New York State Department of Public Service
LMI EE/BE Quarterly Forum

Stakeholder Comment Summary
May 6, 2026

Reminders:
The webinar recording, slide deck, and compiled Q&A will be posted after the event in the Department of Public Service (DPS) Document and Matter Management system (DMM) in Case 25-M-0249. https://documents.dps.ny.gov/public/MatterManagement/CaseMaster.aspx?MatterCaseNo=25-M-0249&CaseSearch=Search

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Stakeholders can also subscribe to direct email announcements about the LMI EE/BE Forums including input opportunities into agenda and meeting topics by visiting dps.ny.gov/lmi-eebe and joining our email list.

Question or Comment	Response
Is this going to be forum for contractor engagement for program design and implementation? Contractors and yet to be invited to the table on the utility WAP mandate.	This question seems to refer to the market-rate Regional Residential Weatherization Programs that the Commission directed the Utilities to develop in the May 2025 Non-LMI EE/BE Order and not to the Weatherization Assistance Program (WAP) administered by NYS Homes and Community Renewal (HCR). DPS convened technical conferences on June 17 and June 26, 2025 to hear input on the design of the Regional Residential Weatherization Programs, including from weatherization contractors. The Utilities filed initial implementation plans for these programs last fall and refiled them this year. The Commission has not yet acted on these plans, however DPS Staff expect that contractors will have opportunity to give input on the final design of those programs before they launch. Documents and events related to the market-rate utility weatherization programs are posted in Case 25-M-0248, which covers Non-LMI EE/BE topics. This Quarterly Forum series is focused on the LMI portfolio and is intended to be a forum for discussing portfolio/program

	performance and policy issues, rather than specific program design considerations. For the latter, the Utilities and NYSERDA have various channels for engaging with contractors. NYSERDA's Home Modernization Monthly Contractor Webinar series and Residential Market Advisory Group are two such examples.
What about PSEG Long Island?	The Commission does not oversee PSEG Long Island's programs; however, the Commission expects Program Administrators to coordinate programs wherever possible, for statewide consistency, given that National Grid and NYSERDA deliver program services to on Long Island. At the direction of the Long Island Power Authority (LIPA), PSEG Long Island maintains their own portfolio of EEBE programs and contractors through their Utility 2.0 program. For more information, visit: https://dps.ny.gov/pseg-lis-utility-20-plan-update-energy-efficiency-ee-plan
What is the total dollar amount for LMI EE/BE from 2026-2030?	The total LMI EE/BE portfolio budget for 2026-2030 is $1.569 Billion. Breakdowns by Program Administrator and sub-portfolio can be found in the Appendix to today's slides or in Appendix D of the May 15, 2025 LMI EE/BE Order.
Does DPS have regional data on utility needs as far as regions where the trade ally network/ amount of completed needs to grow in order to achieve weatherization goals around the utility mandate? This sort of a map showing current progress of projects done as well as workforce gaps could help inform regional outreach and strategy for the regional clean energy hubs, as well as workforce providers and contractors when trying to address where there is a workforce demand, or current deficit of weatherization projects that needs to be met.	The Utilities have been meeting regularly with NYSERDA's workforce development team to discuss workforce needs related to utility weatherization programs. In addition, NYSERDA is currently conducting a New York State EE/BE Workforce Assessment, as directed by the Commission in the May 2025 EE/BE Orders. We expect this assessment to be available by September of this year. It will include an analysis of projected EE/BE workforce gaps by occupation and an inventory of workforce training opportunities and wrap-around service providers across the state.
The use of artificial intelligence to work with data in programs is significantly limited. Can a work	This is a question that will require more consideration on the part of DPS Staff and the program administrators. With respect to DPS, the use of artificial intelligence by state

group be created to deal with this to protect public information but make the programs more efficient?	agencies is overseen by the New York State policies on the use of artificial intelligence technologies.
For future consideration, we need to clarify the term "heat pump ready" and what that means from the customer's perspective. Any other clarification is helpful on cost shifts associated from the switch and longer-term planning for when people can expect to receive heat pumps.	LMI electrification is a nuanced and important topic that will be discussed in future LMI EE/BE Forums, including messaging and clarity of information for customers. Being "heat pump ready" includes both technical, building science elements as well as consumer behavior elements. In a lot of ways, we're still in early-stage electrification in New York. Our first priority is always trying to address affordability while working towards scaling. The May 2025 EE/BE Orders point to additional steps that should be taken to better inform the collective knowledge on the topic of electrification ready homes including: • Analysis of NYS Clean Heat Project data associated with panel/service upgrades • Study to be filed by June 30, 2026 in Case 25-M-0248 • Updating the NYS Residential Building Stock Assessment to include an estimate of the need for electric service upgrades • An assessment of customer-level and system-level impacts and cost distinctions between hybrid electrification and full electrification adoption scenarios (Filed in case 25-M-0248 in May of 2026) • Explore alternatives to panel upgrades within NYSERDA portfolios • Reporting and analysis of customer bill data participating in the Energy Affordability Guarantee Pilot, a program administered by DPS that provides cost protections to low-income households that fully electrify through NYSERDA's EmPower+ program in the form of a bill credit. Reports will be filed in 14-M-0565. For more information on the Energy Affordability Guarantee Pilot Program: https://dps.ny.gov/energy-affordability-guarantee-pilot-program • Advance a strategic electrification framework within the LMI market segment that allows PAs to address early-stage opportunities to achieve the Commission's co-equal priorities of reducing fossil fuel combustion and advancing energy affordability for lower-income New Yorkers.

	The EE/BE Orders emphasize efficiency first, while the LMI Order allows for up to 15% of program budgets for LMI electrification, while also providing the following guiding principles for the LMI electrification through the LMI EE/BE programs: • Prioritize Weatherization and Energy Efficiency • Focus on Energy Affordability • Target the Conversion of Delivered Fuels Customers • Align Programs and Policies to Enable Affordable Electrification See pages 81-82 of the LMI EE/BE Order for more detail on the guiding principles for LMI electrification through the EE/BE portfolio.
Am I understanding correctly that there is consideration on how to interface virtual audits for tenants with point-of-sale rebates for energy efficiency smaller ticket items?	NYSERDA is currently considering this. The idea is to allow people to choose from a menu of personalized, discounted products that increases the likelihood they will be installed and used, as opposed to providing kits that might go unused when generalized and potentially oversized. Stakeholder feedback will be sought as the program design develops later in the year.
As fuel prices are so fluid, is there any consideration of not incentivizing decommissioning so that LMI households that receive heat pumps can choose the most economical option as the market fluctuates?	Heat pump installations in LMI projects require significant subsidy. If decommissioning isn't required, there's a risk the heat pump won't be used. Given fact that LMI EE/BE program budgets are finite, the programs must prioritize on the installation of measures that will have the greatest impact with respect to energy affordability for customers.
Is there a game plan to address the underserved markets? There is a Hub meeting Friday asking this question and there is no help from this forum.	Increasing program participation in historically underserved areas is an objective within the EE/BE order, and both DPS and NYSERDA are committed to finding solutions. NYSERDA is analyzing regions where programs haven't been as active, investigating reasons like contractor capacity or logistical challenges (e.g., in New York City). This work is ongoing. NYSERDA staff regularly attend Hub meetings, are reviewing Regional Assessments and Barriers Analysis (RABAs) from the Hubs and are planning additional stakeholder engagement events in Summer/early-Fall to adapt programs to changing market conditions across the state.
Which program administrator serves multifamily buildings in	Long Island is served by KEDLI (National Grid) and PSEG Long Island. KEDNY (National Grid) and Con Edison both provide

Brooklyn and Long Island, KEDNY or KEDLI?	services in Brooklyn.
NYPA customers that do not pay the SBC are unable to participate in AMEEP-E. However, these customers have large portfolios that may benefit from these incentives for decarbonization. Will this barrier be considered in future forums?	The topic of providing program services to non-SBC customers will be added to a list for upcoming LMI EE/BE Forum agenda topics.
For AMP Up, do you have a rough timeline from application to approved construction and payment in mind? Just wondering how we can set those expectations with landlords so they don't get impatient with the speed of the project.	NYSERDA plans for a 30-day review period from the time of initial application. That may be extended if certain documents need to be resubmitted. After that, NYSERDA provides a timeframe of about four months to develop the scope of work, although it may be submitted earlier. Technical review then takes about 30 days. All told, participants can expect the process to take around 5-6 months, but the timeline depends on how quickly NYSERDA can get the required documentation and complete the reviews.
For affordable multifamily programs, is it true that electrification incentives are not allowed unless the building is on oil or electric heat? I'm concerned about buildings that have heating and heating distribution systems that are at end of useful life. Without incentive there's risk that these projects will invest heavily replacing in kind.	The LMI EE/BE Order provides several parameters for LMI electrification projects including: • Prioritize Weatherization and Energy Efficiency: Homes or buildings receiving ratepayer-funded subsidies for heat pump solutions must be weatherized and undertake necessary energy efficiency upgrades first; pre-electrification requirements are outlined in program implementation plans • Focus on Energy Affordability: Program Administrators (PAs) must assess the energy affordability implications of heat pump installations, ensuring that overall energy costs for the household do not increase as a result. If costs are projected to rise, the project should not proceed. • Target Delivered Fuels Customers: PAs should prioritize the conversion of delivered fuel customers (e.g., those using oil) to maximize energy affordability benefits for LMI customers. • Align Programs and Policies: State-level programs and policies, such as the Energy Affordability Program (EAP) and the Home Energy Assistance Program (HEAP), must be aligned to support LMI electrification. • Policies to limit cost-shifts from building owners to tenants and align submetering with electrification policies should also be advanced.

	For Amp Up: There is no strong restriction that only buildings that rely on delivered fuel or electric resistance for heating are eligible to receive incentives for electrification upgrades. Instead, the review for eligibility hinges on modeling of the electrification system and expected utility costs pre- and post-electrification to ensure that electrification upgrades will not increase the tenants' or building owner's utility costs. NYSERDA will be providing more detailed guidance on the analysis requirements in Q3 of this year. Any questions may be sent to multifamilyprograms@nyserda.ny.gov. For AMEEP: AMEEP is taking a similar approach to the one described for Amp Up. The prerogative is to avoid cost increases for both the tenant and the building owner. In the near term, AMEEP is emphasizing conversions of buildings that currently heat with delivered fuels, although there may be some other project scopes that fall within the parameters outlined in the LMI EE/BE Order and the AMEEP program manual. DPS will add this to the list of topics to discuss at a future Quarterly Forum, as a component of a broader discussion about LMI electrification.
Are there plans for NYSERDA and LIPA to work together on some of these marketing efforts such as integrating PSEG Long Island programs into the MyEnergy website as well as the NY Energy Advisor tool. Currently, these materials are not useful for Long Island or Rockaway residents, and can actually lead to more confusion for low income residents in these areas. Any efforts to coordinate with LIPA?	Staff regularly coordinate with LIPA and PSEG Long Island and will follow up on outreach/marketing activities. The topic of improving consistency of LMI EE/BE programming state-wide has been added to a list for upcoming LMI EE/BE Forum agenda topics.
Can the NYSERDA language services contract in place to support the Hubs, [also] support the actual implementation of projects (i.e. translators for contractors and tech support?)	For The current scope of the language services contract in place to support the Hubs would not extend to support project installation. NYSERDA is looking into additional language support services and available resources.