are offered under the banner of the Resilient & Equitable Decarbonization Initiative (REDi).⁷⁹ For HCR, CEI is not a standalone program, but rather is only available to projects who are applying to existing HCR programs (see Leveraged Funds section for additional details on eligible programs). These programs are updated periodically – i.e., through the release of annual RFPs and program offerings, which are publicly announced by HCR. For HPD, REDi is similarly not a standalone program and available only to projects that are in HPD’s preservation pipeline. Updates to the REDi program are also done periodically and are announced by HPD.

3.5.3.1. Program Services

Eligible projects are assigned a dedicated technical assistance provider (TAP) as part of the project team throughout the design and construction process, which can be for a period of several years, and are assigned upon project award. The TAPs work closely with the project teams, and offer services such as a Design Charette and design, bidding, and construction reviews throughout the life of the project.

⁷⁸ <https://hcr.ny.gov/clean-energy-initiative>

⁷⁹ <https://www.nyc.gov/site/hpd/services-and-information/redi.page>

3.5.4. Measure Eligibility

HCR and HPD will update their term sheets periodically, based on program insights and stakeholder feedback. The latest term sheets are posted on each agency's respective program website. These term sheets provide details on eligible project scopes.

Measure eligibility is set forth in HCR's Sustainability⁸⁰ Guidelines and HPD's Design Guidelines,⁸¹ which are required for all projects that participate in their preservation programs. These guidelines are updated on a regular basis and are informed both by agency requirements as well as program learnings.

3.5.5. Incentive Structure

HCR and HPD develop term sheets, based on the agency guidelines, which articulate the requirements that must be met by a project to be eligible for program funding. In addition to eligibility requirements, the term sheets provide detail on the associated incentive amount and structure, by project scope and measure category. HCR and HPD update their term sheets periodically, based on program insights and stakeholder feedback. The latest term sheets are posted on each agency's respective program website.

In addition to providing project funding to support the installation of EE/BE measures, NYSERDA funding will continue to support these additional program components:

- *Technical Expertise:* NYSERDA funds third party technical assistance providers to assist Housing Agencies with program and project-level expertise. Over time, this TA has supported the development of internal expertise and now both agencies have robust teams of sustainability experts that design and execute these programs. NYSERDA will continue to provide technical assistance going forward, with the goal of phasing out ratepayer funded third-party technical assistance.
- *Trainings:* NYSERDA and its technical assistance providers have trained housing agency staff on a robust curriculum of sustainability and decarbonization topics, with the goal of bringing expertise in "green" underwriting and programing in-house.
- *Sustainability and Design Guidelines:* HCR and HPD have best-in-class guidelines to guide the decarbonization of affordable housing over time, which positions the agencies as national leaders in this space. These design guidelines set a minimum level of energy efficiency for all projects that receive support from the Housing Agencies. These guidelines are dynamic and will continue to be updated in future years to be more rigorous.
- *Data:* Prior to 2021, neither agency was tracking key metrics related to energy efficiency and building electrification. Both agencies now manage a database to track success towards reaching state/local climate goals. HCR has completed the HCR Sustainability Database that includes comprehensive project level data from CEI, and HPD has a comprehensive tool that collects critical baseline and projected performance and cost data across their decarbonization programs, as well as agency-wide project trackers. This data collection will be further developed in future years to allow for improved knowledge sharing and coordination amongst Program Administrators.

⁸⁰ <https://hcr.ny.gov/sustainability-guidelines>

⁸¹ <https://www.nyc.gov/site/hpd/services-and-information/preservation-design.page>

- *Solar*: HCR and HPD, through NYSERDA’s support, have expanded from decarbonization funding into solar. Both agencies have launched solar feasibility tools, which require a subset of development projects to assess the financial and technical feasibility of solar.

3.5.6. Financing and Leveraged Funds

This program will continue to use ratepayer funds in the project underwriting process and help developers secure third-party construction loans. This process of “embedding” ratepayer funds in the Housing Agencies’ preservation programs allows for the leveraging of other sources of funding for housing modernization and affordable housing preservation. This is particularly the case for low-income housing tax credits (LIHTC) and conventional financing whereby the project developer re-mortgages the building to secure the capital needed to modernize the building(s) and provide a safe and comfortable living environment for the building’s residents. Some examples of leveraged tax credits and agency financing include, but are not limited to:

- Housing Trust Fund Corporation (HTFC) / Division of Homes Community Renewal (DHCR) 9 percent LIHTC RFP
- Housing Finance Agency (HFA) 4 percent LIHTC Tax-exempt Bond Financing
- HCR Subsidy Financing – including the Small Building Participation Loan Program (PLP)
- HPD financing for its multifamily preservation project pipeline

3.5.7. Stakeholder Engagement

HCR and HPD staff will continue to conduct recurring stakeholder engagement – roundtables, webinars, interviews, etc. – and regularly update their programs through the term sheets offerings. Additionally, feedback received through the construction of projects and subsequent building operations will continue to inform the recurring updates to HCR’s Sustainability and HPD’s Design Guidelines

For example, in response to stakeholder feedback that some aspects of HCR’s initial CEI existing buildings term sheets were challenging to achieve, HCR updated them to allow for more project scope flexibility, tiered incentive amounts for space heating based on envelope improvements, and pathways for phased electrification over time.

Additionally, NYSERDA meets with both agencies on a recurring basis to ensure effective program design and implementation, including identifying opportunities to better streamline program administration. For example, over the 2023–2025 timeframe, NYSERDA updated its agreement with HPD to reduce administrative work associated with allocating ratepayer money to HPD preservation projects.

HCR and HPD plan to share stakeholder feedback as well as program learnings through a series of public case studies and playbooks, which shall be issued periodically.

3.5.8. Program Administrative Model

While the programs are co-designed by NYSERDA and the housing agencies, they are directly administered by HCR and HPD and are incorporated into the agencies’ respective project development processes. In doing so, the housing agencies are supported by technical assistance contractors, which are

funded by NYSERDA. These contractors serve as dedicated “technical assistance providers” and are assigned to awarded projects.

3.5.9. Evaluation, Measurement and Verification

The Housing Agency Partnerships (Direct Injection program) will produce both direct and indirect (market transformation) impacts. Direct, project-based impacts are anticipated from the installation of electrified solutions for space and water heating, building envelope upgrades, and other efficiency measures such as enhanced ventilation. Indirect, market transformative impacts are anticipated to track replication (additional projects not directly funded by NYSERDA), increased in-house capacity of partner agencies, and the updating of sustainability and design guidelines and best practices developed in cooperation with partner agencies. Using independent, third-party evaluation consultants, NYSERDA plans to assess and measure the direct and indirect effects of the Direct Injection program through a variety of data collection and analysis efforts that may include, but are not limited to:

- Program data analysis and characterization of direct impacts
 - Lifetime and annual energy savings (MMBtu-e), and emissions reductions
 - Number of dwelling units served
- Market baselining and characterization of indirect impacts
 - Surveys and interviews with partner agencies, technical advisors, and building owners and operators to gauge the adoption of electrification, weatherization, and efficiency technologies in regulated, subsidized multifamily housing markets, the influence of NYSERDA funding on project scopes, and effects of increased capacity within partner agencies
- Process evaluation of program efficiency and effectiveness
 - Surveys of partner agencies and other stakeholders to understand their experience and satisfaction with the program

NYSERDA’s process to identify key metrics is informed by the development of a logic model that confirms the theory of change and identifies the key outputs and outcomes to measure progress and success. Through this process, NYSERDA aligns its metrics with the CMF which identifies the stages of market transformation: engagement, adoption and ownership. In addition to the direct energy, environmental and economic impacts, examples of indirect market transformation metrics that could be included for the Direct Injection program include, but are not limited to:

- Adoption of clean energy equipment
- Industry Standards & Best Practices, such as housing agency sustainability / design guidelines
- Satisfaction with the program

The CMF and, by extension, key EM&V Metrics for this program will be further refined as part of NYSERDA’s LMI EE-BE Performance Management Plan submitted to DPS. Evaluation studies undertaken to assess these metrics will define each metric further. Final reports for EM&V studies will be filed in DMM and posted to NYSERDA’s website.

3.5.9.1. Anticipated Timing for EM&V

NYSERDA is currently conducting an evaluation of the CEF Direct Injection program, which is expected to continue into 2026. NYSERDA plans to undertake additional, EE/BE-focused evaluation activities starting in 2027 with annual assessments, as warranted.

3.5.10. Implementation Schedule and Milestones

Timing	Topic	Activity
2026	Program Continuation	Programs to be continuously available through the existing and ongoing programs (CEI for HCR, REDi for HPD).
	Stakeholder Engagement	HCR and HPD to host recurring roundtables, webinars, interviews, etc. to inform necessary program changes and updates. These are generally conducted on an as-needed basis and driven by planned program changes.
	Program Enhancements	<ul style="list-style-type: none"> HCR and HPD to periodically update their applicable Program Term Sheets, which address program requirements, eligibility, and incentive structures. These are updated generally once a year, but this may vary. HCR to issue periodic program RFPs, which serve as the participation channel to receive NYSERDA program funds. These are released generally every year, but this may vary.
	IP updates	On an as-needed basis.

3.6. Program Offering: Affordable New Construction

3.6.1. Program Description

As the new construction industry increasingly embraces high performance, all-electric new construction, NYSERDA plays the critical role of technical assistance provider to the affordable new construction industry. To ensure high performance, energy efficient and affordable buildings, the design community, housing providers and others have emphasized two key areas of support needed from NYSERDA’s technical assistance offering: early-stage design and targeted, post-construction commissioning support.

The goal of these technical services is to work with architects, engineers and building owners to foster quality project execution – both in the initial building design and subsequent commissioning of projects – to ensure that buildings function in their optimal state and can achieve meaningful operational savings over time.

3.6.2. Program Eligibility Criteria

New construction, gut rehabilitation, and adaptive re-use projects where at least 25 percent of the units will be occupied, or can be reasonably expected to be occupied, by households earning not more than 80 percent of the AMI or SMI, whichever of the two is greater, are eligible.

3.6.3. Program Design

The Affordable New Construction Technical Assistance program will begin supporting early stage design in Q2 2026, followed by enhanced system commissioning in Q1 2027. Projects that meet or exceed local and/or State code requirements are eligible to apply for technical assistance. Technical assistance services shall focus on high performance buildings and all-electric systems.

3.6.3.1. Program Services

This program will provide services in two categories:

Early Stage Design

Technical assistance to support the design of high performance, energy efficient buildings. Eligible TA includes energy and economic modeling and analysis; design and specification development; research into novel technologies and solutions; the development of cleaning, operational and maintenance manuals so that building managers and owners have comprehensive understanding of best practices for operations and maintenance of building systems; Third-party certification approvals; as well as support for an integrated design and construction project.

Enhanced System Commissioning

Cost-share funding for post-construction enhanced commissioning and optimization to ensure energy systems are operating as designed. While “commissioning” is a standard practice for the new construction industry, this service is intended to support buildings that have performed traditional commissioning and still have challenges with building operations. This could be due to time-lag between system commissioning and building lease-out, lack of climate zone specific system guidance, or due to challenges identified but not addressed in the commissioning process.

While the industry has made great progress in designing and delivering high performance affordable housing, there are still issues that arise due to a myriad of factors. The Enhanced System Commissioning offer is intended to provide targeted support so that high performance buildings can overcome any unexpected operational and maintenance challenges and realize the full benefits of high performance buildings – increased comfort and system longevity as well as reduced operational costs.

3.6.4. Incentive Structure

For early-stage design, incentives will be provided on a per square foot basis. Funding will be no more than 50 percent of total eligible design costs, and incentives will be capped at \$250,000 per project.

3.6.5. Financing and Leveraged Funds

NY Green Bank provides creative financing solutions for efficiency and electrification measures across the New York State building sector, inclusive of affordable new construction projects that align with affordability eligibility criteria required by NYSERDA’s Affordable New Construction offering. Through RFP 18: Financing Arrangements for High-Performance Affordable Housing, NYGB invites property owners and developers, energy service companies, equipment manufacturers, capital providers, and other market participants to submit applications for financing for the construction or retrofit of multifamily affordable housing buildings to high levels of energy performance. NYGB offers a variety of financial products in the building sector such as pre-development loans, bridge loans, and construction-to-term

loans, with typical loan sizes ranging from \$5 - \$50 million that can support a single asset or a portfolio of assets. To date, NYGB has provided over \$146M of financing to green affordable housing. NYGB and the NYSERDA Affordable New Construction program are also actively collaborating to explore additional ways to drive market transformation in the built environment.

This program will be paired with a broader new construction technical assistance support program, which will serve all residential new construction and is supported by the current RGGI Operating Plan.⁸²

3.6.6. Stakeholder Engagement

NYSERDA will host at least semi-annual workshops with program stakeholders to adapt and evolve this program offering in alignment with new construction industry conditions, needs and priorities.

3.6.6.1. Disadvantaged Communities Outreach

NYSERDA's new construction program offerings will leverage the Residential DAC advisory group mentioned in the AMP Up section to communicate available offerings and receive feedback and input on how to best design and deliver these program offerings to support affordable new construction in disadvantaged communities.

3.6.7. Program Administrative Model

NYSERDA's affordable new construction program offerings will be administered by NYSERDA. NYSERDA will oversee technical assistance project intake, project management, close-out and reporting. TA Providers will be qualified by NYSERDA, though the program will also accept project applications from Independent Service Providers.

3.6.8. Program Outreach and Marketing

Information about NYSERDA's affordable new construction program offerings will be disseminated to architects, engineers and the developer community through the team's existing network of channel partners such as the Passive House Accelerator and the American Institute of Architects New York State; as well as broadly promoted through NYSERDA email newsletters and website.

3.6.9. Evaluation, Measurement and Verification

The Affordable New Construction program will produce both direct and indirect (market transformation) impacts. Direct, project-based impacts are anticipated to be generated through improvements to building design from early design phase technical assistance, and enhanced commissioning support with high-performing buildings. Indirect, market transformative impacts are anticipated to include the development and dissemination of technical resources, including case studies and best practice guidelines, as well as persistence and replication of supported improvements to building design and commissioning. Using independent, third-party evaluation consultants, NYSERDA plans to assess and measure the direct and indirect effects of the Affordable New Construction program through a variety of data collection and analysis efforts that may include, but are not limited to:

⁸² The 2026 Final RGGI Operating Plan Amendment was approved by the NYSERDA Board of Directors on January 26, 2026, and available at <https://www.nyserda.ny.gov/-/media/Project/Nyserda/Files/EE/RGGI/2026-RGGI-Op-Plan-Amendment.pdf>.

- Characterization of direct impacts
 - Units served for both early design-phase technical assistance as well as enhanced commissioning support
- Market characterization of indirect impacts
 - Surveys of consultants participating in the early design-phase technical assistance and enhanced commissioning support
- Process evaluation of program efficiency and effectiveness
 - Surveys of stakeholders to understand their experience and satisfaction with the program

3.6.9.1. Key EM&V Metrics

NYSERDA’s process to identify key metrics is informed by development of a logic model that confirms the theory of change and identifies the key outputs and outcomes to measure progress and success. Through this process, NYSERDA aligns its metrics with the CMF which identifies the stages of market transformation: engagement, adoption and ownership. In addition to the direct impacts generated by this program (units served), examples of indirect market transformation metrics relevant to the Affordable New Construction program include, but are not limited to:

- Number of units served
- Number of participants
- Satisfaction with the program
- Information & Data availability, including number of case studies and best practice guidance documents developed.

The CMF and, by extension, key EM&V Metrics for this program will be further refined as part of NYSERDA’s LMI EE-BE Performance Management Plan filing. Evaluation studies undertaken to assess these metrics will define each metric further. Final reports for EM&V studies will be filed in DMM and posted to NYSERDA’s website.

3.6.9.1. Anticipated Timing for EM&V

NYSERDA is currently conducting an evaluation of the CEF New Construction program. Given this, as well as the timeline of new construction projects, NYSERDA plans to undertake additional, EE/BE-focused evaluation activities starting in 2028 with annual assessments, as warranted.

3.6.10. Implementation Schedule and Milestones

Timing	Topic	Activity
Q2 2026	Program Launch	Release Affordable New Construction Technical Assistance Program, Focus on Design Support
	Stakeholder Engagement	Program Launch Webinar to describe offering to interested stakeholders
Q1 2027	Program Update	Expand Affordable New Construction Program to include enhanced commissioning support

SECTION FOUR: GENERAL AWARENESS AND EDUCATION SUB-PORTFOLIO

4.1. Description, context, and key objectives

There are two main categories of general awareness and education activities underlying the LMI Portfolio, general marketing and DAC engagement.

- NYSERDA’s outbound general marketing efforts will aim at promoting the important benefits of a weatherization-first approach in achieving energy affordability. Secondly, supporting awareness-level messaging about highly efficient electrification measures and the comfort, health, safety, and reduced energy consumption these technologies offer will aid consumers in making informed decisions when replacing technologies in their homes. NYSERDA will also develop consumer-facing educational materials to be used both in outbound marketing efforts and for use by the Regional Clean Energy Hubs to ensure consistent messaging is being used and helping to grow the trust and confidence in the programs being offered by administrators.
- NYSERDA’s DAC engagement is multi-pronged and is underpinned by its climate equity strategy. It aims to build capacity for more inclusive, meaningful, and diverse stakeholder engagement that centers the experiences of residents in DACs and historically marginalized communities in NYSERDA program planning, policy development, and decision-making.

4.2. Sub-Portfolio/Program Area Tables

Table 19. NYSERDA General Awareness and Education Program Budgets Forecast

General Awareness & Education	2026	2027	2028	2029	2030	2031	2032	Total
Program Budget Plan (\$ 000s)	\$ 2,500	\$ 9,730	\$ 10,570	\$ 12,575	\$ 13,075	\$ 3,650	\$ 200	\$ 52,300
DAC Engagement	\$ 500	\$ 8,080	\$ 8,920	\$ 11,075	\$ 11,575	\$ 3,650	\$ 200	\$ 44,004
Regional Clean Energy Hubs	\$ 500	\$ 7,700	\$ 8,500	\$ 10,500	\$ 11,200	\$ 3,600	\$ 200	\$ 42,200
Energy Equity Collaborative	\$ -	\$ 200	\$ 200	\$ 200	\$ 200	\$ -	\$ -	\$ 800
Disadvantaged Community Consultant Pool	\$ -	\$ 180	\$ 220	\$ 375	\$ 175	\$ 50	\$ -	\$ 1,000
General Marketing	\$ 2,000	\$ 1,650	\$ 1,650	\$ 1,500	\$ 1,500	\$ -	\$ -	\$ 8,300

Additional detail on budgets plans, including budget categories and non-program cost considerations, can be found in Appendix C.

4.3. Program Offering: General Marketing

4.3.1. Program Description

NYSERDA will repeat and build upon past success realized in the NYS Clean Heat and Energy Advisor work through a new NYSERDA/Utility marketing working group focused on growing awareness of energy efficiency solutions and programs. Critical components of these past successes include NYSERDA and utility collaboration, clear identification of roles and responsibilities, shared learnings, and data driven decision making.

This NYSERDA/Utility marketing working group will collaborate in creating a statewide marketing campaign primarily focused on growing the awareness and benefits of energy efficiency (weatherization)

to decrease energy consumption and cost while increasing comfort in homes. The campaign will run statewide and, to maximize budget efficiency, will run seasonally (Spring/Fall) during the heating/cooling shoulder seasons. NYSERDA marketing will work closely with the Program Administrators to monitor and control the volume of applications. NYSERDA will include LIPA in the working group and coordinate statewide efforts and share learnings. As a first step toward achieving measurable increases in awareness, NYSERDA will manage the campaign to ensure that at least 35 percent of the paid media placements will occur in DACs and will incorporate messages in multiple languages on media channels that are capable of targeting by language.

Secondarily, the campaign will include awareness-level messaging about highly efficient electrification measures (e.g. heat pumps and heat pump water heaters) so customers are aware of the comfort, health, safety, and energy efficiency benefits electric technologies offer for future projects. As an example, LMI customers were not specifically targeted in the 2020-2025 NYS Clean Heat campaign, causing their heat pump benefit awareness level to be behind that of market rate consumers as determined by NYSERDA's research.⁸³ Due to this lack of awareness, the LMI audience is more likely to believe myths about heat pump technologies being ineffective to provide sufficient heat in cold NYS climates, or retain outdated historical associations that electric heat (electric resistance) is unaffordable. Improving electrification measure awareness will help reduce the common barriers preventing LMI customers from considering these measures where and when the situation makes it an affordable option.

To overcome the numerous challenges LMI customers face in adopting clean energy measures, the awareness and education campaign will consist of repeated exposure and consistent messages focused on clean energy benefits to increase the customer's confidence in, and prioritization of, making investments in these improvements. Based on NYSERDA's research,⁸⁴ the biggest energy-related challenge a LMI customer faces is their monthly utility cost, the marketing campaign will focus on building confidence that energy efficiency measures will reduce that cost, and that there are incentives available from the State and/or utilities to help decrease (or in some cases, eliminate) the upfront cost burden to implement the changes. Another core tactic used to repeat exposure, will be a strong re-engagement of the LMI communities in the 2026-2030 marketing strategy. A re-engagement strategy will be developed to align and not compete with, or duplicate, the Customer Referral Plan. The re-engagement strategy will be targeted to reach LMI customers who have participated in other related programs (energy assessments, appliance programs) and have not yet weatherized their homes, who have interacted with the MyEnergy platform but have yet to take action (e.g. application submission), or who have deferred past participation with more pointed messages (e.g. incentive availability, new offers, alternative solutions) and executed both from a paid media perspective as well as through the incorporation of trusted co-branded marketing with the customer's specific utility, and the Regional Clean Energy Hubs.

4.3.2. Program Design

In the near term the New York Energy Advisor website will remain in place. As the Joint Customer Platform Utility Integration Plan moves forward, an evaluation of the EnergyAdvisor.ny.gov website will

⁸³ NYSERDA Annual Statewide Tracking Study <https://www.nyserda.ny.gov/-/media/Project/Nyserda/Files/About/Tracking-Progress/2025-NYSERDA-Annual-Tracking-Study.pdf>

⁸⁴ NYSERDA Annual Statewide Tracking Study <https://www.nyserda.ny.gov/-/media/Project/Nyserda/Files/About/Tracking-Progress/2025-NYSERDA-Annual-Tracking-Study.pdf>

be conducted to ensure that the customer experience is simplified to avoid confusion, and duplicate information isn't being hosted at the expense of ratepayers in more than one location.

NYSERDA will leverage program-specific marketing to support continuous customer engagement further generating interest in weatherization. NYSERDA will capitalize on that interest with specific and personalized offers, reminding end-use consumers to incorporate energy efficiency improvements while making other home improvements and/or increasing their demand for stand-alone weatherization projects.

4.3.3. Evaluation, Measurement and Verification

General Marketing will produce indirect (market transformation) impacts. Using its independent, third-party evaluation consultants, NYSERDA plans to measure the indirect impacts of General Marketing through an approach that assesses additionality in the uptake and adoption of EE/BE as credibly and practically as possible.⁸⁵ This approach may include, but not be limited to:

- Market baselining and characterization of indirect impacts
 - Improved tracking of customers engaged as well as their actions, behavior and decision-making over time, where possible. Where feasible as part of the interventions, NYSERDA will collect customer information to enable later follow-up and tracking of customers over time. This information will support an understanding of whether the response to the overall messaging is positive, which is the first step toward showing additionality.
 - Maintaining a broad understanding of the uptake and market penetration of EE/BE measures within key market segments.
- Continuation of NYSERDA's longitudinal building stock studies across end-use sectors, including residential housing stock. Given the difficulty of assessing the additional outcomes of outreach/education/marketing, this broad view provides further validation of overall market level progress toward uptake and market penetration of EE/BE measures which can be related to these efforts, especially paired with the more immediate success metrics such as changes in awareness, visits to and time spent on websites, etc.
- Undertaking a high-level statewide awareness survey of EE/BE to continue the long-term data collection to assess motivations, barriers and opportunities to implementing energy efficiency and electrification services and equipment.
- Process evaluation of program efficiency and effectiveness
 - Surveys of residents to understand their awareness, experience and satisfaction related to awareness and education campaigns.

4.3.3.1. Key EM&V Metrics

NYSERDA's process to identify key metrics is informed by development of a logic model that confirms the theory of change and identifies the key outputs and outcomes to measure progress and success. Through this process, NYSERDA aligns its metrics with the CMF which identifies the stages of market transformation: engagement, adoption and ownership. In addition to the indirect energy, environmental

⁸⁵ Additionality is defined as new market activities spurred by NYSERDA's intervention and a marked change in impact compared to a baseline.

and economic impacts, other examples of indirect market transformation metrics that could be included for General Marketing, pending completion of the metrics development process, are:

- Awareness and familiarity of weatherization
- Information and data availability, including number of website visitors and the number of visits, clicks through to learn about specific programs
- Satisfaction of program participants
- Adoption of clean energy equipment
- Market penetration of weatherization projects

The CMF and, by extension, key EM&V Metrics for this sub-portfolio will be further refined as part of NYSERDA’s LMI EE-BE Performance Management Plan. Evaluation studies undertaken to assess these metrics will define each metric further. Final reports for EM&V studies will be filed in DMM and posted to NYSERDA’s website.

4.3.3.2. Anticipated Timing for EM&V

NYSERDA expects to undertake a market awareness study six months after the campaign launch. This will include campaign and website activity with subsequent evaluations to occur on an annual basis.

4.3.4. Implementation Schedules and Milestones

Timing	Topic	Activity
Q1 2026	Marketing Working Group	Conduct outreach to utilities and recruit working group members
	Start of Work Meeting	Hold Start of Work Meeting with Marketing Working Group
Q2 2026	Marketing Strategic Plan	Identify any research or insight gaps. Develop plan inclusive of media channels, creative look and feel, and reporting and get consensus buy-in across Marketing Working Group
Q3 2026	Campaign Ads	Phase 1: English ads on platform-based channels (i.e. paid search, social media, and display ads)
Q4 2026	Campaign Ads	Phase 2: Go live with additional language placements and additional channels (i.e. sponsored content, rich media, influencers, etc.)
	Campaign Report	Kickoff reporting at end of calendar year for January report out

4.4. Program Offering: DAC Engagement

4.4.1. Program Description

NYSERDA’s Climate Equity Strategy⁸⁶ guides the DAC Engagement approach for building capacity for more inclusive, meaningful, and diverse stakeholder engagement that centers the experiences of residents

⁸⁶ Available at <https://www.nyserda.ny.gov/All-Programs/Energy-and-Climate-Equity-Strategy>

in DACs and historically marginalized communities in program planning and policy development. The Climate Equity Strategy guides NYSERDA's work in both LMI and Non-LMI initiatives & activities.

To bring communities disproportionately burdened by climate change and cycles of disinvestment across energy and economic systems into parity requires recognizing these community stakeholders as essential partners in building an inclusive clean energy economy. NYSERDA's DAC Engagement activities within the LMI EE/BE Implementation Plan continues and expands the work of the Hubs which lies at the intersection of procedural and distributional equity, the Energy Equity Collaborative (EEC) which supports procedural equity through community-identified actions and recommendations to NYSERDA, and the Disadvantaged Communities (DAC) Consultant Pool which addresses procedural equity by creating a pathway for direct participation in clean energy planning for representatives of DACs and LMI stakeholders. These programs enable essential community input and participation in programs to ensure objectives of the overall EE/BE portfolio are met.

These programs complement each other by simultaneously providing: a mechanism for New York State residents to gain tailored access to clean energy programs and resources (via the Hubs); a dedicated space for community-based organizations to provide guidance to NYSERDA program design and development (via the Energy Equity Collaborative); and a means for NYSERDA program teams to contract with community-based organizations for services specific to program needs (via the Disadvantaged Communities Consultant Pool). The Hubs provide a holistic, multifaceted approach including project coordination, marketing and outreach support, partnership building, and leading public education and engagement sessions to meaningfully integrate DAC, LMI and market-rate customers into clean energy programs.

Hub objectives to accomplish this theory of change include:

- Increase awareness of and access to clean energy solutions and opportunities.
- Increase uptake of clean energy projects, with support for accessing wrap around services and resources.
- Increase public participation in energy planning and program coordination activities.
- Increase partnerships and diversity of contractors that result in scalable activities and projects.
- Support connections to WFD opportunities and training resources for residents including individuals residing in DACs and other priority populations.

The Energy Equity Collaborative is a shared space for engagement and collaboration between those that serve and represent historically marginalized communities and NYSERDA, along with other State agencies, to advise on energy equity and climate justice policies and advance equitable programs. The Collaborative focuses on community-identified, cross-cutting issues for NYSERDA's attention and providing early-stage, high-level feedback on initiatives being planned by NYSERDA and interagency partners.

In partnership with participating stakeholders the Collaborative aims to:

- Promote greater NYSERDA transparency on program design and policy development with direct engagement and messaging to CBOs.
- Align with DAC stakeholders on energy and climate equity opportunities at NYSERDA.

- Build DAC stakeholder knowledge and capacity to participate in and provide input into NYSERDA programs, with accountability to feedback provided.

The Disadvantaged Communities Consultant Pool provides a means to compensate CBOs for their time and contributions when informing NYSERDA’s policies and programs/initiatives to improve NYSERDA outcomes by way of:

- NYSERDA programs and policies that are informed by a broad range of disadvantaged community representatives (e.g., regional representation, populations served, issue focus).
- Improved procedural equity practices at NYSERDA with deeper levels of community engagement early in the planning process, resulting in greater buy-in and benefits in disadvantaged communities.

4.4.2. Program Design

Regional Clean Energy Hubs

Established in 2022, the Hubs are located in each of the ten REDCs of New York State. There are twelve Hubs, one in each REDC, with three Hubs in New York City to reflect the additional outreach needed due to population density. Each Hub is made up of community-based organizations embedded in the region they serve. These organizations have an established presence and deep experience spanning critical sectors like clean energy, energy efficiency, workforce and economic development, education, health, and housing.

Through multisector partnerships, Hubs assist individuals, small businesses, and affordable housing owners by providing information about clean energy benefits, ways to reduce energy use and costs, and how to make more informed energy decisions and help applicants with NYSERDA and utility EE/BE programs.

As directed by the LMI Order, Non-LMI and LMI funding will be directed towards the goal of increasing NYSERDA and utility program participation and access to resources across all market sectors. Various strategies will be employed by the Hubs to bring greater awareness, education, and adoption of clean energy and weatherization technologies to customers across New York State.

Energy Equity Collaborative

NYSERDA's EEC is a shared space for engagement and collaboration between community-based organizations that serve and represent historically marginalized and disadvantaged communities and NYSERDA, along with other State agencies. The Collaborative is used to advise on energy equity and climate justice issues and advance equitable programs, with a focus on identifying cross-cutting recommendations on issues of importance to DACs and providing early-stage, high-level feedback on initiatives. The EEC is composed of a 13-member Steering Committee and four topic-specific working groups which are comprised of environmental and climate justice CBOs. The Committee serves as an advisory body to shape the EEC's structure and focus, guiding the development of participation processes and future committee selections, while also advising NYSERDA's early-stage planning. The four working groups listed below, launched in 2024, were determined by the Steering Committee and are each tasked with developing Action Plans and recommendations that are reviewed with the Steering Committee prior to formal submission to NYSERDA.

- **Energy Transition:** Focuses on inclusive design and community accountability for renewable (and other zero emission) energy projects and clean transportation initiatives, disseminating accessible program information, and fostering equitable community ownership of clean energy projects.
- **Housing, Building Efficiency and Electrification:** Aims to improve outreach to DAC renters and homeowners, enhance collaboration with state agencies, and remove barriers to accessing NYSERDA and other resources for home and building electrification.
- **Workforce Development and Economic Opportunities:** Works to create pathways into energy sector careers, ensure community benefits from clean energy projects, and boost Minority- and Women-Owned Business Enterprises (MWBE) and Service-Disabled Veteran-Owned Businesses (SDVOB) participation in energy initiatives. This working group does not fund workforce development initiatives but helps to inform program delivery.
- **Engagement and Outreach:** Develops frameworks for engagement and governance to improve procedural equity, transparency, and accessibility in NYSERDA clean energy policies and climate and energy climate and energy climate and energy programs.

NYSERDA program teams may seek early-stage input and occasionally update the Energy Equity Collaborative working groups and steering committee on programs and program-driven stakeholder engagement, such as the Residential DAC Advisory Group. However, the EEC may not be the most appropriate venue for addressing all program driven stakeholder input needs and associated timelines, which are often driven by various regulatory and market factors. Therefore, program teams will be encouraged to contract directly and separately with representatives in the DAC Consultant Pool (described below) as needed to meet program team specific timelines for seeking input and for review of deliverables. Notably, the Residential DAC Advisory Group will leverage the DAC Consultant Pool to engage DAC consultants to meet building program needs for DAC input on an ongoing basis. NYSERDA will provide updates on the RDAG to the EEC periodically for learning and coordination with relevant community-identified initiatives of the EEC.

Disadvantaged Communities (DAC) Consultant Pool

NYSERDA established a mechanism for CBOs and other entities, as well as Indigenous Nations and Indigenous-led Organizations, serving or representing DACs to be compensated for their time and contributions when informing NYSERDA's policies, programs and initiatives. Organizations are pre-qualified using RFQL 4922, the Disadvantaged Communities (DAC) Consultant Pool, which re-opened August 2025 as an open enrollment solicitation available on NYSERDA's website⁸⁷ with applications accepted through December 2030, and specific due dates for each round of application reviews transparently posted on NYSERDA's Current Solicitations and Funding Opportunities webpage. Over time, the DAC Consultant Pool will expand the number of existing qualified CBOs serving and representing DAC organizations.

A range of organizations are eligible to apply, including grassroots advocacy organizations, faith-based groups, environmental and climate justice organizations, as well as individual nonprofits, coalitions, and firms based in and with a substantial connection to those residing in DACs. Organizations that meet the

⁸⁷ DAC Consultant Pool (RFQL 4922), available at: <https://www.nyserda.ny.gov/Funding-Opportunities/Current-Funding-Opportunities>

minimum qualifications are then issued zero-dollar umbrella contracts from NYSERDA. As needs arise, DAC Consultants within the Pool are then provided with task work orders and funding to provide services across multiple programmatic areas, supporting teams with distinct, high-impact projects on an as needed basis. Qualified DAC Consultants are available to work with NYSERDA staff through a variety of paid opportunities. These can include advising on barriers and needs in communities, recommendations for potential program or policy changes, feedback on program design or participation in co-design workshops, meeting/workshop facilitation, or assistance with community outreach.

4.4.2.1. Program Services

Regional Clean Energy Hubs

Regional Clean Energy Hubs focus on primarily single-family housing within DACs and LMI customers. Beginning in 2026, Hubs will broaden their focus to include programs intended to serve multifamily buildings and market rate customers. With dedicated funding from NYSERDA's Multifamily team, Hubs will connect market participants to concierge service contractors for the AMP-Up Program by providing tailored outreach, program coordination, and technical support.

- *Project Management and Coordination Assistance:* Hubs will continue to create meaningful customer connections within the regions they serve to provide effective Project Management and Coordination Assistance to customers. Hubs will verify customer eligibility for NYSERDA and utility programs and provide referrals to those programs. Hubs will guide and support the customer through the application process, often coordinating NYSERDA-funded projects with other local, state, or federal programs and resources to provide the maximum benefit to the customer.
- *Outreach and Awareness:* Hubs will continue to use a boots-on-the-ground approach to educate and share program information with customers across NYS. This includes participating in events such as community festivals, food pantries, home shows, and career fairs to increase visibility of the services provided by the Hubs and programs offered by NYSERDA, utilities and other relevant organizations/state agencies. Hubs also deliver energy literacy and energy education workshops to provide customers with self-install energy saving measures, explain clean energy technologies, and help residents better understand their utility bills. These workshops are held in every county of NYS as stand-alone events and in conjunction with already-occurring community events.
- *Equitable Engagement and Regional Capacity Building:* Hubs have developed and will continue to update their Regional Assessment and Barriers Analysis⁸⁸ on an annual basis, as needed, to assist in the development and strategy of their Outreach and Equitable Engagement Plans. Together these reports provide a framework for how the Hubs will carry out their work and collect feedback to share with NYSERDA and utility program teams to inform program design and development. NYSERDA will utilize feedback for program improvements and/or design and development. Updated Regional Assessment and Barrier Analysis reports will be published annually on the NYSERDA website, Regional Hub websites and filed with DMM.

⁸⁸ Regional Clean Energy Assessments are available through Regional Clean Energy Hubs websites. Access to the Regional Clean Energy Hubs website information is available here: <https://www.nyserda.ny.gov/All-Programs/Regional-Clean-Energy-Hubs>.

- *Partnerships*: To expand the Hub network of participating organizations, Hubs will continue to foster existing, and form new, relationships with external entities currently operating in DAC, LMI, and market rate sectors to improve access to and accelerate participation in clean energy programs.
- *Translation*: Translation and Interpretation services will be acquired for NYSERDA program materials, outreach and coordination for New York State's 15 most frequently spoken languages, including American Sign Language, so that more NYS residents are reached.

Energy Equity Collaborative

By contracting with additional eligible organizations through the DAC Consultant Pool, NYSERDA intends to increase the number of DAC-representing organizations involved in advisement and feedback processes facilitated by the EEC. To be eligible to join an EEC Working Group, organizations and other entities must be current members of the DAC Consultant Pool.

In collaboration with NYSERDA and the EEC Implementation Contractor, technical assistance will be provided to support Working Groups in developing and executing Action Plans for equitable program design and outreach. The EEC will also facilitate robust and consistent collaboration among DAC representatives, State agencies, and utilities, utilizing best practices from NYSERDA's Climate Equity Strategy to build trust and ensure frequent, transparent communication among all partners.

Disadvantaged Communities Consultant Pool

Energy Equity Collaborative: EEC Steering Committee and Working Group participation is compensated through the DAC Consultant Pool.

Residential DAC Advisory Group: NYSERDA has regularly heard about DAC stakeholder fatigue and frustration from past engagement in highly technical discussions that lacked tailored support for community participation. In response to this gap and to ensure meaningful and equitable participation of those representing DACs, NYSERDA will leverage the DAC Consultant Pool to form a residential advisory group of community-based organizations serving disadvantaged communities, including those that represent or serve LMI residents, to inform the design and implementation of various programs included in this Implementation Plan including EmPower+, the Upstate multifamily residential end-use incentive program, and statewide technical assistance EE/BE programs. The Residential DAC Advisory Group (RDAG) will be used to provide focused DAC stakeholder engagement to help ensure the residential buildings programs noted in this Implementation Plan are informed and enhanced by community experience and expertise. The feedback from this tailored group will be factored equally in with the complementary industry stakeholder feedback received from the Residential Market Advisory Group (RMAG).

DAC stakeholder input and feedback will be essential to developing effective single-family and multifamily program strategies that address barriers and opportunities in disadvantaged communities and LMI housing. The advisory group will convene on a regular basis and may be organized into subgroups to meet program needs, depending on stakeholder expertise and interest. Its composition will be developed to ensure diverse DAC community stakeholder views, experience, expertise, and geographic location needed to inform the programs. Its scope of work and meeting frequency will be based on program needs, timelines, and budgets. The residential advisory group will provide insights on program design strategies and elements to improve outcomes for DACs and LMI households. NYSERDA has developed an

equitable engagement framework to support accountability to stakeholders based on feedback they provide. This methodology emphasizes transparency and accountability.⁸⁹

While the advisory group's perspectives will be central to shaping program strategies, all recommendations will need to be considered within the broader framework of program guidelines. These guidelines are designed to ensure the program is grounded in fiscal responsibility, regulatory compliance, transparency, and long-term certainty while delivering solutions that work for households, contractors, and Hubs and other community organizations. Suggestions must align with NYSERDA's mission to deliver real, measurable benefits to households in a way that is equitable, sustainable, and scalable. This approach ensures that program changes remain practical, achievable, and consistent with the long-term viability of New York State's clean energy and climate goals.

Updates on the residential advisory group, including input and outcomes, will be communicated to the Energy Equity Collaborative and the appropriate NYSERDA Program Teams. This feedback loop supports the goals of the EEC, including the goal to foster broader discussions that holistically consider priorities and identify opportunities for NYSERDA to improve programmatic outcomes for disadvantaged communities.

Ad Hoc Pool Utilization: The DAC Consultant Pool will be utilized for emergent high-impact program team engagement needs on an as-needed basis to support opportunities standing outside of those noted above but aligned with the overall portfolio. The use for any ad hoc needs will be reviewed with DPS. The intent is focused on DAC engagement in related to EE/BE to ensure DAC and historically marginalized community member lived experiences are factored into design of NYSERDA policy and program development.

4.4.3. Program Administrative Model

NYSERDA administers the Regional Clean Energy Hubs, the Energy Equity Collaborative (EEC), and the DAC Consultant Pool and specific Task Work Orders to the pool, including those related to the Residential DAC Advisory Group. Additional support services are delivered by an implementation contractor.

NYSERDA manages each Regional Clean Energy Hub and works closely with program teams to ensure alignment with direction and availability of LMI EE/BE programs. Consultant support services include

⁸⁹ NYSERDA's equitable engagement framework includes an internal Energy and Climate Equity Communications Guide that provides guidance to NYSERDA staff when communicating NYSERDA's energy and climate equity strategy (<https://www.nyserdera.ny.gov/All-Programs/Energy-and-Climate-Equity-Strategy>) to various audiences, both generally and within the context of specific programs, outreach, and initiatives. An Equitable Engagement Toolkit is available internally NYSERDA-wide that provides step-by-step guidance on how to integrate equitable engagement practices during various stages of the program/initiative development process along with tools and templates to support disadvantaged community engagement. The Toolkit includes: a checklist for ensuring climate equity considerations are incorporated during program/initiative development; templates for disadvantaged community stakeholder identification; tools for conducting engagements with disadvantaged community stakeholders; exercises for working with disadvantaged community stakeholders on issue identification and solution development; and a template to support accountability by reporting back to stakeholders after an engagement series. As an example in practice, NYSERDA's ECE team utilized the Report Back template in the formal report back session with community partners from the Energy Equity Collaborative and Regional Clean Energy Hubs when engaging with these stakeholders during the development of the EE/BE Order LMI Implementation Plan. The Toolkit will be utilized during engagements with the DAC Residential Advisory Group named in this Implementation Plan.

developing and maintaining a Microsoft Teams platform for the Hubs to aid in real-time communication, marketing collateral development, and subject matter expertise support. Translation and Interpretation services will also be provided through an implementation contractor.

NYSERDA develops the strategy and manages the operations of the EEC. Additionally, NYSERDA facilitates all EEC Steering Committee and Working Group meetings. Implementation contractor support services include: EEC Steering Committee and Working Group meeting logistical support including scheduling, notetaking, development and distribution of meeting pre-read content, and summarizing meeting follow-up actions; assistance with development of Working Group Action Plans; and organizing quarterly in-person Steering Committee meetings also attended by the Regional Clean Energy Hubs.

NYSERDA program teams utilize the DAC Consultant Pool through executed Task Work Orders with program budgets and scopes of work outlining tasks, deliverables and timelines. Once qualified DAC Consultants are added to the DAC Consultant Pool, NYSERDA program teams can select them from the pool of consultants to do program related work. This includes program advisement, meeting facilitation and/or logistical support, and assistance with marketing and community outreach and engagement.

4.4.4. Utility Coordination

As directed by the LMI Order, NYSERDA will facilitate and support coordination between the Utilities, NYSERDA and DPS to support Hubs activities relevant to pertinent program updates, outreach priorities, and resolution of customer concerns. These collaborative opportunities will also serve to generate actionable feedback for Hubs program improvement.

Utility Program Administrators will be encouraged to coordinate with NYSERDA to leverage the Residential DAC Advisory Group to the extent practicable. DPS and NYSERDA will also explore how to best leverage engagements via the Collaborative, including annual convenings and Steering Committee and/or Working Group meetings to facilitate stakeholder engagement. NYSERDA will coordinate with DPS and utilities on participation approaches that meet the engagement needs of the utilities and expectations of the Residential DAC Advisory Group and Energy Equity Collaborative.

4.4.5. Evaluation, Measurement and Verification

The Regional Clean Energy Hubs component of the Outreach and Awareness sub-portfolio⁹⁰ will produce indirect (market transformation) impacts. Indirect, market transformative impacts are anticipated to include increased awareness of and access to clean energy solutions; increased proportion of DAC residents receiving program benefits; increasing local capacity to engage with community members about clean energy technology and opportunities; and number of stakeholders promoting clean energy technologies and opportunities. Using independent, third-party evaluation consultants, NYSERDA plans to assess and measure the indirect effects of Regional Clean Energy Hubs through a variety of data collection and analysis efforts that may include, but are not limited to:

- Market characterization of indirect impacts

⁹⁰ NYSERDA does not anticipate conducting EM&V activities on the other two DAC Engagement Offerings: EEC or DAC Consultant Pool. However, NYSERDA may seek to undertake process evaluation on EEC in the future. Future plans will detail activities as they emerge.

- Assessment of Hubs-led education and outreach activities, community campaigns, and workshops to measure success of engagements
 - Metrics to assess success of engagements generally relate to awareness, market readiness and intervention uptake as described below, but will vary by type of engagement
- Assessment of workforce development support to measure the number of residents, contractors, and small businesses from priority populations or DACs connected to workforce development opportunities
- Process evaluation to assess program efficiency and effectiveness
 - Reviews of logic models and program documentation to validate or update barriers and market conditions and identify pathways for indirect impacts
 - Surveys of stakeholders to understand their experience and satisfaction with the program, including Hubs, subcontractors, and partner organizations

4.4.5.1. Key EM&V Metrics

NYSERDA's process to identify key metrics is informed by development of a logic model that confirms the theory of change and identifies the key outputs and outcomes to measure progress and success. Through this process, NYSERDA aligns its metrics with the CMF, which identifies the stages of market transformation: engagement, adoption and ownership. Other examples that support the evaluation, measurement, and verification of Regional Clean Energy Hubs activities include, but are not limited to:

- Awareness
- Market readiness, including number of participants, and partnerships established
- Training
- Intervention uptake, including number of projects

The CMF and, by extension, key EM&V Metrics for this sub-portfolio will be further refined as part of NYSERDA's LMI EE-BE Performance Management Plan. Evaluation studies undertaken to assess these metrics will define each metric further. Final reports for EM&V studies will be filed in DMM and posted to NYSERDA's website.

4.4.5.2. Anticipated Timing for EM&V

NYSERDA plans to undertake evaluation activities starting in 2027 with annual assessments, as warranted. This overarching schedule may be further refined as evaluation tasks are scoped and conducted.

4.4.6. Implementation Schedule and Milestones

Timing	Topic	Activity
Q1 2026	Program Continuance	Finalize EEC participation plan (governance document).
	Stakeholder Engagement	Launch Residential DAC Advisory Group (RDAG).
		Release regional budget allocations and gather feedback on hub scope of work
Information Sharing	Webinars, staff, and leadership meetings are held monthly. Monthly update of Regional Clean Energy Hub Dashboard.	
Q2 2026	Program Continuance	Update EEC Working Group action plans and top recommendations to NYSERDA.
	Stakeholder Engagement	Expand DAC pool participation to increase diversity of geography and expertise; expand DAC stakeholder participation in EEC Working Groups.
		Negotiate Regional Clean Energy Hub scope of services
		Regional Clean Energy Hubs Annual In-person meeting
Q3 2026	Program Update	Update EEC implementation plan, including operations, structure, stakeholder engagement, and action plan priorities.
	Stakeholder Engagement	Secure RDAG first round input on EmPower+ and upstate multifamily program; Re-issue EEC application for Steering Committee members.
Q4 2026	IP Updates	Submit IP updates as needed.
	Stakeholder Engagement	EEC Inaugural Convening
	Program Launch	Continue Regional Clean Energy Hub activities with EE/BE funding.
	Performance Management	Annual Regional Clean Energy Hub's goals/metrics discussion

APPENDIX A: LIST OF LMI EE/BE STAKEHOLDER ENGAGEMENT SESSIONS

This appendix lists summaries of the 38 engagement sessions, including events, focus groups, and other meetings held throughout the development of the LMI Implementation Plan to gather input from stakeholders. Following the list of engagements is a summary of stakeholder feedback themes and discussion. Both sections are categorized by program.

5.1. General – Multiple Programs

July 1, 2025 – Community Partner Engagement with Organizations Representing New York's Disadvantaged and Frontline Communities

- **Session objective:** Discuss and receive feedback on listed programs and their content in the EE/BE LMI Implementation Plan
- **Program discussed:** EmPower+, Affordable Multifamily Program Upstate Program
- **Participant type(s):** CBO stakeholders
- **High-level takeaways:** Community Partners expressed interest in:
 - EmPower+ and MF program design and pricing
 - Regional variation in incentive levels
 - Program prioritization of delivered fuels customers
 - Clarifying and improving program outreach
 - Community priorities playing a larger role during program design discussions
 - Program design based on market insights
 - Protecting energy affordability
 - Visibility into program metrics
 - Program stacking within NYSERDA and with state agency administered programs

July 8, 2025 – Community Partner Engagement with Organizations Representing New York's Disadvantaged and Frontline Communities

- **Session objective:** Discuss and receive feedback on listed programs and their content in the EE/BE LMI Implementation Plan
- **Program discussed:** EmPower+, Affordable Multifamily Program Upstate Program
- **Participant type(s):** CBO stakeholders
- **High-level takeaways:** Community Partners expressed interest in:
 - EmPower+ and MF program design and pricing
 - Regional variation in incentive levels
 - Program prioritization of delivered fuels customers
 - Clarifying and improving program outreach
 - Community priorities playing a larger role during program design discussions
 - Program design based on market insight
 - Protecting energy affordability
 - Visibility into program metrics
 - Program stacking within NYSERDA and with state agency administered programs

August 5, 2025 – LMI EE/BE Implementation Plan Stakeholder Conference – Downstate

- **Session objective:** Discuss initial design considerations for programs in the EE/BE LMI Implementation Plan and hold forum for stakeholder input

- **Program discussed:** EmPower+, AMEEP, Technical Assistance, Housing Agency Partnerships, and Disadvantaged Community Engagement
- **Participant type(s):** Building owners/managers, consultants, contractors, developers/builders, disadvantaged community service providers, educational institutions, environmental and climate justice advocates, local government representatives, state government representatives, homeowners, implementers, information management / software companies, manufacturers, nonprofit organizations, product suppliers, renters, trade associations, utility representatives, and wholesalers
- **High-level takeaways:** Participants provided comments on streamlining AMEEP and NYSERDA's technical assistance offerings, and the need for financial assistance to help building owners electrify, particularly in communities that rely on oil for heating and hot water. Regarding EmPower+, participants commented on prioritizing customers (such as DAC engagement), health and safety needs, and measure package and incentive options.
- A Summary Report of the conference, along with the day's presentations, was filed on DMM under Case 25-M-0249.
 - Summary Report:
<https://documents.dps.ny.gov/public/Common/ViewDoc.aspx?DocRefId={00BD0F99-0000-C41A-ADF3-3005916E75D3}>
 - Downstate Stakeholder Conference slide deck:
<https://documents.dps.ny.gov/public/Common/ViewDoc.aspx?DocRefId={F0BC0F99-0000-CA10-80A6-CAA5CEB12AD9}>

August 7, 2025 – LMI EE/BE Implementation Plan Stakeholder Conference – Upstate

- **Session objective:** Discuss initial design considerations for programs in the EE/BE LMI Implementation Plan and hold forum for stakeholder input
- **Program discussed:** EmPower+, Affordable Multifamily Program Upstate Program, Housing Agency Partnerships, and Disadvantaged Community Engagement
- **Participant type(s):** Building owners/managers, consultants, contractors, developers/builders, disadvantaged community service providers, educational institutions, environmental and climate justice advocates, local government representatives, state government representatives, homeowners, implementers, information management / software companies, manufacturers, nonprofit organizations, product suppliers, renters, trade associations, utility representatives, and wholesalers
- **High-level takeaways:** Participants provided comments on the Upstate affordable multifamily program design, noting the need to expand availability of eligible contractors to work with. Participants also provided comments on EmPower+ around health and safety, noting that issues such as mold and vermiculite are often found in Upstate region homes.
- A Summary Report of the conference, along with the day's presentations, was filed on DMM under Case 25-M-0249.
 - Summary Report:
<https://documents.dps.ny.gov/public/Common/ViewDoc.aspx?DocRefId={00BD0F99-0000-C41A-ADF3-3005916E75D3}>
 - Upstate Stakeholder Conference slide deck:
<https://documents.dps.ny.gov/public/Common/ViewDoc.aspx?DocRefId={F0BC0F99-0000-CC4A-96B4-00305E505F15}>

5.2. EmPower+

EmPower+ maintains a robust series of meetings on programs operations and design including a Single Family Program Update monthly meeting for contractors, Hubs, and community groups, 3 monthly

meetings with the Clean Energy Hubs, one regular meeting with the BPCA with ad hoc meetings as needed, and quarterly meetings with the RMAG that consist of Community members. Contractors, distributors, and manufacturers meeting to discuss issues relevant to single family programs. This series of meetings leads to a constant feedback loop of program information sharing, feedback, and adjustment.

July 16, 2025 – BPCA Monthly Meeting

- **Session objective:** Discussed major changes to Empower+ program called for in the EEBE plan including 50 percent project cost cap for moderate income, package4 pilots, pre-weatherization Health and Safety and differential incentive levels by region of the state.
- **Program discussed:** EmPower+
- **Participant type(s):** Contractors
- **High-level takeaways:** Many contractors felt that reviving the 50 percent project cost cap for moderate income would make it harder to complete projects. They did not feel like there should be caps on Health and Safety spending so the program can fix all issues found in a home. If the program is going to limit production, it should do so before the customer gets to the contractor (at the application stage.)

July 30, 2025 – BPCA Follow Up Call

- **Session objective:** Receive feedback through in-depth discussion of possible package models for EmPower+
- **Program discussed:** EmPower+
- **Participant type(s):** Sub group of BPCA board
- **High-level takeaways:** Contractors are concerned that packages will lead to more customer contributions during bigger projects. They were curious if the packages include cost effectiveness requirements. They noted that packages do not account for all the intricacies of older homes. The trade association would like to be central to developing any package system.

October 28, 2025 – Residential Market Engagement Group

- **Session objective:** Discuss multiple topics related to NYSEDA LMI and Market Rate Programs
- **Program discussed:** EmPower+
- **Participant type(s):** Contractors, distributors, community groups
- **High-level takeaways:** There was a discussion over the use of measure packages to improve speed of the project approval process and increase customer understanding of program benefits. Participants expressed concern that packages would confuse the project approval process and present risks to the financial make up of a project.

5.3. AMEEP

July 16, 2025 – Listening Session #1 - Affordable MF Electrification

- **Session objective:** Provide overview of the upcoming Affordable Multifamily Electrification program (AMEEP-E) and discuss input from contractors, building owners, and other industry partners
- **Program discussed:** AMEEP
- **Participant type(s):** Contractors, building owners, other industry partners
- **High-level takeaways:** Participants emphasized coordination with other programs/funding sources to reduce duplicative work, specifically in instances where weatherization was completed

through other programs. Participants also emphasized the importance of ventilation upgrades for heat pump performance, even when not tied to energy savings, presenters noted that health and safety measures like this will be the focus of a future listening session. Participants highlighted the need for clear eligibility rules/determination and that Program Administrators need to take care to ensure projects doing full renovations are not doing so to de-regulate rent.

July 23, 2025 – Listening Session #2 - Affordable MF Comprehensive

- **Session objective:** Provide overview of budgets and requirements from the May Order, a recap on AMEEP's design and participation level today, and discuss initial thoughts on changes to program design with contractors, building owners, and other industry partners.
- **Program discussed:** AMEEP
- **Participant type(s):** Contractors, building owners, other industry partners
- **High-level takeaways:** Participants provided great insight on how they see contractors and project management working today and what types of project financing they've encountered in AMEEP projects, while recognizing there is still a gap in financing availability. Participants acknowledged that projects working through technical assistance offerings to date have experienced long timelines, but programs like SAMES are promising if there is better program integration. Participants also note that they find the current program to have insufficient incentive levels, rigid program requirements, and slow processes.

5.4. Affordable Multifamily Program Upstate Program

September 4, 2024 – Financing Working Group Kickoff

- **Session objective:** Obtain initial feedback on program design straw proposals
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** Lenders, energy service provider, housing agencies
- **High-level takeaways:** The program needed to assess what capital is available and what total blended sources are available. Participants noted that it would be advantageous to have a bridge vehicle that takes incentives. Costs will be impacted by building typology and work scope so the financing solutions could also be segmented.

September 5, 2024 – Program Coordination Working Group Kick-off

- **Session objective:** Obtain initial feedback on program design straw proposals
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** CBO stakeholders, lender, housing agencies
- **High-level takeaways:** Participants expressed interest in stacking rate payer and non-rate payer funds. Participants also noted the new program should allow for natural gas conversions. Regarding a common building type that is difficult to capture in a program, the audience identified small multifamily buildings of 5-10 units, natural gas and delivered fuel buildings, and buildings that require asbestos remediation.

September 11, 2024 – Pipeline Building Working Group Kick-Off

- **Session objective:** Obtain initial feedback on program design straw proposals
- **Program discussed:** Affordable Multifamily Program Upstate Program

- **Participant type(s):** Housing authorities, energy service provider, property management company, CBO stakeholders

High-level takeaways: Many state programs are targeted to buildings that are 60 units or more but layering financing for a 20-30 unit building is difficult. Participants suggested that the program have a focus on small multifamily buildings. Split incentives and difficulty of owners to charge tenants for work (e.g., by increasing rents) will make it difficult to entice buildings owners to take on energy efficiency or building electrification projects. Participants also noted that infrastructure often needs to be upgraded before energy retrofits can start. Lastly, regarding communication, participants noted importance of having a clear website to communicate the program, as well as interest in seeing the program presented at conferences to share program details and hold opportunities for stakeholder feedback.

September 19, 2024 – Program Structure and Technical Scope Working Group Kick Off

- **Session objective:** Obtain initial feedback on program design straw proposals
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** Energy service providers
- **High-level takeaways:** Participants noted an interest in having one door for all Upstate program applications, inclusive of technical assistance to reduce redundancy of several applications. It was also noted that there can be a lag between application submitted and notice to proceed/offer letter, and as the offer letter is needed to proceed with development and construction, ideally the time between application and initial offer should be no more than 4 weeks. Having pre-qualified packages could be very helpful to expedite projects, such as: lowest level of packages would be prescriptive measures, second level would involve heating systems and DHW, and third level would include deeper energy retrofits (e.g., exterior insulation, ventilation).

October 7, 2024 – Inter Program Coordination Working Group

- **Session objective:** Align various program requirements with the Upstate multifamily program
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** Housing agencies, lender, CBO stakeholders
- **High-level takeaways:** Larger public housing authorities (PHAs) often have teams to navigate different program requirements and co-fund measures with WAP. Smaller PHAs would benefit from having a one stop shop and additional resources to support program participation. There is work needed to align program requirements with WAP and Climate Friendly Homes Fund.

October 8, 2024 – Program Structure and Technical Scope Working Group

- **Session objective:** Discuss how the Upstate multifamily program should be structured and what should be the technical requirements
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** Housing agency, energy service providers
- **High-level takeaways:** Participants shared health and safety issues that have required pre-weatherization remediation work and energy service providers shared typical remediation costs that they budget for, which can range from 7 - 25 percent of the total project cost. They flagged that historic preservation can present unique issues and there could be interest in having a designated pathway for those buildings. They noted that project delays have been caused by supply chain issues, electrical service upgrades, and tenant management.

October 15, 2024 – Pipeline Building Work Group

- **Session objective:** Discuss strategies to develop project pipeline
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** Energy service provider, CBO stakeholders, housing authorities
- **High-level takeaways:** Participants suggested having a one stop shop that creates a "no-wrong door network" that would enable projects to participate in the program no matter where they start. They noted that in rural areas, they tend to do smaller projects and that standalone energy efficiency projects are not doable unless there is braided funding. There is interest in having an aggregator to support NOAH or PHAs.

October 16, 2024 – Financing Working Group

- **Session objective:** Discuss how financing can be integrated into the program
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** Energy service provider, lenders, building owner
- **High-level takeaways:** Participants stated interest in having an aggregator for the Upstate market that would support project intake and organize funding. There is interest in having a one stop shop that organizes the capital. They discussed potential financial solutions, such as creating a cohort of lenders, creating a universal intake form, targeting pre-development work, and using ENERGY STAR Portfolio Manager for tracking.

October 25, 2024 – Workforce Development Working Group

- **Session objective:** Discuss the workforce needs to support an Upstate affordable multifamily program
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** CBO stakeholders, housing authority, workforce development firm
- **High-level takeaways:** There is a need for a comprehensive workforce study, particularly to understand wrap-around services for participants transitioning careers or re-entering the community post-incarceration. Participants noted that training opportunities should be better coordinated to consolidate existing resources. Insurance rates and worker's compensation requirements, as well as daycare and transportation costs, can be barriers for small businesses.

November 13, 2024 – Meeting with Lender

- **Session objective:** Gain an understanding of finance options for affordable multifamily projects
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** Lender
- **High-level takeaways:** Participant recommended having a consolidated way to deploy financing and give flexibility for providing bridge loans that fill market needs. They suggested that NYSERDA's goal be to consolidate both the loan and grant side. It was also noted that the program could offer a service for lenders to generate a pipeline of projects and provide needed information on asset data and energy monitoring of the project.

November 16, 2024 – Meeting with Housing Agency

- **Session objective:** Discuss with housing agency development directors how the new program could fit into their capital stack for rehabilitation projects

- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** Housing agency
- **High-level takeaways:** There is some work still needed to align housing agency funding and Upstate program funding for public housing authorities, including a focus on stacking mid-cycle programs and aligning program requirements.

December 5, 2024 – Meeting with Energy Service Provider

- **Session objective:** Get feedback from energy service provider about the Upstate multifamily program design
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** Energy service provider
- **High-level takeaways:** Participant has been an active energy service provider in the Upstate affordable multifamily market. Meeting was an opportunity to get their feedback on the program design. They suggested having a cohort of projects that could help with cost compression, encourage stacking of programs to support electrification, and recommend financial solutions that would enable contractors to get paid earlier in the process.

December 10, 2024 – Meeting with Housing Agency

- **Session objective:** Discuss how the Upstate multifamily program could best serve Upstate PHAs
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** Housing agency
- **High-level takeaways:** Early intervention for PHAs is critical and PHAs have different capacities to oversee energy efficiency and beneficial electrification projects. Participant noted having early communication about the opportunity is critical for PHAs to determine if they can take advantage of the program. It was also noted that the program should focus on providing technical assistance and then transfer customers to concierge service.

February 18, 2025 – Public Housing Authority Focused Customer Experience Mapping

- **Session objective:** Discuss the Upstate multifamily program design and get feedback from Upstate public housing authorities
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** Public housing authorities, housing agency, lender
- **High-level takeaways:** The discussion covered how the program fit into participants’ current rehab and refinancing cycle and where the opportunities are for alignment. In terms of financing, debt products may not be a good fit for PHAs. The funding source for true capital planning process is Rental Assistance Demonstration (RAD) funding. Augmenting that and adding funds would be helpful for PHAs. PHAs also indicated having support for building operations (inventory of equipment, age of equipment, electrical service, maintaining historical energy data) would be helpful. PHAs could piggyback on “pre-procured” contracts that NYSERDA has rather than having to go through their own procurement process.

February 21, 2025 – Naturally Occurring Affordable Housing Focused Customer Experience Mapping

- **Session objective:** Discuss the Upstate multifamily program design and get feedback from the perspective of naturally occurring affordable properties

- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** Contractor, lender, energy service provider
- **High-level takeaways:** Participants noted that support services are needed for NOAH projects to be successful, specifically financing, concierge service, health and safety remediation. There are challenges interacting with tenants and finding contractors, and concierge would be a useful service if it could address those issues. Building owners have a difficult time navigating all program opportunities, so it would be a useful service to consolidate programs for owners. Participants also discussed affordability solutions for electrification projects and how the program could require certain actions to be taken (such as, no shifting of heating costs to tenants). It was also shared that the most cost-effective building to electrify is oil-heated buildings, but uninsulated and inefficient buildings running on natural gas could also be cost effective to electrify. Health and safety issues are often time not known until construction starts so it's hard to plan for.

June 10, 2025 – Upstate Affordable Multifamily Listening Session

- **Session objective:** Learn about Upstate multifamily landscape needs from Upstate-focused affordable housing-related entities
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** CBO stakeholder
- **High-level takeaways:** Participant discussed the need for better coordination between ratepayer building electrification programs and the Home Energy Assistance Program (HEAP), noting that low-income customers switching to heat pumps may lose access to HEAP benefits because HEAP does not currently recognize heat pumps as an eligible heating technology. Participant also discussed concerns about how to bring along natural gas customers in EE/BE work.

June 13, 2025 – Upstate Affordable Multifamily Listening Session

- **Session objective:** Learn about Upstate multifamily landscape needs from Upstate-focused affordable housing-related entities
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** CBO stakeholder
- **High-level takeaways:** Participant noted that buildings with 5 units or fewer are the most common building type in the western New York region and noted it's difficult to find support for conceptualizing EE/BE projects with this size project. Further, the NYSERDA website is not user friendly and finding resources and administrative support is difficult. Meeting attendees noted that NYSERDA's new Owner's Representative Services program will be a useful resource to address these needs.

June 13, 2025 – Upstate Affordable Multifamily Listening Session

- **Session objective:** Learn about Upstate multifamily landscape needs from Upstate-focused affordable housing-related entities
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** CBO stakeholder
- **High-level takeaways:** The participant noted that health and safety issues can keep multifamily buildings from passing inspection and creativity in related incentives may help peak building owner interest to pursue upgrades. Further, having a more robust network of contractors would be helpful, especially in the Upstate region. To do this, there need to be more training opportunities to get people into the field and investing in resources like Energy Advisor.

June 17, 2025 – Upstate Affordable Multifamily Listening Session

- **Session objective:** Learn about Upstate multifamily landscape needs from Upstate-focused affordable housing-related entities
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** CBO stakeholder
- **High-level takeaways:** While the participant does not work primarily in multifamily buildings, the organization has begun to interface with some properties but are finding that not all home contractors work with the multifamily space. Further, many of the multifamily building owners do not have the resources to interface with larger contracting firms to pursue items like audits, and that leaves a gap to get projects started.

July 3, 2025 – Upstate Affordable Multifamily Listening Session

- **Session objective:** Learn about Upstate multifamily landscape needs from Upstate-focused affordable housing-related entities
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** CBO stakeholder
- **High-level takeaways:** Similar to other listening sessions, this participant noted that finding the right contractors, who are also willing to take on smaller projects, is an issue to pursuing EE/BE projects. The participant also noted that in the region they serve, 70 percent is served by oil for heating and hot water, which means that programs like AMEEP are only available to a small subset of the community. It was also shared that funding programs need to ensure incentives are right sized for Housing Development Fund Corporation communities.

August 14, 2025 – Upstate Affordable Multifamily Focus Group – Contractors

- **Session objective:** Provide overview of Upstate affordable multifamily program design and discuss input from contractors in the field
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** Contractors
- **High-level takeaways:** Participants sought information regarding the Upstate affordable multifamily program's overlap with weatherization assistance programs, as well as if support for marketing and finance would be included in services. Participants also discussed the need to avoid cost shift to tenants and to target buildings that are heated with oil.

August 19, 2025 – Upstate Affordable Multifamily Focus Group - Building Owners

- **Session objective:** Provide overview of Upstate affordable multifamily program design and discuss input from building owners in the field
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** Building Owners
- **High-level takeaways:** Conversation during this focus group was primarily around support for capital needs assessments and structure around project costs. Participants noted project payments to the owner instead of contractor are preferred and that up front capital can be useful. There was also discussion on health and safety, noting that remediation costs need to be considered.

August 21, 2025 – Upstate Affordable Multifamily Focus Group – Contractors

- **Session objective:** Provide overview of Upstate affordable multifamily program design and discuss input from contractors in the field
- **Program discussed:** Affordable Multifamily Program Upstate Program

- **Participant type(s):** Contractors
- **High-level takeaways:** The focus group discussed topics regarding the Upstate affordable multifamily program and electrification, technical assistance, health and safety, and program management. Financing opportunities were also identified as a need for smaller projects as well as an owner's representative services / concierge service to support projects. Health and safety projects - such as roof and mold repairs / remediation - were also identified as areas that need support as they can often stop a project from moving forward

October 2, 2025 – Program Structure and Potential Areas of Collaboration

- **Session objective:** Obtain feedback on program design and identify areas for potential collaboration after program launch
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** CDFI
- **High-level takeaways:** Participant requested clarity regarding how the Upstate affordable multifamily program approach would be different from AMEEP or other programs currently in the marketplace. There was also discussion around expectations on program release to enable participant to better manage expectations of their members. Participant discussed that CDFIs are reluctant to provide their members with technical assistance as their resources are limited and that support in this area is welcome. Participant also discussed importance that support provided by CDFIs through participating in the referral network should benefit CDFIs and not commercial banks.

October 6, 2025 – Program Structure and Potential Areas of Collaboration

- **Session objective:** Obtain feedback on program design and identify areas for potential collaboration after program launch
- **Program discussed:** Affordable Multifamily Program Upstate Program
- **Participant type(s):** CDFI
- **High-level takeaways:** Participant noted they primarily work with startups, so do not directly work with the core target audience of multifamily building owners. However, there is an opportunity for them to serve as a program referral source for startups working with LMI building owners to increase awareness of the program.

5.5. Disadvantaged Communities Engagement

July 3, 2025 – Community Partner Engagement with Organizations Representing New York's Disadvantaged and Frontline Communities

- **Session objective:** Discuss and receive feedback on the Regional Clean Energy Hubs portion of the Disadvantaged Communities Engagement section of EE/BE LMI and Non-LMI Implementation Plans
- **Program discussed:** Disadvantaged Communities Engagement
- **Participant type(s):** CBO stakeholders
- **High-level takeaways:** Topics discussed included EE/BE Order Non-LMI and LMI funding, funding allocation for the Regional Clean Energy Hubs, Hub coordination, and program implementation and design. Participants expressed a continued interest in strengthening partnerships with state agencies and utilities and expanding the program to better support multifamily programs. Participants shared a need for greater clarification about expanding the

program to serve market-rate customers in addition to the DAC and LMI customers already served through the program.

July 10, 2025 – Community Partner Engagement with Organizations Representing New York's Disadvantaged and Frontline Communities

- **Session objective:** Discuss and receive feedback on listed programs and their content in the EE/BE LMI and Non-LMI Implementation Plans
- **Program discussed:** Disadvantaged Communities Engagement
- **Participant type(s):** CBO stakeholders
- **High-level takeaways:** Community Partners expressed interest in being more involved in budget determinations. Program design, particularly for programs focused on multifamily buildings, should include more robust community partner engagement. Program marketing and outreach need focused attention and improvement. Translation and interpretation services should be broader, with more streamlined access. Collaboration among the Energy Equity Collaborative and the Regional Clean Energy Hubs should continue to be a priority. NYSERDA should continue to compensate representatives of disadvantaged and environmental justice communities.

July 15, 2025 – Community Partner Engagement with Organizations Representing New York's Disadvantaged and Frontline Communities

- **Session objective:** Discuss and receive feedback on listed programs and their content in the EE/BE LMI and Non-LMI Implementation Plans
- **Program discussed:** Disadvantaged Communities Engagement
- **Participant type(s):** CBO stakeholders
- **High-level takeaways:** Community Partners expressed interest in being more involved in budget determinations. Program design, particularly for programs focused on multifamily buildings, should include more robust community partner engagement. Program marketing and outreach need focused attention and improvement. Translation and interpretation services should be broader, with more streamlined access. Collaboration among the Energy Equity Collaborative and the Regional Clean Energy Hubs should continue to be a priority. NYSERDA should continue to compensate representatives of disadvantaged and environmental justice communities.

September 25, 2025 – Report Back to Community Stakeholders (Energy Equity Collaborative and Clean Energy Hubs)

- **Session objective:** Report back to stakeholders on how previous engagement was included into the implementation plan
- **Program discussed:** Multifamily, Single Family, ECE, Workforce Development
- **Participant type(s):** CBO stakeholders
- **High-level takeaways:** This session was an accountability milestone for reporting back to community partners on what was heard during the series of six engagement sessions hosted by NYSERDA's Energy and Climate Equity team in July 2025. Community Partners had an opportunity to make any needed adjustments to NYSERDA's interpretation of feedback received and hear from NYSERDA about how or when feedback can or cannot be incorporated into EE/BE Order Implementation Plans or the implementation phase of EE/BE Order-related activities.

5.6. Stakeholder Feedback Themes and Discussion by Program

5.6.1. 1-4 Family Empower+

1. In light of the Customer Referral Plan's focus on coordination between NYSERDA, the utilities, and Hubs, there were many questions on the best method to bring customers into the program.

Discussion:

Stakeholder feedback included ensuring that there is more collaboration across program partners, including utilities, NYSERDA, contractors, and the Hubs around data sharing and outreach. Continuing to engage the Hubs and contractors for outreach was emphasized in order to reach all customers, especially given the pause for contractors to submit applications on behalf of their customers. Other outreach ideas included incentivizing previous participants of the program, existing community members, and non-Hub CBOs to submit referrals, after providing them with standardized training. Stakeholders also recommended shifting to more targeted outreach methods that are data driven.

Status:

The Customer Referral plan calls for close collaboration with the Hubs in ensuring that utility referrals have the best possibility in becoming active Empower+ customers.

The program will also continue to work with the Hubs and contractors on the best way to help customer apply for the program while being responsible about the program pipeline.

EmPower+ will not be able to expand the ability on non-Hub or non-contractor entities to submit applications, especially for reimbursement. The EEBE order provides for a specific set of priority customers that requires centralized focus for outreach.

2. The order calls for EmPower+ to use up to 10 percent of the program incentive budget on health and safety including assisting customers deferred by the program due to household conditions with enhanced pre-weatherization Health and Safety funding.

Discussion:

Health and Safety was a theme during the sessions, specifically with a focus on asbestos, exhaust and ventilation systems, mold, and lead. NYSERDA explicitly sought stakeholder input regarding how the program's health and safety funding allowance of up to 10 percent of total program budgets could best be used. Stakeholders mentioned that gas stoves also should be considered as health and safety issues. There was a suggestion for funding to help with relocating customers temporarily in order to address health and safety issues. Stakeholders suggested creating a questionnaire on what health and safety issues they have noticed for property owners or tenants to provide to their contractor. Pre-weatherization Health and Safety, particularly for deferred customers was also a topic of major interest. Many stakeholders indicated that NYSERDA should use health and safety funds to do as much work as possible on homes with deferred maintenance to assist the owners with making the home ready for weatherization.

Status:

NYSERDA is seeking to use the groundwork laid by the Healthy Homes Value Based Pilot to create a Health and Safety pilot that can serve homes that have been deferred by the Empower+ program. Based on current budget estimates, this funding will be between \$2.5 and 3 million a year. Given the scope of need for pre-weatherization Health and Safety, this amount will enable NYSERDA to serve a small subset of homes in need while working with the health and Safety programs being deployed by National Grid and HCR GAP funding to determine what resources are needed for a long-term solution to this issue.

3. The program proposed a measure packages model that could simplify paperwork submittal and quicken project submission.

Discussion:

Stakeholders at meetings in New York City and Albany shared concerns around simplifying the program into a package system that may lead to lowered quality of work due to New York's diverse housing stock. Community partners suggested the packages would need more categories with specifications and incentive guarantee for the term of the project. Some suggestions for changes included paying incentives based on load reduction and accounting for the vintage of the home. Multiple stakeholders mentioned wanting EmPower+ to go beyond insulation with a packaged approach. Contractors indicated that older homes were typically more complex and that, in a program that covers most of the cost of the installation, packages could reduce the amount of money that contractors get paid.

Status:

NYSERDA has taken these discussions to heart and is continuing to work on different models of measure packages for review by contractors and community groups. A pilot approach wherein interested contractors trial the packages will be used to ensure this approach will work with the program.

4. NYSERDA is also looking at how heat pumps are incentivized and proposed two different models for incentivizing heat pumps based on the size of the home and the size of the unit.

Discussion:

For heat pump installations, stakeholders brought up common issues that include oversizing of units and customers being reluctant to decommission existing systems in order to maintain a back-up system. Stakeholders shared that contractors should be held accountable to their quality of work. Overall, there was a wide range of perspectives shared, with no clear consensus on the best path forward.

Status:

NYSERDA will be working with DPS to ensure that heat pump incentives are robust and competitive with Clean Heat incentives from utilities. No decision has been made at this time on the incentive structure.

5. The Order calls for the reinstatement of the 50 percent customer contribution for moderate income customers. The program suspended this requirement in July 2024.

Discussion:

Contractors have indicated that the 50 percent rule leads to larger, more complete projects with better customer saving and are supportive of reinstatement. Some stakeholders have indicated that reinstating the rule will be another financial barrier for moderate income customers and lead to less participation by this income segment in the program. The utilities have indicated that the 50 percent requirement will make the market rate incentives they intend to offer more difficult to deploy as they may have to have similar rules.

Status:

After discussions with DPS, it was determined that this issue has been codified by the order and cannot be changed in the Implementation plan.

6. The program has focused heat pump installations for customers served by delivered fuel, where the program has a preponderance of positive savings data.

Discussion:

Community partners expressed concern about the prioritization of delivered fuel customers resulting in neglecting DAC and LMI end users in urban areas who utilize primarily utility natural gas. One contractor indicated that the focus on delivered fuel customers was inequitable as utility gas customers pay into both the gas and electric SBC and with the cessation of incentives for fossil fuel furnaces, they cannot avail themselves of any incentives for heating systems.

Status:

NYSERDA is working with DPS on the Energy Affordability Guarantee which will help determine how low-income customers using utility gas can transfer to heat pump space heating in a manner which can ensure energy bill affordability.

7. NYSERDA needs to be able to manage the program pipeline to stay within program budgets.

Discussion:

Contractors are concerned with recent moves to limit their ability to submit applications on behalf of the customer. They claim that this will lead to more incomplete applications and may cause some contractors to leave the program due to lack of work.

Status:

Historically, word-of-mouth and contractor outreach have driven the majority of lead conversions to NYSERDA's 1-4 family LMI programs. Beginning with the inception of the EmPower+ predecessor programs, Assisted Home Performance and EmPower NY, deployed in 2002 and 2004 respectively, NYSERDA has used a market-driven implementation model. Under this model the program relies on broad outreach, marketing, and the participating contractor network to bring customers to the program. This model reduces the program's overhead burden significantly; NYSERDA analysis shows that the cost of marketing and lead acquisition, currently borne by the contractors, represents between 22-30 percent of total project soft costs, valued at approximately \$2,100 per project on average as found in NYSERDA's 2024 survey.³⁷ While this approach reduces the administrative cost to the program, another outcome of this outreach strategy is that the program tends to deliver a larger number of projects to regions where contractors are most active, leading to some underserved regions in the state.

8. The EEBE plan and many stakeholders have called for EmPower+ to more equitably serve all regions of New York.

Discussion:

Some stakeholders have expressed concern that the NYC region, in particular, has been historically underserved by EmPower+. They have indicated the need for more funding to go to

NYC and new pilots to serve the area, particularly for home with pre-existing conditions that need advanced pre-weatherization health and safety.

Status:

NYSERDA's data shows that the NYC REDC represents 13 percent of all projects completed statewide in the 5-year period between 2020-2024, despite the effects of COVID which curtailed participation in NYC more severely than other regions of the state in 2020-2021. More recent data shows NYC EmPower+ participation on the rise, representing 17 percent of all projects completed in 2024. Con Edison has also faced challenges in the NYC metro region; noting only 13 percent of its Weather Ready program projects completed in the first half of 2025^[1] were located in the NYC portion of Con Edison's territory.

In 2021, NYSERDA and National Grid jointly conducted an informal market assessment to develop strategies to broaden the contractor base serving the New York City area. They found that the contractor base providing home improvement services to small residential buildings is disproportionately small in the metro NYC area compared to the population and number of small residential buildings. Contracting firms in the city tend to focus more on new construction and larger scale projects or simply focus on regions outside of the city itself.

NYSERDA will continue to explore methods to have a greater share of the program's projects come from NYC. Methods may need to include limiting applications from other parts of the state and developing specific pilots for this area.

^[1] Case 25-M-0248 *Non-LMI Regional Weatherization Program for Residential and Multifamily Customers Implementation Plan* (filed on August 13, 2025) Con Edison notes these concerns in the joint utilities' proposed implementation plan for a Downstate market rate weatherization program: "Contractor feedback suggests that the additional costs and challenges caused by working in a dense urban environment, such as commute time and lack of parking, lead them to focus on other jurisdictions that are more profitable."

5.6.2. 5+ Multifamily

1. Stakeholders have raised the topic of funding for projects. They proposed a few different approaches to enable more project funding, such as interest in having financial solutions available including bridge loans, enabling incentive payments earlier in the process and enabling the stacking of incentives across programs.

Discussion

NYSERDA recognizes the difficulty in building owners being able to cover the upfront capital costs of these projects especially when incentives are provided when the project is completed. One suggestion that was made was to establish a bridge loan that could be issued when the project is initiated to subsidize the upfront capital costs but is repaid when the incentives are issued. Additionally, NYSERDA was encouraged to issue payments earlier in the program process and to allow funding stacking across programs, where possible.

Status

NYSERDA is exploring financial solutions that could be offered to program participants and potentially be embedded in the program. The AMP Up program design integrated feedback on

incentives where possible. The program will allow for partial payments at program milestones and for projects pursuing the low rise pathway (which is available to small multifamily buildings 1-3 stories and up to 20 units). The incentive is distributed such that more funding will be issued in earlier payment milestones. The Program Administrators are exploring opportunities to leverage EE/BE funds with non-EE/BE funded energy efficiency programs, such as WAP, where possible.

2. Stakeholders expressed interest in having a multifamily program that focused on small multifamily buildings.

Discussion

Many stakeholders indicated that small multifamily buildings need more support in order to participate in energy efficiency and building electrification programs. They lack the cash reserves that their larger counterparts have, and are often overlooked by energy service providers who tend to target larger buildings.

Status

The new Upstate multifamily program features the low-rise pathway, which provides small multifamily buildings that are up to 3 stories and up to 20 units with a higher incentive cost cap, a more streamlined technical assistance experience compared to larger buildings, and a distribution of incentives that issues more funding in earlier partial payment milestones. Additionally, a concierge service is available to both small and larger buildings to shepherd building owners through the program. NYSERDA is also working to build out its network of energy service providers to include more contractors that service smaller multifamily buildings.

3. Stakeholders offered suggestions to improve customer experience, such as having one common application to access multifamily programs inclusive of technical assistance and end use incentives to avoid redundancy of having to submit several applications. Stakeholders expressed that going through the NYSERDA website and tracking program requirements was challenging and there was interest in consolidating programs and offering more supportive services for participants. Additionally, a suggestion was made to have pre-qualified packages to help expedite projects.

Discussion

In past program landscapes, technical assistance and end use incentive programs were separate. Therefore, customers that sought both services were required to submit separate applications, which customers found to be redundant. They also had to navigate the program requirements of two separate programs.

Status

The Upstate multifamily program, AMP Up, will have technical assistance embedded in the program so participants will only need to complete one common application to receive technical assistance and end-use incentives. The AMEEP Administrators will coordinate with NYSERDA such that TA is accessible and useful to AMEEP participants with an emphasis placed on reducing processing time and responding to customer need. Furthermore, the concierge service is intended to shepherd participants through the program process. Lastly, the new Upstate program will feature measure categories that include a prescriptive level made up of direct install type measures. Participants will also have the ability to select measures across measure categories providing flexibility in scope of work development.

4. Stakeholders identified pre-weatherization health and safety concerns as an important consideration for affordable multifamily programs as such issues can increase project costs and delay timelines.

Discussion

Stakeholders discussed how various pre-weatherization health and safety issues could present a barrier for affordable multifamily projects. The pre-weatherization health and safety issues discussed included but may not be limited to asbestos, lead, mold, inadequate ventilation, and improper insulation practices. Stakeholders stated that LMI households typically have the highest pre-weatherization health and safety needs, and they expressed concerns regarding the ability to assist with homes becoming fully electrified and weatherized due to the limited availability of funds and current shortage on contractors with pre-weatherization health and safety expertise. Stakeholders recommended having holistic technical assistance that would support customers with both the identification and resolution of health and safety issues alongside needed EE/BE support.

Status

The Program Administrators acknowledge the importance of identifying and responding to pre-weatherization health and safety concerns that may otherwise prevent customer participation in EE/BE programs, yet recognize that more time is needed to explore this opportunity before potentially considering changes to the Upstate affordable multifamily program and AMEEP. In coordination with the AMEEP program, during the 2026 program year, the Program Administrators will emphasize the collection of project data to better understand the specific conditions under which health and safety concerns including, but not limited to, structural deficiencies, ventilation, and mold, which may prevent the installation of energy conservation measures in affordable multifamily buildings.

The Program Administrators will include an update by the end of 2026 on initial findings that could inform the integration of health and safety measures into programs. Furthermore, NYSERDA is in active conversation with NYS Department of Health and HCR around health and safety measures to serve the Upstate affordable multifamily sector.

5.6.3. Disadvantaged Communities Engagement

1. NYSERDA budget designated for translation services

Discussion:

Community stakeholders noted that multi-lingual translation and interpretation is an identified need that should include American Sign Language, and make considerations for variable dialects and everyday/informal language usage. They suggested the process for obtaining translation and interpretation services should be streamlined and made more accessible. They noted multiple paths that could be considered for obtaining translation and interpretation services, including the DAC Consultant Pool (Request for Qualifications 4922), leveraging the Regional Clean Energy Hubs, leveraging local organizations such as faith groups, and/or subscribing to a Language Line "hotline" service.

Status:

Budget designated for translation and interpretation services will be used for program-specific needs and utilized for translation and interpretation services for New York State's 15 most frequently spoken languages, including American Sign Language. NYSERDA will make a best effort to ensure the translation and interpretation service provider considers variable dialects and everyday informal language. The Energy and Climate Equity team will work with a selected translation and interpretation service provider to ensure services are accessible to a variety of community stakeholders. At the time of community partner engagement, there were no translation and interpretation providers available through the DAC Consultant Pool, but eligible interested providers will be able to apply through the relaunched Request for Qualifications as of August 2025. The Regional Clean Energy Hubs are not scoped to provide the level of translation and interpretation services required for this identified need.

2. Community stakeholder integration into NYSERDA program design

Discussion:

Community stakeholders noted a strong interest in facilitated community partner engagement during NYSERDA program design, with emphasis on hearing from those living in multifamily buildings and employing regionally conscious program design that considers the differing needs of DACs in all parts of the state (e.g. urban/rural, Downstate, Upstate). Representatives of the Regional Clean Energy Hubs expressed particular interest in having a more impactful role in program design, particularly for the Empower+ program.

Status

NYSERDA is broadening paths for obtaining input through the Energy Equity Collaborative and Regional Clean Energy Hubs. The relaunched DAC Consultant Pool Request for Qualifications is being promoted widely to improve regional representation and sector/technology experience to cover a wider breadth of perspectives. Currently, NYSERDA requests feedback from the Regional Clean Energy Hubs, as well as service providers and customers, about the EmPower+ and other programs during critical program design opportunities but notes that stakeholder feedback indicates more robust participation is desired. If an organization that is part of the Regional Clean Energy Hubs would like to have a greater role in program design, they are encouraged to apply to the DAC Consultant Pool in order to participate in EmPower+ and multifamily residential program design via the Residential DAC Advisory Group noted in this implementation plan, and other opportunities for engagement such as the Energy Equity Collaborative which includes a Housing and Buildings Working Group focused on cross-cutting issues and recommendations based on community partner input.

3. NYSERDA Regional Clean Energy Hub focus on market-rate outreach

Discussion:

Community stakeholders requested clarification on what it means for the Regional Clean Energy Hubs to conduct outreach to market-rate customers, particularly given a perception that this is out of alignment with the Regional Clean Energy Hubs' purpose. In addition, representatives of the Regional Clean Energy Hubs would like to explore ways for the Hubs to coordinate with HCR's Weatherization Assistance Program and other applicable state entities for outreach and any other coordination opportunities.

Status:

Given changes in EmPower+ installation completions anticipated at the time of the Implementation Plan filing, the Regional Clean Energy Hubs will need to diversify outreach to include market-rate customers and programs available to them. In addition, Hubs outreach will include a larger focus on programs intended to serve multifamily buildings. Regional Clean Energy Hub contracts will be amended to emphasize these changes. Outreach will include attending events where market-rate customers are located, targeted marketing for market-rate customers and providing referrals to these customers. The Regional Clean Energy Hubs are currently coordinating with HCR Weatherization Assistance Program Subgrantees (i.e., service providers). If a Hub needs further assistance connecting with Weatherization Assistance Program representatives or other state agency representatives, they should reach out to their NYSERDA Project Manager for support.

4. Operationalizing program marketing and outreach

Discussion:

Community stakeholders requested clarification on how organizations outside of the Regional Clean Energy Hubs network will be incorporated into outreach efforts, with a particular interest in utility companies where historical distrust may interrupt effective collaboration. They noted NYSERDA marketing and outreach should be clear about what a program can and cannot deliver to customers and further suggested NYSERDA should support and employ different methods of outreach, recognizing that not everyone in DACs has access to online spaces. In addition, they noted leveraging word-of-mouth outreach through community leaders is essential.

Status:

NYSERDA regularly coordinates outreach with utilities via the Regional Clean Energy Hubs for specific programs. NYSERDA's Implementation Plan includes additional outreach coordination with New York State's investor-owned utilities. NYSERDA recognizes the need to improve and diversify program outreach and is focusing attention on identifying feasible options, including leveraging the Regional Clean Energy Hubs. Feedback on the need to support and employ different methods of outreach will be advanced to NYSERDA's Corporate Marketing team. Feedback on the need for marketing and outreach clarity around program parameters will be raised with NYSERDA's Corporate Marketing team for exploratory discussion.

5. Collaboration between the Energy Equity Collaborative and the Regional Clean Energy Hubs

Discussion:

Community stakeholders suggested that improved collaboration between the Energy Equity Collaborative and the Regional Clean Energy Hubs should take into consideration the purpose, objectives, and impact of each of the two initiatives, but expressed uncertainty around how to improve collaboration between the two groups logistically and operationally.

Status:

A discussion on the purpose, objectives, and impact of each group will be included on the agenda of a coordination meeting planned for 2026 to which participants of the Energy Equity Collaborative and the Regional Clean Energy Hubs will be invited. Currently, the Energy Equity Collaborative Steering Committee meetings include Regional Clean Energy Hubs' leadership participation. In addition, NYSERDA is conducting a crosswalk between the Regional Clean Energy Hubs' Regional Assessment and Barriers Analyses Synthesis and the Energy Equity Collaborative Action Plans to identify shared priorities and collaboration opportunities.

This crosswalk was be shared during the 2025 Regional Clean Energy Hubs Annual Meeting (October 2025) and will be shared during a subsequent Energy Equity Collaborative Steering Committee meeting (early 2026) to inform strategic planning by both groups.

6. Disadvantaged Community Consultant Pool timing and applicant experience

Discussion:

Community stakeholders requested details about the timing of the NYSERDA Disadvantaged Communities Consultant Pool Request for Qualifications (RFQL 4922) and what efforts have been made to improve applicant experience, expressing concern about missed opportunities. In addition, stakeholder emphasized that community representatives need to be compensated for their time advising NYSERDA.

Status:

The DAC Consultant Pool (referred to previously as the DAC Stakeholder Services Pool) has improved engagement throughout 2025, issuing contracts to the Pool-participating organizations. NYSERDA acknowledges that the initial rollout of the Pool was prohibitively slow. To improve applicant experience, NYSERDA updated program rules at the time of the reissued Request for Qualifications (RFQL 4922) in August 2025. The RFQL no longer requires a proposal-based response and is instead application-based utilizing a click-through online application. This decision was made in response to feedback from community-based organizations who let NYSERDA know the proposal process was onerous. NYSERDA's Energy and Climate Equity team is applying lessons learned about Pool contracting and task work orders, preferences for an upfront payment and milestone-based payment-based schedules, and other suggestions toward incremental improvement. NYSERDA will continue to compensate representatives of New York State's environmental justice and disadvantaged communities for their experience and input through the NYSERDA DAC Consultant Pool. The Pool will continue on a path toward growth and incremental improvement, being responsive to community partner feedback on how to best do so.

APPENDIX B: PROGRAM ADMINISTRATORS SUMMARY TABLES

Table 20. Portfolio- Level Program Spending Plan by Sector and Year by Program Administrator

Program Administrator	Program Budget Forecast	2026	2027	2028	2029	2030	2031	2032	2033	2034	Grand Total
1-4 Family Residential Sub-Portfolio		\$ 67,493,250	\$ 89,100,000	\$ 89,100,000	\$ 89,100,000	\$ 89,100,000	\$ 21,606,750	\$ -	\$ -	\$ -	\$ 445,500,000
NYSERDA	EmPower+	\$ 67,493,250	\$ 89,100,000	\$ 89,100,000	\$ 89,100,000	\$ 89,100,000	\$ 21,606,750	\$ -	\$ -	\$ -	\$ 445,500,000
Multifamily Residential Sub-Portfolio		\$ 107,413,057	\$ 129,765,003	\$ 161,054,949	\$ 185,280,391	\$ 216,484,939	\$ 23,717,494	\$ 17,699,625	\$ -	\$ -	\$ 841,415,457
NYSERDA	Housing Agency Partnerships (Direct Injection)	\$ 20,632,500	\$ 28,453,071	\$ 32,532,696	\$ 30,590,771	\$ 20,823,246	\$ 299,860	\$ 267,857	\$ -	\$ -	\$ 133,600,000
NYSERDA	Affordable Multifamily Program Upstate (AMP Up	\$ 2,408,864	\$ 5,078,090	\$ 15,445,898	\$ 24,697,283	\$ 38,832,463	\$ 16,245,634	\$ 13,691,768	\$ -	\$ -	\$ 116,400,000
NYSERDA	Technical Assistance	\$ 2,781,333	\$ 5,876,667	\$ 7,689,334	\$ 9,419,333	\$ 16,121,333	\$ 4,572,000	\$ 3,740,000	\$ -	\$ -	\$ 50,200,000
NYSERDA	Affordable New Construction	\$ 100,000	\$ 900,000	\$ 1,900,000	\$ 3,400,000	\$ 7,100,000	\$ 2,600,000	\$ -	\$ -	\$ -	\$ 16,000,000
Con Edison - Electric	Affordable Multifamily Energy Efficiency Program	\$ 10,561,648	\$ 13,366,713	\$ 19,878,086	\$ 25,217,901	\$ 32,273,759	\$ -	\$ -	\$ -	\$ -	\$ 101,298,108
Con Edison - Gas	Affordable Multifamily Energy Efficiency Program	\$ 54,182,895	\$ 57,251,419	\$ 62,676,664	\$ 68,929,604	\$ 76,215,412	\$ -	\$ -	\$ -	\$ -	\$ 319,255,994
National Grid - KEDNY	Affordable Multifamily Energy Efficiency Program	\$ 2,913,196	\$ 3,277,346	\$ 3,641,495	\$ 4,005,645	\$ 4,369,794	\$ -	\$ -	\$ -	\$ -	\$ 18,207,476
National Grid - KEDLI	Affordable Multifamily Energy Efficiency Program	\$ 13,832,621	\$ 15,561,698	\$ 17,290,776	\$ 19,019,853	\$ 20,748,931	\$ -	\$ -	\$ -	\$ -	\$ 86,453,879
General Awareness and Education Sub-Portfolio		\$ 2,500,000	\$ 9,730,000	\$ 10,570,000	\$ 12,575,000	\$ 13,075,000	\$ 3,650,000	\$ 200,000	\$ -	\$ -	\$ 52,300,000
NYSERDA	DAC Engagement	\$ 500,000	\$ 8,080,000	\$ 8,920,000	\$ 11,075,000	\$ 11,575,000	\$ 3,650,000	\$ 200,000	\$ -	\$ -	\$ 44,000,000
NYSERDA	General Marketing	\$ 2,000,000	\$ 1,650,000	\$ 1,650,000	\$ 1,500,000	\$ 1,500,000	\$ -	\$ -	\$ -	\$ -	\$ 8,300,000
Workforce Development Sub-Portfolio		\$ 1,994,729	\$ 3,698,223	\$ 4,925,738	\$ 6,678,895	\$ 6,228,199	\$ 4,186,536	\$ 2,287,681	\$ -	\$ -	\$ 30,000,000
NYSERDA	Workforce (LMI)	\$ 1,994,729	\$ 3,698,223	\$ 4,925,738	\$ 6,678,895	\$ 6,228,199	\$ 4,186,536	\$ 2,287,681	\$ -	\$ -	\$ 30,000,000
Portfolio Administration		\$ 18,748,886	\$ 25,743,968	\$ 28,294,685	\$ 30,206,958	\$ 31,671,782	\$ 15,437,349	\$ 9,873,114	\$ -	\$ -	\$ 159,976,741
NYSERDA		\$ 11,460,494	\$ 18,127,401	\$ 20,322,853	\$ 21,858,653	\$ 22,920,136	\$ 15,437,349	\$ 9,873,114	\$ -	\$ -	\$ 120,000,000
Con Edison - Electric		\$ 1,016,715	\$ 1,222,165	\$ 1,617,373	\$ 1,882,488	\$ 2,190,108	\$ -	\$ -	\$ -	\$ -	\$ 7,928,849
Con Edison - Gas		\$ 5,180,662	\$ 5,257,480	\$ 5,169,928	\$ 5,231,905	\$ 5,276,403	\$ -	\$ -	\$ -	\$ -	\$ 26,116,378
KEDLI		\$ 196,231	\$ 204,475	\$ 213,026	\$ 221,895	\$ 231,097	\$ -	\$ -	\$ -	\$ -	\$ 1,066,724
KEDNY		\$ 894,784	\$ 932,446	\$ 971,505	\$ 1,012,017	\$ 1,054,038	\$ -	\$ -	\$ -	\$ -	\$ 4,864,791
Portfolio EM&V		\$ 2,191,250	\$ 2,703,560	\$ 4,764,420	\$ 5,209,753	\$ 5,082,683	\$ 4,320,000	\$ 2,000,000	\$ 680,000	\$ 400,000	\$ 27,351,665
NYSERDA		\$ 1,600,000	\$ 2,080,000	\$ 4,100,000	\$ 4,500,000	\$ 4,320,000	\$ 4,320,000	\$ 2,000,000	\$ 680,000	\$ 400,000	\$ 24,000,000
Con Edison - Electric		\$ 56,325	\$ 66,538	\$ 81,134	\$ 98,215	\$ 120,366	\$ -	\$ -	\$ -	\$ -	\$ 422,579
Con Edison - Gas		\$ 454,925	\$ 467,022	\$ 483,286	\$ 501,538	\$ 522,316	\$ -	\$ -	\$ -	\$ -	\$ 2,429,087
KEDLI		\$ 14,400	\$ 16,200	\$ 18,000	\$ 19,800	\$ 21,600	\$ -	\$ -	\$ -	\$ -	\$ 90,000
KEDNY		\$ 65,600	\$ 73,800	\$ 82,000	\$ 90,200	\$ 98,400	\$ -	\$ -	\$ -	\$ -	\$ 410,000
Portfolio Cost Recovery Fund		\$ 1,347,828	\$ 1,980,285	\$ 2,266,233	\$ 2,463,400	\$ 2,654,094	\$ 885,645	\$ 389,398	\$ 8,259	\$ 4,858	\$ 12,000,000
NYSERDA		\$ 1,347,828	\$ 1,980,285	\$ 2,266,233	\$ 2,463,400	\$ 2,654,094	\$ 885,645	\$ 389,398	\$ 8,259	\$ 4,858	\$ 12,000,000
LMI Portfolio Total		\$ 201,689,000	\$ 262,721,039	\$ 300,976,025	\$ 331,514,396	\$ 364,296,696	\$ 73,803,774	\$ 32,449,817	\$ 688,259	\$ 404,858	\$ 1,568,543,864

Table 21. Portfolio- Level Program Savings Plan by Sector and Year by Program Administrator

Program Administrator	Lifetime MMBtu-e Energy Savings	2026	2027	2028	2029	2030	2031	2032	2033	2034	Grand Total
1-4 Family Residential Sub-Portfolio											
NYSERDA	EmPower+	3,728,488	4,971,317	4,971,317	4,971,317	4,971,317	1,242,829	-	-	-	24,856,586
Multifamily Residential Sub-Portfolio											
NYSERDA	Housing Agency Partnerships (Direct Injection)	-	1,091,012	1,742,536	1,843,897	2,205,730	1,481,690	-	-	-	8,364,866
NYSERDA	Affordable Multifamily Program Upstate (AMP Up)	92,576	201,780	963,084	1,688,963	2,794,357	1,163,318	1,000,022	-	-	7,904,098
NYSERDA	Technical Assistance	449,957	2,792,768	3,497,292	4,247,136	8,069,231	2,669,970	1,691,730	-	-	23,418,085
NYSERDA	Affordable New Construction	-	-	-	-	-	276,192	276,192	276,192	276,192	1,104,768
Con Edison - Electric	Affordable Multifamily Energy Efficiency Program	992,337	1,104,414	1,304,126	1,482,287	1,707,584	-	-	-	-	6,590,748
Con Edison - Gas	Affordable Multifamily Energy Efficiency Program	8,330,657	8,495,204	8,745,069	9,029,389	9,353,333	-	-	-	-	43,953,652
National Grid - KEDLI	Affordable Multifamily Energy Efficiency Program	208,796	234,895	260,995	287,094	313,194	-	-	-	-	1,304,973
National Grid - KEDNY	Affordable Multifamily Energy Efficiency Program	924,645	1,040,226	1,155,807	1,271,387	1,386,968	-	-	-	-	5,779,033
General Awareness and Education Sub-Portfolio											
NYSERDA	DAC Engagement	-	-	-	-	-	-	-	-	-	-
NYSERDA	General Marketing	-	-	-	-	-	-	-	-	-	-
Total LMI Portfolio Lifetime Direct Energy Savings (MMBtu-e)		14,727,457	19,931,616	22,640,225	24,821,471	30,801,713	6,833,999	2,967,944	276,192	276,192	123,276,809

Table 22. Portfolio- Level Program Participants (Dwelling Units) Plan by Sector and Year by Program Administrator

Program Administrator	Participants (Dwelling Units)	2026	2027	2028	2029	2030	2031	2032	2033	2034	Grand Total
1-4 Family Residential Sub-Portfolio											
NYSERDA	EmPower+	6,904	9,205	9,205	9,205	9,205	2,301	0	0	0	46,023
Multifamily Residential Sub-Portfolio											
NYSERDA	Housing Agency Partnerships (Direct Injection)	-	1,131	1,806	1,911	2,286	1,536	-	-	-	8,669
NYSERDA	Affordable Multifamily Program Upstate (AMP Up)	266	602	2,949	5,192	8,504	3,449	2,987	-	-	23,949
NYSERDA	Technical Assistance	4,018	27,401	33,029	39,005	60,146	30,612	15,839	-	-	210,049
NYSERDA	Affordable New Construction	-	3,000	3,000	3,000	3,000	-	-	-	-	12,000
Con Edison - Electric	Affordable Multifamily Energy Efficiency Program	17,628	20,202	23,868	28,002	33,306	-	-	-	-	123,006
Con Edison - Gas	Affordable Multifamily Energy Efficiency Program	141,882	141,492	142,194	143,208	144,846	-	-	-	-	713,622
National Grid - KEDLI	Affordable Multifamily Energy Efficiency Program	3,460	3,890	4,320	4,750	5,190	-	-	-	-	21,610
National Grid - KEDNY	Affordable Multifamily Energy Efficiency Program	15,320	17,230	19,150	21,060	22,980	-	-	-	-	95,740
General Awareness and Education Sub-Portfolio *											
NYSERDA	DAC Engagement	-	-	-	-	-	-	-	-	-	-
NYSERDA	General Marketing	-	-	-	-	-	-	-	-	-	-
Total LMI Portfolio Participants (Dwelling Units)		189,478	224,152	239,520	255,332	289,463	37,897	18,826	-	-	1,254,669

Table 23: Portfolio- Level Program Participants (Buildings) Plan by Sector and Year by Program Administrator

Program Administrator	Participants (Buildings)	2026	2027	2028	2029	2030	2031	2032	2033	2034	Grand Total
1-4 Family Residential Sub-Portfolio		-	-	-	-	-	-	0	0	0	0
NYSERDA	EmPower+	-	-	-	-	-	-	-	-	-	-
Multifamily Residential Sub-Portfolio		2,314	2,950	3,314	3,675	4,735	753	394	-	-	18,134
NYSERDA	Housing Agency Partnerships (Direct Injection)	-	23	36	38	46	31	-	-	-	174
NYSERDA	Affordable Multifamily Program Upstate (AMP Up)	20	46	227	399	654	265	230	-	-	1,841
NYSERDA	Technical Assistance	48	562	651	746	1,429	457	164	-	-	4,056
NYSERDA	Affordable New Construction	-	20	20	20	20	-	-	-	-	80
Con Edison - Electric	Affordable Multifamily Energy Efficiency Program	226	259	306	359	427	-	-	-	-	1,577
Con Edison - Gas	Affordable Multifamily Energy Efficiency Program	1,819	1,814	1,823	1,836	1,857	-	-	-	-	9,149
National Grid - KEDLI	Affordable Multifamily Energy Efficiency Program	27	31	34	38	41	-	-	-	-	171
National Grid - KEDNY	Affordable Multifamily Energy Efficiency Program	174	195	217	239	261	-	-	-	-	1,086
General Awareness and Education Sub-Portfolio *		-	-	-	-	-	-	-	-	-	-
NYSERDA	DAC Engagement	-	-	-	-	-	-	-	-	-	-
NYSERDA	General Marketing	-	-	-	-	-	-	-	-	-	-
Total LMI Portfolio Participants (Dwelling Units)		2,314	2,950	3,314	3,675	4,735	753	394	-	-	18,134

Table 24. NYSERDA Portfolio- Level Spending Planned by Budget Category and Year

NYSERDA	Incentives & Services	Tools, Training & Replication	Implementation	Marketing	Labor	Non-Labor Administration	EM&V	CRF	Total
2026	\$ 83,198,082	\$ 4,050,079	\$ 8,227,515	\$ 2,435,000	\$ 9,359,908	\$ 2,100,586	\$ 1,600,000	\$ 1,347,828	\$ 112,318,998
2027	\$ 123,988,805	\$ 4,785,254	\$ 11,821,992	\$ 2,240,000	\$ 14,948,810	\$ 3,178,591	\$ 2,080,000	\$ 1,980,285	\$ 165,023,737
2028	\$ 142,175,380	\$ 5,210,379	\$ 12,447,907	\$ 2,330,000	\$ 16,711,831	\$ 3,611,022	\$ 4,100,000	\$ 2,266,233	\$ 188,852,752
2029	\$ 156,049,930	\$ 5,390,607	\$ 12,876,745	\$ 2,144,000	\$ 18,199,857	\$ 3,658,796	\$ 4,500,000	\$ 2,463,400	\$ 205,283,335
2030	\$ 170,965,083	\$ 5,929,480	\$ 12,259,678	\$ 2,126,000	\$ 19,251,770	\$ 3,668,366	\$ 4,320,000	\$ 2,654,094	\$ 221,174,470
2031	\$ 47,763,070	\$ 1,194,201	\$ 4,078,509	\$ 125,000	\$ 13,349,869	\$ 2,087,480	\$ 4,320,000	\$ 885,645	\$ 73,803,774
2032	\$ 19,000,651	\$ -	\$ 1,186,654	\$ -	\$ 8,894,201	\$ 978,913	\$ 2,000,000	\$ 389,398	\$ 32,449,817
2033	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 680,000	\$ 8,259	\$ 688,259
2034	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 400,000	\$ 4,858	\$ 404,858
Grand Total	\$ 743,141,000	\$ 26,560,000	\$ 62,899,000	\$ 11,400,000	\$ 100,716,246	\$ 19,283,754	\$ 24,000,000	\$ 12,000,000	\$1,000,000,000

Table 25. Con Edison Portfolio- Level Spending Planned by Budget Category and Year

Con Edison Spending	Incentives & Services	Tools, Training & Replication	Implementation	Marketing	Labor	Non-Labor Administration	EM&V	CRF	Total
Electric	\$ 92,788,829	\$ -	\$ 7,391,948	\$ 1,117,331	\$ 6,797,642	\$ 1,131,207	\$ 422,579	\$ -	\$ 109,649,536
2026	\$ 9,345,630	\$ -	\$ 1,069,497	\$ 146,521	\$ 866,308	\$ 150,407	\$ 56,325	\$ -	\$ 11,634,689
2027	\$ 12,108,037	\$ -	\$ 1,083,830	\$ 174,846	\$ 1,044,212	\$ 177,953	\$ 66,538	\$ -	\$ 14,655,416
2028	\$ 18,247,110	\$ -	\$ 1,404,761	\$ 226,215	\$ 1,393,689	\$ 223,684	\$ 81,134	\$ -	\$ 21,576,593
2029	\$ 23,239,918	\$ -	\$ 1,714,728	\$ 263,256	\$ 1,618,131	\$ 264,356	\$ 98,215	\$ -	\$ 27,198,605
2030	\$ 29,848,134	\$ -	\$ 2,119,132	\$ 306,493	\$ 1,875,301	\$ 314,806	\$ 120,366	\$ -	\$ 34,584,233
Gas	\$ 273,808,163	\$ -	\$ 40,782,192	\$ 4,665,639	\$ 20,826,723	\$ 5,289,655	\$ 2,429,087	\$ -	\$ 347,801,458
2026	\$ 44,910,720	\$ -	\$ 8,368,696	\$ 903,479	\$ 4,163,070	\$ 1,017,593	\$ 454,925	\$ -	\$ 59,818,482
2027	\$ 48,946,839	\$ -	\$ 7,378,675	\$ 925,904	\$ 4,221,237	\$ 1,036,243	\$ 467,022	\$ -	\$ 62,975,920
2028	\$ 53,931,660	\$ -	\$ 7,817,233	\$ 927,770	\$ 4,119,226	\$ 1,050,702	\$ 483,286	\$ -	\$ 68,329,877
2029	\$ 59,663,441	\$ -	\$ 8,319,591	\$ 946,572	\$ 4,154,201	\$ 1,077,704	\$ 501,538	\$ -	\$ 74,663,047
2030	\$ 66,355,502	\$ -	\$ 8,897,996	\$ 961,914	\$ 4,168,989	\$ 1,107,414	\$ 522,316	\$ -	\$ 82,014,132
Grand Total	\$ 366,596,992	\$ -	\$ 48,174,140	\$ 5,782,969	\$ 27,624,365	\$ 6,420,862	\$ 2,851,665	\$ -	\$ 457,450,994

Table 26. KEDLI Portfolio- Level Spending Planned by Budget Category and Year

KEDLI Spending	Incentives & Services	Tools, Training & Replication	Implementation	Marketing	Labor	Non-Labor Administration	EM&V	CRF	Total
2026	\$ 2,478,618	\$ -	\$ 389,579	\$ 45,000	\$ 178,003	\$ 18,227	\$ 14,400	\$ -	\$ 3,123,827
2027	\$ 2,788,445	\$ -	\$ 438,276	\$ 50,625	\$ 185,123	\$ 19,352	\$ 16,200	\$ -	\$ 3,498,021
2028	\$ 3,098,272	\$ -	\$ 486,973	\$ 56,250	\$ 192,528	\$ 20,498	\$ 18,000	\$ -	\$ 3,872,521
2029	\$ 3,408,099	\$ -	\$ 535,671	\$ 61,875	\$ 200,229	\$ 21,666	\$ 19,800	\$ -	\$ 4,247,340
2030	\$ 3,717,926	\$ -	\$ 584,368	\$ 67,500	\$ 208,238	\$ 22,859	\$ 21,600	\$ -	\$ 4,622,491
Grand Total	\$ 15,491,360	\$ -	\$ 2,434,867	\$ 281,250	\$ 964,121	\$ 102,602	\$ 90,000	\$ -	\$ 19,364,200

Table 27. KEDNY Portfolio- Level Spending Planned by Budget Category and Year

KEDNY Spending	Incentives & Services	Tools, Training & Replication	Implementation	Marketing	Labor	Non-Labor Administration	EM&V	CRF	Total
2026	\$ 11,741,270	\$ -	\$ 2,056,351	\$ 35,000	\$ 806,440	\$ 88,344	\$ 65,600	\$ -	\$ 14,793,005
2027	\$ 13,208,928	\$ -	\$ 2,313,395	\$ 39,375	\$ 838,698	\$ 93,748	\$ 73,800	\$ -	\$ 16,567,944
2028	\$ 14,676,587	\$ -	\$ 2,570,439	\$ 43,750	\$ 872,246	\$ 99,259	\$ 82,000	\$ -	\$ 18,344,281
2029	\$ 16,144,246	\$ -	\$ 2,827,483	\$ 48,125	\$ 907,136	\$ 104,880	\$ 90,200	\$ -	\$ 20,122,070
2030	\$ 17,611,905	\$ -	\$ 3,084,526	\$ 52,500	\$ 943,421	\$ 110,618	\$ 98,400	\$ -	\$ 21,901,370
Grand Total	\$ 73,382,936	\$ -	\$ 12,852,194	\$ 218,750	\$ 4,367,941	\$ 496,849	\$ 410,000	\$ -	\$ 91,728,670

Table 28: Downstate Portfolio- Level Spending Planned by Budget Category and Year

Downstate Utility Total	Incentives & Services	Tools, Training & Replication	Implementation	Marketing	Labor	Non-Labor Administration	EM&V	CRF	Total
2026	\$ 68,476,237	\$ -	\$ 11,884,123	\$ 1,130,000	\$ 6,013,821	\$ 1,274,571	\$ 591,250	\$ -	\$ 89,370,002
2027	\$ 77,052,249	\$ -	\$ 11,214,176	\$ 1,190,750	\$ 6,289,271	\$ 1,327,296	\$ 623,560	\$ -	\$ 97,697,302
2028	\$ 89,953,630	\$ -	\$ 12,279,407	\$ 1,253,985	\$ 6,577,689	\$ 1,394,143	\$ 664,420	\$ -	\$ 112,123,273
2029	\$ 102,455,704	\$ -	\$ 13,397,473	\$ 1,319,828	\$ 6,879,697	\$ 1,468,606	\$ 709,753	\$ -	\$ 126,231,061
2030	\$ 117,533,468	\$ -	\$ 14,686,022	\$ 1,388,407	\$ 7,195,950	\$ 1,555,697	\$ 762,683	\$ -	\$ 143,122,226
Grand Total	\$ 455,471,288	\$ -	\$ 63,461,201	\$ 6,282,969	\$ 32,956,427	\$ 7,020,313	\$ 3,351,665	\$ -	\$ 568,543,864

APPENDIX C: PROGRAM ADMINISTRATORS DETAILED BUDGET AND BENEFITS TABLES

This appendix contains tables with program-level breakdowns of budget and benefits plans by year, including details for budget categories, non-program cost considerations, and annual and lifetime energy savings by type. NYSERDA program tables contain allocations of broader non-program costs (Admin, EM&V, etc.) to each program across the portfolio. Workforce program tables are found in NYSERDA’s Workforce Implementation Plan.

Table 29: NYSERDA 1 -4 Family Residential EmPower+ (Low Income) Budget and Benefit Breakdown

NYSERDA 1-4 Family Residential EmPowerPlus - Low Income	2026	2027	2028	2029	2030	2031	2032	2033	2034	Total
Program Budget Plan (\$ 000s)	\$ 58,338	\$ 77,784	\$ 77,784	\$ 77,784	\$ 77,784	\$ 19,446	\$ -	\$ -	\$ -	\$ 388,922
Incentives & Services	\$ 50,330	\$ 67,107	\$ 67,107	\$ 67,107	\$ 67,107	\$ 16,777	\$ -	\$ -	\$ -	\$ 335,534
Implementation	\$ 5,793	\$ 7,724	\$ 7,724	\$ 7,724	\$ 7,724	\$ 1,931	\$ -	\$ -	\$ -	\$ 38,618
Marketing	\$ 338	\$ 450	\$ 450	\$ 450	\$ 450	\$ 113	\$ -	\$ -	\$ -	\$ 2,250
Tools, Training & Replication	\$ 1,878	\$ 2,504	\$ 2,504	\$ 2,504	\$ 2,504	\$ 626	\$ -	\$ -	\$ -	\$ 12,519
Non-Program Budget Plan (\$ 000s)	\$ 6,884	\$ 10,601	\$ 12,752	\$ 13,771	\$ 14,283	\$ 9,863	\$ 5,859	\$ 329	\$ 193	\$ 74,535
Admin - Labor	\$ 4,472	\$ 7,142	\$ 7,985	\$ 8,696	\$ 9,198	\$ 6,378	\$ 4,250	\$ -	\$ -	\$ 48,121
Admin - Non-Labor	\$ 1,004	\$ 1,519	\$ 1,725	\$ 1,748	\$ 1,753	\$ 997	\$ 468	\$ -	\$ -	\$ 9,214
EM&V	\$ 764	\$ 994	\$ 1,959	\$ 2,150	\$ 2,064	\$ 2,064	\$ 956	\$ 325	\$ 191	\$ 11,467
Cost Recovery	\$ 644	\$ 946	\$ 1,083	\$ 1,177	\$ 1,268	\$ 423	\$ 186	\$ 4	\$ 2	\$ 5,733
Annual MMBtu-e Energy Savings (000s)	113	151	151	151	151	38	-	-	-	753
Annual MWh Savings	0.44	0.59	0.59	0.59	0.59	0.15	-	-	-	2.93
Annual MMBtu Savings	111.46	148.62	148.62	148.62	148.62	37.15	-	-	-	743.10
Lifetime MMBtu-e Energy Savings (000s)	3,112	4,150	4,150	4,150	4,150	1,037	-	-	-	20,748
Lifetime MWh Savings	12.11	16.15	16.15	16.15	16.15	4.04	-	-	-	80.75
Lifetime MMBtu Savings	3,070.86	4,094.48	4,094.48	4,094.48	4,094.48	1,023.62	-	-	-	20,472.39
Participants (Dwelling Units)	5,785	7,713	7,713	7,713	7,713	1,928	-	-	-	38,567
Effective Useful Life: 27.6 years (gas) 27.6 years (electric)										

Table 30: NYSERDA 1 -4 Family Residential EmPower+ (Moderate Income) Budget and Benefit Breakdown

NYSERDA 1-4 Family Residential EmPowerPlus - Moderate Income	2026	2027	2028	2029	2030	2031	2032	2033	2034	Total
Program Budget Plan (\$ 000s)	\$ 6,482	\$ 8,643	\$ 8,643	\$ 8,643	\$ 8,643	\$ 2,161	\$ -	\$ -	\$ -	\$ 43,214
Incentives & Services	\$ 5,592	\$ 7,456	\$ 7,456	\$ 7,456	\$ 7,456	\$ 1,864	\$ -	\$ -	\$ -	\$ 37,282
Implementation	\$ 644	\$ 858	\$ 858	\$ 858	\$ 858	\$ 215	\$ -	\$ -	\$ -	\$ 4,291
Marketing	\$ 38	\$ 50	\$ 50	\$ 50	\$ 50	\$ 13	\$ -	\$ -	\$ -	\$ 250
Tools, Training & Replication	\$ 209	\$ 278	\$ 278	\$ 278	\$ 278	\$ 70	\$ -	\$ -	\$ -	\$ 1,391
Non-Program Budget Plan (\$ 000s)	\$ 765	\$ 1,178	\$ 1,417	\$ 1,530	\$ 1,587	\$ 1,096	\$ 651	\$ 37	\$ 21	\$ 8,282
Admin - Labor	\$ 497	\$ 794	\$ 887	\$ 966	\$ 1,022	\$ 709	\$ 472	\$ -	\$ -	\$ 5,347
Admin - Non-Labor	\$ 112	\$ 169	\$ 192	\$ 194	\$ 195	\$ 111	\$ 52	\$ -	\$ -	\$ 1,024
EM&V	\$ 85	\$ 110	\$ 218	\$ 239	\$ 229	\$ 229	\$ 106	\$ 36	\$ 21	\$ 1,274
Cost Recovery	\$ 72	\$ 105	\$ 120	\$ 131	\$ 141	\$ 47	\$ 21	\$ 0	\$ 0	\$ 637
Annual MMBtu-e Energy Savings (000s)	21	29	29	29	29	7	-	-	-	143
Annual MWh Savings	0.07	0.09	0.09	0.09	0.09	0.02	-	-	-	0.47
Annual MMBtu Savings	21.15	28.20	28.20	28.20	28.20	7.05	-	-	-	141.02
Lifetime MMBtu-e Energy Savings (000s)	616	822	822	822	822	205	-	-	-	4,109
Lifetime MWh Savings	2.02	2.70	2.70	2.70	2.70	0.67	-	-	-	13.48
Lifetime MMBtu Savings	609.40	812.54	812.54	812.54	812.54	203.13	-	-	-	4,062.68
Participants (Dwelling Units)	1,118	1,491	1,491	1,491	1,491	373	-	-	-	7,456

Effective Useful Life: 28.8 years (gas) | 28.8 years (electric)

Table 31: NYSERDA 1 -4 Family Residential EmPower+ (Utility Referral Funding Breakdown) Budget and Benefit Breakdown

NYSERDA 1-4 Family Residential EmPowerPlus - Utility Referral Funding	2026	2027	2028	2029	2030	2031	2032	2033	2034	Total
Program Budget Plan (\$ 000s)	\$ 2,673	\$ 2,673	\$ 2,673	\$ 2,673	\$ 2,673	\$ -	\$ -	\$ -	\$ -	\$ 13,365
Incentives & Services	\$ 2,673	\$ 2,673	\$ 2,673	\$ 2,673	\$ 2,673	\$ -	\$ -	\$ -	\$ -	\$ 13,365
Implementation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Marketing	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Tools, Training & Replication	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Non-Program Budget Plan (\$ 000s)	\$ 237	\$ 364	\$ 438	\$ 473	\$ 491	\$ 339	\$ 201	\$ 11	\$ 7	\$ 2,561
Admin - Labor	\$ 154	\$ 245	\$ 274	\$ 299	\$ 316	\$ 219	\$ 146	\$ -	\$ -	\$ 1,654
Admin - Non-Labor	\$ 34	\$ 52	\$ 59	\$ 60	\$ 60	\$ 34	\$ 16	\$ -	\$ -	\$ 317
EM&V	\$ 26	\$ 34	\$ 67	\$ 74	\$ 71	\$ 71	\$ 33	\$ 11	\$ 7	\$ 394
Cost Recovery	\$ 22	\$ 33	\$ 37	\$ 40	\$ 44	\$ 15	\$ 6	\$ 0	\$ 0	\$ 197

Table 32: NYSERDA Multifamily Residential Housing Agency Partnerships (Direct Injection) Budget and Benefit Breakdown

NYSERDA Multifamily Residential Housing Agency Partnerships (Direct Injection)	2026	2027	2028	2029	2030	2031	2032	2033	2034	Total
Program Budget Plan (\$ 000s)	\$ 20,633	\$ 28,453	\$ 32,533	\$ 30,591	\$ 20,823	\$ 300	\$ 268	\$ -	\$ -	\$ 133,600
Incentives & Services	\$ 20,633	\$ 28,453	\$ 32,533	\$ 30,591	\$ 20,823	\$ 300	\$ 268	\$ -	\$ -	\$ 133,600
Implementation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Marketing	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Tools, Training & Replication	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Non-Program Budget Plan (\$ 000s)	\$ 2,365	\$ 3,642	\$ 4,380	\$ 4,730	\$ 4,906	\$ 3,388	\$ 2,013	\$ 113	\$ 66	\$ 25,604
Admin - Labor	\$ 1,536	\$ 2,454	\$ 2,743	\$ 2,987	\$ 3,160	\$ 2,191	\$ 1,460	\$ -	\$ -	\$ 16,530
Admin - Non-Labor	\$ 345	\$ 522	\$ 593	\$ 601	\$ 602	\$ 343	\$ 161	\$ -	\$ -	\$ 3,165
EM&V	\$ 263	\$ 341	\$ 673	\$ 739	\$ 709	\$ 709	\$ 328	\$ 112	\$ 66	\$ 3,939
Cost Recovery	\$ 221	\$ 325	\$ 372	\$ 404	\$ 436	\$ 145	\$ 64	\$ 1	\$ 1	\$ 1,970
Annual MMBtu-e Energy Savings (000s)	-	55	87	92	110	74	-	-	-	418
Annual MWh Savings	-	0.15	0.24	0.25	0.30	0.20	-	-	-	1.15
Annual MMBtu Savings	-	54.04	86.31	91.33	109.25	73.39	-	-	-	414.31
Lifetime MMBtu-e Energy Savings (000s)	-	1,091	1,743	1,844	2,206	1,482	-	-	-	8,365
Lifetime MWh Savings	-	3.01	4.80	5.08	6.08	4.08	-	-	-	23.05
Lifetime MMBtu Savings	-	1,080.76	1,726.16	1,826.56	2,184.99	1,467.76	-	-	-	8,286.23
Participants (Dwelling Units)	-	1,131	1,806	1,911	2,286	1,536	-	-	-	8,669
Participants (Buildings)	-	23	36	38	46	31	-	-	-	174
Effective Useful Life: 20 years (gas) 20 years (electric)										

Table 33: NYSERDA Multifamily Residential Affordable Multifamily Program Upstate (AMP Up) Budget and Benefit Breakdown

NYSERDA Multifamily Residential Affordable Multi family Program Ups tate (AMP Up)	2026	2027	2028	2029	2030	2031	2032	2033	2034	Total
Program Budget Plan (\$ 000s)	\$ 2,409	\$ 5,078	\$ 15,446	\$ 24,697	\$ 38,832	\$ 16,246	\$ 13,692	\$ -	\$ -	\$ 116,400
Incentives & Services	\$ 1,157	\$ 2,553	\$ 12,592	\$ 21,621	\$ 35,621	\$ 15,347	\$ 13,359	\$ -	\$ -	\$ 102,250
Implementation	\$ 971	\$ 1,889	\$ 2,159	\$ 2,351	\$ 2,147	\$ 700	\$ 333	\$ -	\$ -	\$ 10,550
Marketing	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Tools, Training & Replication	\$ 280	\$ 637	\$ 695	\$ 725	\$ 1,064	\$ 199	\$ -	\$ -	\$ -	\$ 3,600
Non-Program Budget Plan (\$ 000s)	\$ 2,060	\$ 3,173	\$ 3,816	\$ 4,121	\$ 4,275	\$ 2,952	\$ 1,754	\$ 98	\$ 58	\$ 22,308
Admin - Labor	\$ 1,338	\$ 2,138	\$ 2,390	\$ 2,603	\$ 2,753	\$ 1,909	\$ 1,272	\$ -	\$ -	\$ 14,402
Admin - Non-Labor	\$ 300	\$ 455	\$ 516	\$ 523	\$ 525	\$ 299	\$ 140	\$ -	\$ -	\$ 2,758
EM&V	\$ 229	\$ 297	\$ 586	\$ 643	\$ 618	\$ 618	\$ 286	\$ 97	\$ 57	\$ 3,432
Cost Recovery	\$ 193	\$ 283	\$ 324	\$ 352	\$ 380	\$ 127	\$ 56	\$ 1	\$ 1	\$ 1,716
Annual MMBtu-e Energy Savings (000s)	6	13	60	106	175	73	63	-	-	494
Annual MWh Savings	0.09	0.19	0.88	1.55	2.56	1.07	0.92	-	-	7.24
Annual MMBtu Savings	5.50	11.98	57.18	100.28	165.92	69.07	59.38	-	-	469.31
Lifetime MMBtu-e Energy Savings (000s)	93	202	963	1,689	2,794	1,163	1,000	-	-	7,904
Lifetime MWh Savings	1.36	2.96	14.11	24.75	40.94	17.05	14.66	-	-	115.82
Lifetime MMBtu Savings	87.94	191.68	914.94	1,604.52	2,654.68	1,105.14	950.01	-	-	7,508.91
Participants (Dwelling Units)	266	602	2,949	5,192	8,504	3,449	2,987	-	-	23,949
Participants (Buildings)	20	46	227	399	654	265	230	-	-	1,841
Effective Useful Life: 16 years (gas) 16 years (electric)										

Table 34: NYSERDA Multifamily Residential Technical Assistance Budget and Benefit Breakdown

NYSERDA Multifamily Residential Technical Assistance	2026	2027	2028	2029	2030	2031	2032	2033	2034	Total
Program Budget Plan (\$ 000s)	\$ 2,781	\$ 5,877	\$ 7,689	\$ 9,419	\$ 16,121	\$ 4,572	\$ 3,740	\$ -	\$ -	\$ 50,200
Incentives & Services	\$ 806	\$ 3,986	\$ 5,248	\$ 6,591	\$ 13,435	\$ 3,766	\$ 3,029	\$ -	\$ -	\$ 36,860
Implementation	\$ 392	\$ 724	\$ 1,008	\$ 1,245	\$ 903	\$ 806	\$ 711	\$ -	\$ -	\$ 5,790
Marketing	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Tools, Training & Replication	\$ 1,583	\$ 1,167	\$ 1,433	\$ 1,583	\$ 1,783	\$ -	\$ -	\$ -	\$ -	\$ 7,550
Non-Program Budget Plan (\$ 000s)	\$ 889	\$ 1,368	\$ 1,646	\$ 1,777	\$ 1,844	\$ 1,273	\$ 756	\$ 42	\$ 25	\$ 9,621
Admin - Labor	\$ 577	\$ 922	\$ 1,031	\$ 1,122	\$ 1,187	\$ 823	\$ 549	\$ -	\$ -	\$ 6,211
Admin - Non-Labor	\$ 130	\$ 196	\$ 223	\$ 226	\$ 226	\$ 129	\$ 60	\$ -	\$ -	\$ 1,189
EM&V	\$ 99	\$ 128	\$ 253	\$ 278	\$ 266	\$ 266	\$ 123	\$ 42	\$ 25	\$ 1,480
Cost Recovery	\$ 83	\$ 122	\$ 140	\$ 152	\$ 164	\$ 55	\$ 24	\$ 1	\$ 0	\$ 740
Annual MMBtu-e Energy Savings (000s)	30	177	224	274	529	169	113	-	-	1,514
Annual MWh Savings	0.45	2.29	2.99	3.74	7.54	2.17	1.68	-	-	20.87
Annual MMBtu Savings	28.47	168.92	213.49	260.94	502.77	161.15	107.04	-	-	1,442.77
Lifetime MMBtu-e Energy Savings (000s)	450	2,793	3,497	4,247	8,069	2,670	1,692	-	-	23,418
Lifetime MWh Savings	6.71	34.77	45.29	56.47	113.53	32.94	25.23	-	-	314.94
Lifetime MMBtu Savings	427.08	2,674.13	3,342.75	4,054.45	7,681.87	2,557.58	1,605.64	-	-	22,343.50
Participants (Dwelling Units)	4,018	27,401	33,029	39,005	60,146	30,612	15,839	-	-	210,049
Participants (Buildings)	48	562	651	746	1,429	457	164	-	-	4,056
Weighted Effective Useful Life: 15.5 years (gas) 15.1 years (electric)										

Table 35: NYSERDA Multifamily Residential Affordable New Construction Budget and Benefit Breakdown

NYSERDA Multifamily Residential Affordable New Construction	2026	2027	2028	2029	2030	2031	2032	2033	2034	Total
Program Budget Plan (\$ 000s)	\$ 100	\$ 900	\$ 1,900	\$ 3,400	\$ 7,100	\$ 2,600	\$ -	\$ -	\$ -	\$ 16,000
Incentives & Services	\$ -	\$ 700	\$ 1,600	\$ 3,100	\$ 6,800	\$ 2,300	\$ -	\$ -	\$ -	\$ 14,500
Implementation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Marketing	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Tools, Training & Replication	\$ 100	\$ 200	\$ 300	\$ 300	\$ 300	\$ 300	\$ -	\$ -	\$ -	\$ 1,500
Non-Program Budget Plan (\$ 000s)	\$ 283	\$ 436	\$ 525	\$ 567	\$ 588	\$ 406	\$ 241	\$ 14	\$ 8	\$ 3,066
Admin - Labor	\$ 184	\$ 294	\$ 328	\$ 358	\$ 378	\$ 262	\$ 175	\$ -	\$ -	\$ 1,980
Admin - Non-Labor	\$ 41	\$ 62	\$ 71	\$ 72	\$ 72	\$ 41	\$ 19	\$ -	\$ -	\$ 379
EM&V	\$ 31	\$ 41	\$ 81	\$ 88	\$ 85	\$ 85	\$ 39	\$ 13	\$ 8	\$ 472
Cost Recovery	\$ 26	\$ 39	\$ 45	\$ 48	\$ 52	\$ 17	\$ 8	\$ 0	\$ 0	\$ 236
Annual MMBtu-e Energy Savings (000s)	-	-	-	-	-	18	18	18	18	74
Annual MWh Savings	-	-	-	-	-	4.40	4.40	4.40	4.40	17.60
Annual MMBtu Savings	-	-	-	-	-	3.40	3.40	3.40	3.40	13.60
Lifetime MMBtu-e Energy Savings (000s)	-	-	-	-	-	276	276	276	276	1,105
Lifetime MWh Savings	-	-	-	-	-	66.00	66.00	66.00	66.00	264.00
Lifetime MMBtu Savings	-	-	-	-	-	51.00	51.00	51.00	51.00	204.00
Participants (Dwelling Units)	-	3,000	3,000	3,000	3,000	-	-	-	-	12,000
Participants (Buildings)	-	20	20	20	20	-	-	-	-	80

Effective Useful Life: 15 years (gas) | 15 years (electric)

Table 36: NYSERDA Awareness & Engagement (DAC Engagement, Regional Clean Energy Hubs) Budget Breakdown

NYSERDA Awareness & Engagement DAC Engagement: Regional Clean Energy Hubs	2026	2027	2028	2029	2030	2031	2032	2033	2034	Total
Program Budget Plan (\$ 000s)	\$ 500	\$ 7,700	\$ 8,500	\$ 10,500	\$ 11,200	\$ 3,600	\$ 200	\$ -	\$ -	\$ 42,200
Incentives & Services	\$ 500	\$ 7,700	\$ 8,500	\$ 10,500	\$ 11,200	\$ 3,600	\$ 200	\$ -	\$ -	\$ 42,200
Implementation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Marketing	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Tools, Training & Replication	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Non-Program Budget Plan (\$ 000s)	\$ 747	\$ 1,150	\$ 1,384	\$ 1,494	\$ 1,550	\$ 1,070	\$ 636	\$ 36	\$ 21	\$ 8,087
Admin - Labor	\$ 485	\$ 775	\$ 866	\$ 944	\$ 998	\$ 692	\$ 461	\$ -	\$ -	\$ 5,221
Admin - Non-Labor	\$ 109	\$ 165	\$ 187	\$ 190	\$ 190	\$ 108	\$ 51	\$ -	\$ -	\$ 1,000
EM&V	\$ 83	\$ 108	\$ 213	\$ 233	\$ 224	\$ 224	\$ 104	\$ 35	\$ 21	\$ 1,244
Cost Recovery	\$ 70	\$ 103	\$ 117	\$ 128	\$ 138	\$ 46	\$ 20	\$ 0	\$ 0	\$ 622

Table 37: NYSERDA Awareness & Engagement (DAC Engagement, Energy Equity Collaborative) Budget Breakdown

NYSERDA Awareness & Engagement DAC Engagement: Energy Equity Collaborative	2026	2027	2028	2029	2030	2031	2032	2033	2034	Total
Program Budget Plan (\$ 000s)	\$ -	\$ 200	\$ 200	\$ 200	\$ 200	\$ -	\$ -	\$ -	\$ -	\$ 800
Incentives & Services	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Implementation	\$ -	\$ 200	\$ 200	\$ 200	\$ 200	\$ -	\$ -	\$ -	\$ -	\$ 800
Marketing	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Tools, Training & Replication	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Non-Program Budget Plan (\$ 000s)	\$ 14	\$ 22	\$ 26	\$ 28	\$ 29	\$ 20	\$ 12	\$ 1	\$ 0	\$ 153
Admin - Labor	\$ 9	\$ 15	\$ 16	\$ 18	\$ 19	\$ 13	\$ 9	\$ -	\$ -	\$ 99
Admin - Non-Labor	\$ 2	\$ 3	\$ 4	\$ 4	\$ 4	\$ 2	\$ 1	\$ -	\$ -	\$ 19
EM&V	\$ 2	\$ 2	\$ 4	\$ 4	\$ 4	\$ 4	\$ 2	\$ 1	\$ 0	\$ 24
Cost Recovery	\$ 1	\$ 2	\$ 2	\$ 2	\$ 3	\$ 1	\$ 0	\$ 0	\$ 0	\$ 12

Table 38: NYSERDA Awareness & Engagement (DAC Engagement, Disadvantaged Community Consultant Pool) Budget Breakdown

NYSERDA Awareness & Engagement DAC Engagement: Disadvantaged Community Consultant Pool	2026	2027	2028	2029	2030	2031	2032	2033	2034	Total
Program Budget Plan (\$ 000s)	\$ -	\$ 180	\$ 220	\$ 375	\$ 175	\$ 50	\$ -	\$ -	\$ -	\$ 1,000
Incentives & Services	\$ -	\$ 180	\$ 220	\$ 375	\$ 175	\$ 50	\$ -	\$ -	\$ -	\$ 1,000
Implementation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Marketing	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Tools, Training & Replication	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Non-Program Budget Plan (\$ 000s)	\$ 18	\$ 27	\$ 33	\$ 35	\$ 37	\$ 25	\$ 15	\$ 1	\$ 0	\$ 192
Admin - Labor	\$ 11	\$ 18	\$ 21	\$ 22	\$ 24	\$ 16	\$ 11	\$ -	\$ -	\$ 124
Admin - Non-Labor	\$ 3	\$ 4	\$ 4	\$ 4	\$ 5	\$ 3	\$ 1	\$ -	\$ -	\$ 24
EM&V	\$ 2	\$ 3	\$ 5	\$ 6	\$ 5	\$ 5	\$ 2	\$ 1	\$ 0	\$ 29
Cost Recovery	\$ 2	\$ 2	\$ 3	\$ 3	\$ 3	\$ 1	\$ 0	\$ 0	\$ 0	\$ 15

Table 39: NYSERDA Awareness & Engagement (General Marketing) Budget Breakdown

NYSERDA Awareness & Engagement General Marketing	2026	2027	2028	2029	2030	2031	2032	2033	2034	Total
Program Budget Plan (\$ 000s)	\$ 2,000	\$ 1,650	\$ 1,650	\$ 1,500	\$ 1,500	\$ -	\$ -	\$ -	\$ -	\$ 8,300
Incentives & Services	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Implementation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Marketing	\$ 2,000	\$ 1,650	\$ 1,650	\$ 1,500	\$ 1,500	\$ -	\$ -	\$ -	\$ -	\$ 8,300
Tools, Training & Replication	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Non-Program Budget Plan (\$ 000s)	\$ 147	\$ 226	\$ 272	\$ 294	\$ 305	\$ 210	\$ 125	\$ 7	\$ 4	\$ 1,591
Admin - Labor	\$ 95	\$ 152	\$ 170	\$ 186	\$ 196	\$ 136	\$ 91	\$ -	\$ -	\$ 1,027
Admin - Non-Labor	\$ 21	\$ 32	\$ 37	\$ 37	\$ 37	\$ 21	\$ 10	\$ -	\$ -	\$ 197
EM&V	\$ 16	\$ 21	\$ 42	\$ 46	\$ 44	\$ 44	\$ 20	\$ 7	\$ 4	\$ 245
Cost Recovery	\$ 14	\$ 20	\$ 23	\$ 25	\$ 27	\$ 9	\$ 4	\$ 0	\$ 0	\$ 122

Table 40: Weighted Measure Life by Year for Downstate Utilities

Weighted Measure Life by Utility		2026	2027	2028	2029	2030
Con Edison	Electric EUL	23.5	22.7	21.8	21.1	20.5
	Gas EUL	23.6	23.7	23.7	23.6	23.5
KEDLI	Electric EUL	N/A	N/A	N/A	N/A	N/A
	Gas EUL	16.7	16.7	16.7	16.7	16.7
KEDNY	Electric EUL	N/A	N/A	N/A	N/A	N/A
	Gas EUL	16.7	16.7	16.7	16.7	16.7
Utility Total Weighted Measure Life	Electric EUL	23.5	22.7	21.8	21.1	20.5
	Gas EUL	22.9	22.6	22.1	21.4	20.0

Table 41: Sum of Utility Incentives and Services Budget

Sum of Incentives & Services Budget		Year					
Sub-Program	PA	2026	2027	2028	2029	2030	Grand Total
Electrification	Con Edison	2,791,800	4,313,331	8,885,462	11,897,633	15,930,931	43,819,157
Electrification Total		2,791,800	4,313,331	8,885,462	11,897,633	15,930,931	43,819,157
Other EE	Con Edison	11,493,750	13,192,667	15,782,068	19,103,910	23,503,049	83,075,444
	KEDLI	1,593,094	1,792,230	1,991,367	2,190,504	2,389,641	9,956,836
	KEDNY	7,546,522	8,489,838	9,433,153	10,376,468	11,319,783	47,165,764
Other EE Total		20,633,366	23,474,735	27,206,588	31,670,882	37,212,473	140,198,044
Weatherization	Con Edison	39,970,800	43,548,878	47,511,241	51,901,815	56,769,656	239,702,390
	KEDLI	885,524	996,214	1,106,905	1,217,595	1,328,286	5,534,524
	KEDNY	4,194,748	4,719,091	5,243,434	5,767,778	6,292,121	26,217,172
Weatherization Total		45,051,071	49,264,183	53,861,580	58,887,188	64,390,063	271,454,086
Grand Total		68,476,237	77,052,249	89,953,630	102,455,704	117,533,468	455,471,288

Table 42: Utility Direct Savings Targets (LMMBtu-e)

Sum of Direct Savings Target (LMMBtu-e)		Year					
Sub-Program	PA	2026	2027	2028	2029	2030	Grand Total
Electrification	Con Edison	71,820	107,730	215,460	280,098	364,127	1,039,235
Electrification Total		71,820	107,730	215,460	280,098	364,127	1,039,235
Other EE	Con Edison	2,079,043	2,128,818	2,272,471	2,464,494	2,715,862	11,660,688
	KEDLI	153,174	172,320	191,467	210,614	229,761	957,336
	KEDNY	678,325	763,116	847,906	932,697	1,017,488	4,239,532
Other EE Total		2,910,542	3,064,254	3,311,844	3,607,805	3,963,111	16,857,556
Weatherization	Con Edison	7,172,132	7,363,070	7,561,264	7,767,084	7,980,928	37,844,477
	KEDLI	55,622	62,575	69,527	76,480	83,433	347,637
	KEDNY	246,320	277,110	307,900	338,690	369,480	1,539,500
Weatherization Total		7,474,074	7,702,755	7,938,691	8,182,254	8,433,841	39,731,614
Grand Total		10,456,436	10,874,739	11,465,995	12,070,157	12,761,079	57,628,405

Table 43: Utility Direct Lifetime MWh Savings by Program

	2026	2027	2028	2029	2030	Grand Total
Multifamily Residential	290,837	323,685	382,218	434,433	500,465	1,931,638
Con Edison	290,837	323,685	382,218	434,433	500,465	1,931,638
KEDLI	-	-	-	-	-	-
KEDNY	-	-	-	-	-	-

Table 44: Utility Direct Lifetime MMBtu Gas Savings by Program

	2026	2027	2028	2029	2030	Grand Total
Multifamily Residential	9,464,098	9,770,325	10,161,870	10,587,870	11,053,494	51,037,658
Con Edison	8,330,657	8,495,204	8,745,069	9,029,389	9,353,333	43,953,652
KEDLI	208,796	234,895	260,995	287,094	313,194	1,304,973
KEDNY	924,645	1,040,226	1,155,807	1,271,387	1,386,968	5,779,033

Table 45: Utility Direct Annual MMBtu-e Savings by Program

	2026	2027	2028	2029	2030	Grand Total
Multifamily Residential	463,257	483,545	514,148	546,002	583,144	2,590,095
Con Edison	395,554	407,379	429,519	452,910	481,590	2,166,952
KEDLI	12,472	14,031	15,590	17,149	18,708	77,949
KEDNY	55,231	62,135	69,039	75,943	82,847	345,194

Table 46: Utility Direct Annual MWh Savings by Program

	2026	2027	2028	2029	2030	Grand Total
Multifamily Residential	12,386	14,252	17,531	20,558	24,420	89,147
Con Edison	12,386	14,252	17,531	20,558	24,420	89,147
KEDLI	-	-	-	-	-	-
KEDNY	-	-	-	-	-	-

Table 47: Utility Direct Annual MMBtu Gas Savings by Program

	2026	2027	2028	2029	2030	Grand Total
Multifamily Residential	420,996	434,916	454,336	475,860	499,823	2,285,930
Con Edison	353,293	358,750	369,707	382,768	398,269	1,862,787
KEDLI	12,472	14,031	15,590	17,149	18,708	77,949
KEDNY	55,231	62,135	69,039	75,943	82,847	345,194

APPENDIX D: EMPOWER+ PAST PERFORMANCE DETAILS

Table 48: EmPower+ Low-Income Projects by Electric Utility Territory

Electric Utility Territory	2020			2021			2022			2023			2024			2025			Total		
	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total
Central Hudson Gas & Electric	107	122	228	129	131	259	48	164	206	391	129	477	607	155	697	237	249	387	1519	950	2254
Consolidated Edison	28	1061	1089	56	1702	1752	236	2137	2225	2171	990	2691	4731	546	5128	1398	1456	2542	8620	7892	15427
Municipal Electric	113	43	155	189	28	217	207	78	280	623	38	649	806	56	827	337	173	440	2275	416	2568
National Grid	1339	2760	4071	1664	3224	4829	1001	4351	5285	6885	2178	8537	8989	1661	10309	3674	2427	5228	23552	16601	38259
NYS Electric and Gas	559	1425	1935	810	1517	2290	449	1946	2356	3006	1164	3835	3962	1152	4707	1684	1323	2459	10470	8527	17582
Orange & Rockland	118	384	499	143	452	580	272	1730	1876	1335	1252	2185	800	1154	1850	558	546	968	3226	5518	7958
PSEG Long Island	184	1	184	414	5	418	254	36	274	305	14	319	320	1	321	398	164	482	1875	221	1998
Rochester Gas & Electric	333	1287	1553	433	1407	1802	277	1746	2009	3073	906	3689	4564	643	4960	2096	1321	2963	10776	7310	16976

Includes all projects, grouped by electric utility. Note that there may be duplication between ratepayer and non-ratepayer project counts

Table 49: EmPower+ Low-Income Projects by Gas Utility Territory

Natural Gas Utility Territory	2020			2021			2022			2023			2024			2025			Total		
	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total
National Fuel Gas	365	1169	1520	530	1172	1678	363	1639	1965	2440	1079	3310	3158	923	3936	1550	1079	2137	8406	7061	14546
National Grid (KEDLI)	34		34	99	6	105	111	22	127	113	8	121	164	1	165	136	66	177	657	103	729
National Grid (KEDNY)	3	761	764	3	1127	1130	204	1707	1774	1583	647	1917	3618	250	3827	1001	999	1850	6412	5491	11262

Includes only projects that have a different gas utility from their electric utility. Note that there may be duplication/overlap with project counts reported in the electric utility service table. Note that there may be duplication between ratepayer and non-ratepayer project counts.

Table 50: EmPower+ Moderate-Income Projects by Electric Utility Territory

Electric Utility Territory	2020			2021			2022			2023			2024			2025			Total				
	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total		
Central Hudson Gas & Electric		26	26		70	70		25	26		19	19		5	65	65		37	32	62	42	237	268
Consolidated Edison		31	31		30	30		20	20		30	30		5	179	179		135	75	185	140	365	475
Municipal Electric	42	1	43	109		109	28	1	29	9		9	23		23		25		25		236		238
National Grid		971	971		2219	2219		960	960		239	239		52	464	469		306	202	436	358	5055	5294
NYS Electric and Gas		536	536		1076	1076		550	550		105	105		18	188	188		132	92	188	150	2547	2643
Orange & Rockland		28	28		52	52		27	27		6	6			24	24		31	29	51	31	166	188
PSEG Long Island													6	21	21		44	24	53	50	45		74
Rochester Gas & Electric		995	995		2037	2037		1016	1016		161	161		17	309	311		126	82	188	143	4600	4708

Includes all projects, grouped by electric utility. Note that there may be duplication between ratepayer and non-ratepayer project counts.

Table 51: EmPower+ Moderate-Income Projects by Gas Utility Territory

Natural Gas Utility Territory	2020			2021			2022			2023			2024			2025			Total		
	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total	Ratepayer	Non-Ratepayer	Total
National Fuel Gas	8	398	406	6	854	860	4	403	407		90	90	26	183	190	123	76	165	167	2004	2118
National Grid (KEDLI)				1		1		1	1				4	11	11	15	8	18	20	20	31
National Grid (KEDNY)		18	18		12	12		10	10		16	16	1	91	91	61	35	88	62	182	235

Includes only projects that have a different gas utility from their electric utility. Note that there may be duplication/overlap with project counts reported in the electric utility service table. Note that there may be duplication between ratepayer and non-ratepayer project counts.

APPENDIX E: ABBREVIATIONS AND ACRONYMS

Abbreviation/ Acronym	Definition
AEA	Association for Energy Affordability
AMEEP	Downstate Affordable Multifamily Energy Efficiency Program
AMI	Area Median Income
AMP Up	Affordable Multifamily Program Upstate Program
BPCA	Building Performance Contractors Association
CBO	Community-based Organizations
CDFI	Community Development Financial Institution
CEI	HCR Clean Energy Initiative
Climate Act	Climate Leadership and Community Protection Act
Commission	New York State Public Service Commission
CRP	Customer Referral Plan
DACs	Disadvantaged Communities
DHCR	HCR's Division of Housing and Community Renewal
DHW	Domestic hot water
Direct Injection	Housing Agency Assistance
DOE	Department of Energy
Downstate Utilities	Consolidated Edison and National Grid
DPS	New York State Department of Public Service
EE/BE	Energy efficiency and building electrification
EEC	Energy Equity Collaborative
EM&V	Evaluation, measurement and verification
EUL	Effective Useful Life
EV	Electric Vehicles
FTE	Full Time Equivalent

HCR	New York State Homes and Community Renewal
HEAR	Federal Inflation Reduction Act Home Electrification and Appliance Rebates
HERR	Heating Equipment Repair and Replacement
HPD	New York City Housing Preservation and Development
HTFC	Housing Trust Fund Corporation
Hubs	Regional Clean Energy Hubs
IPMVP	International Performance Measurement and Verification Protocol
IRA	Inflation Reduction Act
LIHTC	Low Income Housing Tax Credits
LIPA	Long Island Power Authority
LMI Order	Order Authorizing Low- to Moderate-Income Energy Efficiency and Building Electrification Portfolios for 2026-2030 (filed May 15, 2025)
LMI	Low-to Moderate Income
MOTD	Money-out-the-door
MREP	Multifamily Residential Energy Pathways (also referred to as NYSERDA's Multifamily Contractor Network)
MWBE	Minority- and Women-Owned Business Enterprises
Non-LMI Order	Order Authorizing Non-Low- to Moderate-Income Energy Efficiency and Building Electrification Portfolios for 2026-2030 (filed May 15, 2025)
Non-LMI	Non-Low-to Moderate-Income
NPA	Non-Pipes Alternative
NWS	Con Edison's Non-Wires Solutions
NYC	New York City
NYGB	NY Green Bank
NYHEP	NY Home Energy Portal
NYPA	New York Power Authority
NYS	New York State
NYSAFA	New York State Association of Affordable Housing
NYSERDA	New York State Energy Research and Development Authority

Order Directing Proposals	Order Directing Energy Efficiency and Building Electrification Proposals (filed July 20, 2023)
OTDA	New York State Office of Temporary and Disability Assistance
PA	Program Administrator
PC&IP	Participating Contractor and Industry Partner
PLP	Small Building Participation Loan Program
PSC	New York State Public Service Commission
PSEG	Public Service Electric and Gas
PSEGLI	Public Service Electric and Gas Long Island
QA/QC	Quality Assurance and Quality Control
QMS	Quality and Market Standards
REDC	Regional Economic Development Council
REDi	Resilient & Equitable Decarbonization Initiative
RGGI	Regional Greenhouse Gas Initiative
RMAG	Residential Market Advisory Group
SDVOB	Service-Disabled Veteran-Owned Business
SMI	State Medium Income
State	State of New York
TA	Technical Assistance
TRM	Technical Resource Manual
Utilities	Central Hudson Gas & Electric Corporation, Consolidated Edison Company of New York, Inc., KeySpan Gas East Corporation d/b/a National Grid, Brooklyn Union Gas Company d/b/a National Grid, National Fuel Gas Corporation, New York State Electric & Gas Corporation, Niagara Mohawk Power Corporation d/b/a National Grid, Orange & Rockland Utilities, Inc., and Rochester Gas & Electric Corporation.
VGS	NYS Department of Public Service Verified Gross Savings Guidance
WAP	Weatherization Assistance Program
WFD	Workforce Development