



# EmPower New York

## Frequently Asked Questions

### What is EmPower New York?

An income-eligible program for New York State residents that will provide **no-cost energy** solutions for your home. NeighborWorks Rochester has BPI-certified technicians who administer the program in Monroe County. You may be eligible for the following energy improvements:

- Air sealing to plug leaks and reduce drafts
- Insulation to make your home more comfortable all year round
- New energy-efficient lighting
- Free health and safety checks of your smoke detectors, appliances and more

### How do I know if I'm eligible for EmPower?

You're eligible for EmPower NY if you can answer "Yes" to both of these statements:

- I live in a building with 4 units or fewer
- I receive regular **HEAP, SNAP, TANF, or SSI** benefits OR- my **2017 total household income** is below 60% of the Area Median Income (AMI), as listed below:

<b>1- Person Household.....</b>	<b>\$27,816</b>	or	<b>\$2,318</b> per month
<b>2- Person Household.....</b>	<b>\$36,372</b>	or	<b>\$3,031</b> per month
<b>3- Person Household.....</b>	<b>\$44,928</b>	or	<b>\$3,744</b> per month
<b>4- Person Household.....</b>	<b>\$53,484</b>	or	<b>\$4,457</b> per month
<b>5- Person Household.....</b>	<b>\$62,040</b>	or	<b>\$5,170</b> per month

If your income is higher, call us for a 1-page application for a free energy audit for those with up to 200% AMI (or reduced cost for higher earners). We can provide information about grants you may qualify for to pay for upgrades.

### Does EmPower New York provide services to renters?

Yes—EmPower New York provides energy services to anyone who owns or rents a home and meets all of the eligibility requirements.

### Does my landlord have to be involved?

EmPower New York can provide some limited electric reduction services to your apartment where possible but landlords are encouraged to participate in order to provide you with a more comprehensive work project.

### **Does my landlord have to pay anything?**

If an eligible tenant (one who pays the utility bill) directly benefits from the energy services being provided through EmPower New York, those services will be completed at no cost to the landlord. Some services, such as adding insulation, require the landlord to sign an agreement allowing the upgrade to be installed. A landlord investment may be required for certain upgrades or if EmPower New York is providing energy services to multiple units in a building.

### **There are other NYSERDA Contractors. Why should I choose NeighborWorks Rochester?**

We are a non-profit organization whose mission is to make our community stronger by providing guidance and support to current and future homeowners. NeighborWorks Rochester is a Building Performance Institute (BPI) GoldStar Contractor qualified to work in the Home Performance with ENERGY STAR program. Your home energy assessment will be an honest, thorough analysis of your home with no pressure to purchase windows, roofing, furnace, or other product. We're here to help you make the right decisions for your home to save you money and save energy. NeighborWorks Rochester's Energy Assessment will also provide advice on safety and comfort for you and your family. If you decide to make improvements to your home, we can help you access the grants available via New York State's Energy Programs, as well as help you finance improvements, if needed.

### **What is the process once I submit my completed application packet?**

Once you have submitted your completed application packet to NeighborWorks Rochester, we will work with NYSERDA to monitor your approval. It may take up to 2 weeks for this approval, but sometimes less. Once we receive your approval and Reservation Number from NYSERDA, we'll reach out to you to schedule your Home Energy Assessment.

### **How long does it take once I submit my application?**

Turnaround time is dependent on NYSERDA - it may take up to 2 weeks for this approval, but sometimes much less.



ACCREDITED  
CONTRACTOR