

NY Home Energy Portal: Participating Contractors

This page contains materials to support the NY Home Energy Portal, which is used by Participating Contractors to submit projects to NYSERDA. Each card below provides access to training materials and resources to help through the enrollment process. Click the card that corresponds with your enrollment type to access the related training materials and resources.

To request a NY Home Energy Portal account, Participating Contractors can submit a case to support.residential@nyserda.ny.gov or create one manually by logging into the NYSERDA Portal (Salesforce).

To log into the NY Home Energy Portal, follow this link: [NY Home Energy Portal](#).

We have also prepared a printable [Quick Start Guide](#) that will review some basic NY HEP functions.

Important Terminology

New Term	Existing Term (Or Definition if N/A)
Appliance Project Type Workflow or Appliance Enrollment	Appliance Order/Sub-Workflow
Applicant	Participant
Approved Income Tier: Tier 1 (Low-Income)	Tier 1 (EmPower NY)
Approved Income Tier: Tier 3 (Moderate-Income)	Tier 2 (Assisted Home Performance)
Direct Install (Similar to an ER but requires a comprehensive assessment)	EmPower New York - Electric Reduction
Enrollment	Project
Enrollment Number	Project ID
Existing Conditions/Measures (Tabs in the NY HEP)	EmPCalc/Res Audit Tool
Full Comprehensive	Empower New York - Home Performance
Muni Install	DEFINITION: Full Comprehensive w/o Electric Measures
Process (button in the NY HEP)	Submit (button in Uplight)
Processor Trade Ally	Community Hub
Save (button in the NY HEP)	DEFINITION: Saves Data Entry w/o Processing to the Next Step
Trade Ally	Participating Contractor/Vendor
Workflow Step	Task/Project Stage

NY HEP Measures List

NY Home Energy Portal Overview

Provides a general overview of the NY Home Energy Portal including: General Navigation, Searching for Enrollments, and Reporting.

Appliance Enrollments

User information for submitting and managing EmPower+ Appliance orders

EmPower+ Enrollments

User information for submitting and managing EmPower+ enrollments

REA Enrollments

User information for submitting and managing Residential Energy Assessment enrollments