

Participating Contractors: Appliance Enrollments

Welcome! Here you will find information for Participating Contractors and Vendors to submit and manage EmPower+ Appliance enrollments through the NY Home Energy Portal.

The EmPower+ Appliance enrollment can only be initiated from an EmPower+ Enrollment during either the Workscope Submission or Final Project Submission Steps. Additionally, this enrollment should only be created if the Contractor is proposing to replace an existing refrigerator and/or freezer. When an existing EmPower+ Appliance Enrollment has already been created, the NY HEP will warn the contractor when attempting to create another. In most cases, there should only be one EmPower+ Appliance Enrollment for EmPower+ Enrollments. However, in the case where one of the replacement appliances is backordered, it would be best to initiate a second EmPower+ Appliance enrollment so each replaced appliance can be invoiced separately.

Contractors will be required to upload the **Appliance Exchange Agreement** with the options to also upload photos of the existing appliance(s).

NY HEP Measures List



NY HEP Measure List.pdf

New Appliance Enrollment Training Video

Your browser does not support the HTML5 video element

Information

Applicant Information



This tab will be prepopulated with the information on the **Customer/Account/Premise**.

If you need to change the **Customer Information**, **Installation Address**, or **Mailing Address**, you can make those changes on the Applicant Information tab, then click **Save**.

The **Number of Full Time Occupants** field on this tab must be completed before the enrollment step can be processed.

If the new value does not match the value that's saved on the **Customer/Account/Premise**, an orange exclamation mark will be displayed next to it. If you hover over the exclamation mark, a tooltip will be displayed indicating that the values are different. You can click the **Update Customer** button to update the value that's saved on the Customer/Account/Premise.

Workflow Step Summary

Program
Appliance

Account #: 24681099
Enrollment #: 1000441
Reference #: 1000441
Status: New

Customer:
Customer Class: Residential
Premise Id: 24681099

Premise Account(s):

Applicant

Climate Zone:
County: Suffolk
[Driving Directions](#)

Applicant Information

- Notes (0)
- Documents (0)
- Measures (0)
- Application History

Appliance Request - Applicant Information - New

Process Save Close Enrollment Profile Double Dip Report **Update Customer**

Processing Information

Processor - Trade Ally (Click to Select) **Processor - Employee** (Click to Select) **Outcome** Work Complete **Reason** (Click to Select)

On Hold Information

General Application Information

Application Date 03/02/2023 **Reference Number** 1000441

Project Description **Total Project Cost** \$0.00

Exception Request Type (Click to Select) **Exception Request Notes**

Customer Information

Account Number 24681099

Account Name **Email**

Primary Phone (916) 888-7744 **Alt Phone** (916) 999-9999 **Fax**

Installation Address

Premise ID 24681099

Street: 223 W 23rd St **Unit:**

City: Deer Park **State:** NY **Zip:** 11729

Primary Phone is different than value in Account record.

2

When you click the **Update Customer** button, the Update Customer dialog will open, displaying every value on the Appliance Request step that is different than the value saved in the corresponding field on the Customer/Account/Premise. All these fields will be checked by default. When finished updating, click **Save** in the dialog. The system will update the checked Customer/Account /Premise fields for the values to match the Appliance Request step.

Update Customer ✕

Selected Application fields will update the corresponding Customer, Account and/or Premise fields when "Save" is selected.

Customer

<input type="checkbox"/>	Application Field	Customer Field	Application Value	Customer Value
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

No records to display.

Account

<input type="checkbox"/>	Application Field	Account Field	Application Value	Account Value
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input checked="" type="checkbox"/>	Customer Information Primary Phone	Home Phone	(916) 888-7777	(916) 888-8888

Premise

<input type="checkbox"/>	Application Field	Premise Field	Application Value	Premise Value
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

No records to display.

3

The enrollment can be placed on hold by selecting **On Hold** from the **Outcome** drop-down.

Main Menu >> Enrollments >> Enrollment >> Workflow >> Application

Workflow Step Summary

Program
Appliance

Account #: 662
Enrollment #: 1003303
Reference #: 1003303
Status: New

Customer: Test 2 Energy Management Solutions
Customer Class: Residential
Premise Id: 662

Appliance Request - Applicant Information - New

Process Save Close Enrollment Profile Double Dip Report Update Customer

Processing Information

Processor - Trade Ally (Click to Select) **Processor - Employee** (Click to Select) **Outcome** On Hold **Reason** Contractor/Vendor Issue

On Hold Information

General Application Information

Application Date 04/27/2023 **Reference Number** 1003303

4

If the enrollment is placed on hold, select a reason from the **Reason** drop-down and click **Save**.

Main Menu >> Enrollments >> Enrollment >> Workflow >> Application

Workflow Step Summary

Program
Appliance

Account #: 662
Enrollment #: 1003303
Reference #: 1003303
Status: New

Customer: Test 2 Energy Management Solutions
Customer Class: Residential
Premise Id: 662

Appliance Request - Applicant Information - New

Process Save Close Enrollment Profile Double Dip Report Update Customer

Processing Information

Processor - Trade Ally (Click to Select) **Processor - Employee** (Click to Select) **Outcome** On Hold **Reason** Contractor/Vendor Issue

On Hold Information

General Application Information

Application Date 04/27/2023 **Reference Number** 1003303

5

Two new fields will appear in the On Hold Information section to allow contractors to add details on why they are placing the enrollment on hold and an On Hold Reminder date that will send them a notification once that date arrives.

Notes



The instruction below provides guidance on how to add notes within an enrollment.

The following Notes will be displayed on the Notes tab:

- The Notes that were added to this workflow step.
- The Notes that were added to a different workflow step on the Appliance enrollment that the user has access to.
- The Notes that were added to a different workflow step on the Appliance enrollment that the user does not have access to as long as the Note's **Who can view this note?** field is set to **Users with access to this enrollment**.

To see these instructions in action, watch the training video below:

Your browser does not support the HTML5 video element

1

To add a new note, access the Note tab and click the **New Note** button. A new Note dialog will open.



Notes can be added to any Record or Enrollment in the NY HEP where a Note tab is present.

Main Menu >> Enrollments >> Enrollment >> Workflow >> Application >> Notes

Workflow Step Summary
Program
Appliance
Account #: 24681099
Enrollment #: 1000441
Reference #: 1000441
Status: New

Customer:
Customer Class: Residential
Premise Id: 24681099

Premise Account(s):

Applicant

Climate Zone:
County: Suffolk
Driving Directions

Applicant Information
Notes (1)
Documents (0)
Measures (0)
Application History

Appliance Request Workflow Step - Notes
New Note Close

Date	Origin	Created By	Notes	Interaction?	Interaction Type	Interaction Reason
3/6/2023	Appliance Req...		Test note about the Appliance Request	No		

2

Fill in the **Notes** field.



The **Note Date** and **Note Time** fields will automatically populate with the current date and time. Users can change these fields if needed. The system will still document the actual date and time the note was created as well.

Workflow Step Note

Create New - Note

Save Delete Close

Note Date
02/07/2023

Note Time
6:58 PM

Notes

Who can view this note?
☒ Users with access to this enrollment
☐ Users with access to this workflow step
☐ This is an Interaction

Created by Collins, Erica **on** 2/7/2023 6:58:32 PM

3

The **Who can view this note?** field will default to **Users with access to this enrollment**.



For Contractors, it does not matter what option is selected for this field as anyone with access to the enrollment will also have access to the workflow step. It is best to leave this field alone.

4

Click **Save** to save the new Note.



Once a note is saved, Contractors cannot edit or delete it. Be sure to review the note carefully before clicking save.

Workflow Step Note

Create New - Note

Save

Delete

Close

Note Date

02/07/2023

Note Time

6:58 PM

Notes

Who can view this note?

☒ Users with access to this enrollment
 ☐ Users with access to this workflow step
 ☐ This is an Interaction

Created by Collins, Erica on 2/7/2023 6:58:32 PM

Documents

Workscope Submission - Documents

The instruction below provides guidance on how to upload document(s) within an enrollment. A red exclamation mark will be displayed under the **Required** column indicating the document type being a **Required Document**. When uploading documents, multiple document types can be selected for a single document. This is helpful when a single document can satisfy multiple document requirements.

Multiple documents can be uploaded at the same time:

PC Users: CTRL + Click

Mac Users: Command + Click

To see these instructions in action, please watch the training video below:

Your browser does not support the HTML5 video element

1

To upload a Document, access the enrollment's **Documents** tab during any step.

2

Click the **New** button for the Document dialog will open.

Main Menu >> Enrollments >> Enrollment >> Workflow >> Application >> Documents

Workflow Step Summary
Program
EmPower+
Account #: 250012485
Enrollment #: 1003355
Reference #: 1003355
Status: New

Customer:
Customer Class: Residential
Premise Id: 700012485

Premise Account(s):

Workspace Submission Workflow Step - Documents
New Close

	Required?	Document Type	Document Name	Source	File Size	Comments	Create Date	Created By
	✓	Homeowner Agreement	blank2.pdf	Workspace Submission	29.69 KB		5/1/2023 2:56:45 PM	
	!	Customer Attestation (Heat Pump Information Form)						
	✓	Electric Bill	blank3.pdf	Workspace Submission	29.69 KB		5/1/2023 2:56:45 PM	
	✓	House Diagram	blank4.pdf	Workspace Submission	29.69 KB		5/1/2023 2:56:45 PM	
	✓	Natural Gas Bill or Usage Waiver	blank1.pdf	Workspace Submission	29.69 KB		5/1/2023 2:56:45 PM	

3

Click **Browse** to select a file to upload.

Multiple documents can be uploaded at the same time.

If no Refrigerator/Freezer is planned for a **Tier 1 Enrollment**, the **Appliance Exchange Agreement (AEA)** is a required document on the EmPower + Enrollment.

Document
✕

Name
{New}

Upload a New Document
 Browse

Type
Appliance Exchange Agreement

Comments

Save Delete Close

4

After the file is uploaded for the Document Type, click **Save** and then click **Close** to upload the file and close the dialog.

After you've selected a file, you can remove it by clicking the **x Remove** button.

Multiple document types can be selected for a single document during upload. This is helpful when a single document can be used to satisfy multiple document requirements. Once the initial document type is selected, re-click the document type field to add an additional document type.

This is the Contractors last opportunity to click **Remove** to not upload a specific document. Once **Save** is clicked, the document becomes a public record and it cannot be edited, deleted, or otherwise overwritten. If the wrong document is uploaded, Contractors will need to upload the correct document and use the Comments fields to let both **CLEAR**result and **NYS ERDA** know which is the correct document to review.

Upload Documents

Browse

Appliance Ordering Invoice.docx

Remove

Document Type(s)

Appliance Ordering Invoice

Proof of Delivery

Supporting Documentation

Save

Delete

Close

5

To download and view an uploaded document, click the **Document Name Hyperlink**.

Main Menu >> Enrollments >> Enrollment >> Workflow >> Application >> Documents

Workflow Step Summary
Program
Appliance
Account #: 24681099
Enrollment #: 1000441
Reference #: 1000441
Status: New

Customer:
Customer Class: Residential
Premise Id: 24681099

Premise Account(s):

Applicant

Climate Zone:
County: Suffolk

[Driving Directions](#)

Applicant Information
Notes (1)
Documents (1)

Appliance Request Workflow Step - Documents
New Close

	Required?	Document Type	Document Name	Source	File Size	Comments	Create Date	Created By
	✓	Appliance Exchange Agreement	Appliance Exchange Agreement.docx	Appliance Request	11.81 KB		3/6/2023 1:59:12 AM	
		Pictures of Existing Appliances						
		Supporting Documents						

Measures

Measures



The Measures tab asks you to add measures to the Appliance Request step.

For a full list of all program measures that may help with this tab, please access the [NY HEP Measures List](#).

To see these instructions in action, watch the training video below:

Your browser does not support the HTML5 video element

1

Click the **Add Measures** button. The Add Measures dialog will open.

Main Menu >> Enrollments >> Enrollment >> Workflow >> Application >> Measures

Workflow Step Summary
Program
[Appliance](#)
Account #: 250012532
Enrollment #: 1000442
Reference #: 1000442
Status: New

Customer:
Customer Class: Residential
Premise Id: 700012532

Premise Account(s):

Applicant

Climate Zone:
County: Onondaga
Driving Directions

Applicant Information
Notes (0)
Documents (0)
Measures (0)
Application History

Appliance Request - Measures - New
Process Save Close Enrollment Profile **Add Measures** Double Dip Report
Enrollment Measures

#	Measure Name	Measure	Unit
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2

To select one or more measures to add to the step, check the box in the left-hand column. To add the selected measures to the step, click the **Save** button in the dialog.



If you increase the **No. to Add** value after selecting the measure, the system will add that many unique instances of the measure to the Appliance Request step.

Main Menu >> Enrollments >> Enrollment >> Workflow >> Application >> Measures

Workflow Step Summary
Program
[Appliance](#)
Account #: 250012532
Enrollment #: 1000442
Reference #: 1000442
Status: New

Customer:
Customer Class: Residential
Premise Id: 700012532

Premise Account(s):

Applicant

Climate Zone:
County: Onondaga
Driving Directions

Applicant Information
Notes (0)
Documents (0)
Measures (0)
Application History

Appliance Request - Measures - New
Process Save Close Enrollment Profile **Add Measures** Double Dip Report
Enrollment Measures

#	Measure Name	Measure	Unit
---	--------------	---------	------

Add Measures

<input checked="" type="checkbox"/>	No. to Add	Measure Code	Measure Name
<input checked="" type="checkbox"/>	1	REF_AP	Refrigerator
<input checked="" type="checkbox"/>	1	FRZ_AP	Freezer

Save
Close

3

Click on any of the added measure to complete required fields (marked with a ** to the left of the field name). Information capture for each measure details the specs of the existing appliance.



Required fields are denoted with ** (asterisk). After all the measures are added and all the data entry fields are filled out, the Appliance Request step can be processed.

4

Click the **Save** button before Processing and re-review the **Documents** tab to be sure you have uploaded the correct required documents.

Main Menu >> Enrollments >> Enrollment >> Workflow >> Application >> Measures

Workflow Step Summary

Program
[Appliance](#)

Account #: 250012532
Enrollment #: 1000442
Reference #: 1000442
Status: New

Appliance Request - Measures - New

Process Save Close Enrollment Profile Add Measures Double Dip Report

Enrollment Measures

#	▲	Measure Name	Measure		Measure Cost		Incentive		Savings		
			Unit	P Qty	Unit Price	Amount	Unit Price	Amount	kWh		
1	▲	Refrigerator (REF_AP)	Each	1	\$0.00	\$0.00	\$0.00	\$0.00	0.0000		

5

After your review, click the **Process** button at the top of the Measures tab or the Applicant Information tab.



If there are any missing fields, a popup will appear notifying you of what is missing. The system will also validate whether a measure's primary **Existing Unit Approximate Model Year** is **2011-present** while the **Exception Request Type** field is blank. If yes, an error will be displayed that prevents the user from being able to process the step.

Main Menu >> Enrollments >> Enrollment >> Workflow >> Application >> Measures

Workflow Step Summary

Program
[Appliance](#)

Account #: 250012532
Enrollment #: 1000442
Reference #: 1000442
Status: New

Appliance Request - Measures - New

Process Save Close Enrollment Profile Add Measures Double Dip Report

Enrollment Measures

#	▲	Measure Name	Measure		Measure Cost		Incentive		Savings		
			Unit	P Qty	Unit Price	Amount	Unit Price	Amount	kWh		
1	▲	Refrigerator (REF_AP)	Each	1	\$0.00	\$0.00	\$0.00	\$0.00	0.0000		

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