



**NYSERDA**

# **NY-Sun – Program Changes**

**Applicable to Residential/Small Commercial  
<200kW Program**

**Updated July 21, 2016**

# NY-Sun Program Changes Coming this Summer

- Transition to Salesforce
  - Efficient for applicant and NYSERDA
  - Will be used authority wide
  - Trainings and details coming soon
- Change from Contractor/Installer model to Contractor/Builder model
- Required Construction Photos

# NY-Sun Contractor/ Installer Relationship – Current

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## STRUCTURE:

- Currently, each 4-digit Installer ID# identifies a relationship between an Installer AND Contractor
- An individual Installer can be approved under multiple Contractors
- A Contractor can be approved with multiple Installers
- Quality Assurance scores are attached to installer ID

## CONTRACTOR ROLE:

- Receives Incentive Payments
- Responsible for quality of project
- Agrees to terms of Participation Agreement together with Installer

## INSTALLER ROLE:

- Installer is a qualified individual who must hold 1 of the 3 required credentials (NABCEP, IBEW, UL)
- Responsible for installation of project
- Responsible for quality of project
- Agrees to terms of Participation Agreement together with Contractor

Power Inc.  
*Contractor*  
Mary Powers  
*Installer*

ABC Solar  
*Contractor*  
Karen  
Thomas  
*Installer*

Sun Is  
Shining  
*Contractor*  
Mary Powers  
*Installer*

ABC Solar  
*Contractor*  
Tom Smith  
*Installer*

# NY-Sun Contractor/ Builder Relationship – NEW

# NY-Sun Contractor/Builder Relationship - NEW

## STRUCTURE:

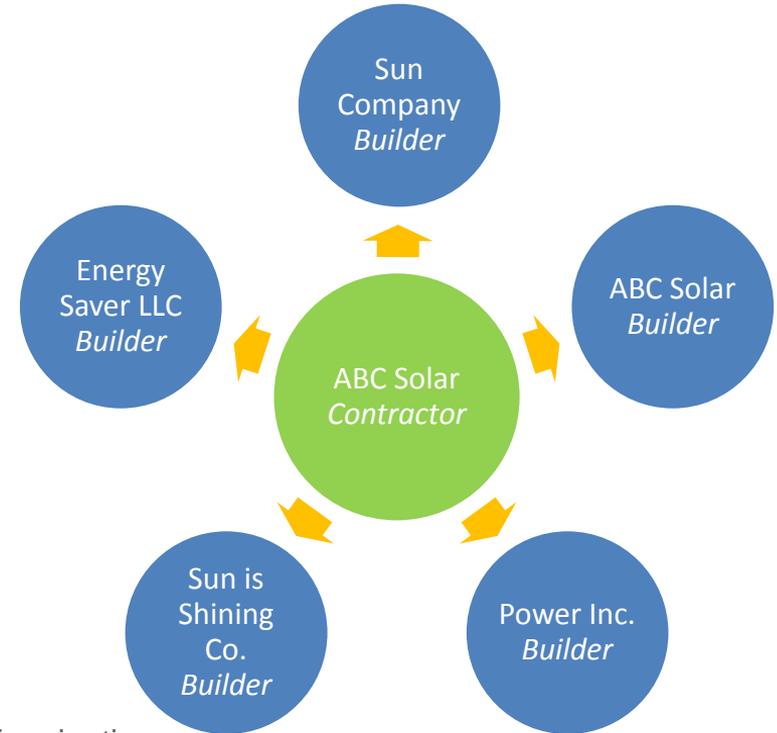
- A company can be approved as:
  - Contractor only
  - Builder only
  - Contractor/Builder

## CONTRACTOR ROLE:

- Responsible for quality of builder
- Receives Incentive Payments
- Agrees to terms of Participation Agreement
- Agrees to terms of Contractor / Builder Relationship Agreement

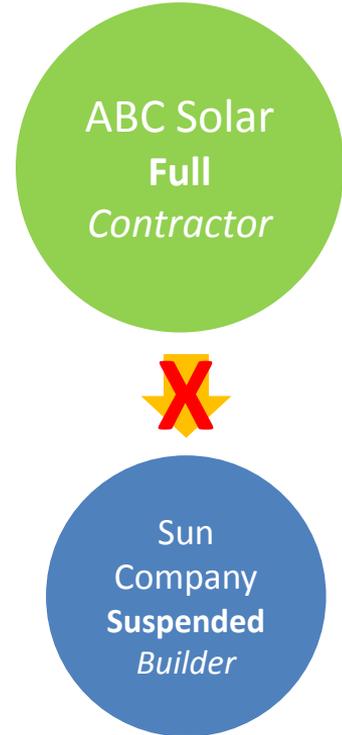
## BUILDER ROLE:

- Responsible for installation of project
  - Responsible for quality of project
  - Responsible for maintaining a credentialed person on-staff
  - Agrees to terms of Contractor / Builder Relationship Agreement
- Contractor and Builder must partner in Salesforce and approve the relationship between each other prior to project application submittal
  - Participation statuses are Provisional, Full, Probation, Suspension, Termination and apply to a company, no matter if they are approved as Contractor, Builder or both
  - Each Project must identify Contractor and Builder (can be the same company)



# How Disciplinary Action Affects The Relationship

- A company's participation status can be changed to probation, suspension or termination, based on criteria outlined in the Program Manual.
- A Contractor is not able to submit project applications using a Builder in Suspended or Terminated status.
- Likewise, a Builder is not able to submit project applications or install for a Contractor in Suspended or Terminated status.
- Probation status is a prescriptive disciplinary action, and does not restrict ability for Contractor or Builder to submit project applications. Probation status limits a company from establishing new Contractor / Builder relationships.



# Provisional Status

- NYSERDA will list Builders in Provisional status as “New to Program” on the website. NYSERDA defines New to Program as Builders that meet entry-level Program requirements (credentials and experience), but have not met minimum quality assurance requirements.
- Builders who are in Provisional status shall be:
  - Limited to fifteen (15) project application submittals, until 3 completed projects have received a QA inspection (photo or field)
  - Existing Builders in Provisional status are required to submit construction photos for the most recent 3 completed projects
  - Considered for a status change to Full based on the results of the QA inspections
- NY-Sun website will include Builders in Provisional status

# Full Status

- NYSERDA defines Full status as Builders that meet Program requirements for credentials, experience and installation quality.
- Builders will be considered in Full status based on one of the following:
  - An on-staff individual holds one of the required Credentials
  - Company Accreditation or compliance with nationally recognized Quality Management System (QMS) such as ISO-9001
  - Existing Builders without credentials, who have participated in the NY Sun program for at least 24 months, demonstrated a level of quality by maintaining a satisfactory average QA inspection score, may at NYSERDA's discretion be granted "Full" status
- NY-Sun website will include Builders in Full status
- No limitations on project application submittals for those in Full status

# Disciplinary Action

- Builders and Contractors may be placed on disciplinary action with the following status types:
  - **PROBATION** – Prescriptive, punitive action limited to no *new* Contractor / Builder relationships
  - **SUSPENSION** – Restricted participation, no new project applications and no new Contractor / Builder relationships
  - **TERMINATION** – No further work in the Program
- Builders placed on disciplinary action shall be reviewed by NYSERDA and based upon the severity of infraction, disciplinary action will be considered for the Contractor
- NY-Sun website will omit Builders in Suspended and Terminated status
- The listing of Contractors shown to a Builder during a project application will omit those that are in Suspended or Terminated status
- The listing of Builders shown to a Contractor during a project application will omit those that are in Suspended or Terminated status

Status	Definition	Project Application Submittals	Required to submit construction photos	Listed on Website	Can establish relationship with another Contractor / Builder?	Can submit project application on behalf of Contractor / Builder?
Provisional	Builders that meet entry level Program requirements (credentials and experience), but have not met minimum quality assurance requirements	Limited to 15 project applications until 3 projects have been QA inspected	Yes, for existing Builders, please submit photos for 3 recently completed projects	Yes, listed as “New to Program”	Yes	Yes
Full	Builders that meet all Program requirements for credentials, experience and installation quality	No restrictions	No, unless requested to do so	Yes	Yes	Yes
Probation	Builders that are in violation of Program requirements based upon severity of infraction require placement on prescriptive improvement plan	Allowed	Yes, for existing Builders, please submit photos for 3 recently completed projects	Yes	No, cannot create new relationships	Yes, for existing relationships
Suspended	Builders that are in violation of Program requirements giving cause to restricted participation	Not allowed	Yes	No	No	No

# Transition Plan to Contractor/Builder Model

## NEXT STEPS:

- NYSERDA has completed a review of all participating Installers & Contractors and has made final determinations on the participation status based on quality assurance results to date.
- Companies who have not had any activity in the Program in the past 24 months will be deemed inactive and must reapply if they wish to continue participation in the Program.
- Expect to receive notification of your Participation status in the Program by July 27, 2016.



# Required Construction Photos

# Required Construction Photos

- Effective immediately, all Contractors will be required to take construction photos for each project
- NY-Sun is transitioning away from costly field inspections towards photo inspections
- NYSERDA may request construction photos at any time
- The [sample construction photo document](#) is a great resource
- Photos should be submitted, using one of the websites below dependent on project location:
  - Non- Long Island Projects: [https://nyserda.seamlessdocs.com/f/photo\\_sub](https://nyserda.seamlessdocs.com/f/photo_sub)
  - Long Island Projects: [https://nyserda.seamlessdocs.com/f/PSEG\\_photo](https://nyserda.seamlessdocs.com/f/PSEG_photo)
- Contractors and Builders will be sampled for field inspection at a rate deemed appropriate based on overall quality
- We encourage all Contractors and Builders to perform in-house quality control of their projects