



## General Information System (GIS) Message

### Section 1

<b>Transmittal:</b>	25DC091 Upstate and New York City
<b>Date:</b>	December 16, 2025
<b>To:</b>	Subscribers
<b>Suggested Distribution:</b>	Commissioners, TA Directors, HEAP Coordinators
<b>From:</b>	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
<b>Subject:</b>	NYSERDA EmPower+ Referrals
<b>Effective Date:</b>	Immediately
<b>Contact Information:</b>	TA Program Questions: TA Bureau at: (518) 474-9344 or <a href="mailto:otda.sm.cees.tabureau@otda.ny.gov">otda.sm.cees.tabureau@otda.ny.gov</a>

### Attachments:

### Section 2

The purpose of this GIS is to remind local social services districts (districts) that the New York State Energy Research and Development Authority's (NYSERDA) EmPower+ program is not considered to be a viable alternative resource to meet heating equipment emergencies, and districts should be addressing these emergencies through Public Assistance (PA) for households that apply and are otherwise eligible. Households applying for a heating equipment resolution via PA must not be denied solely because the applicant or district prefers to utilize EmPower+. Heating equipment emergencies must be met in accordance with [GIS 25DC067](#).

### Section 3

#### EmPower+

EmPower+ is an energy efficiency program with very limited resources available for assisting households that require replacements to heating equipment to resolve a no heat emergency. It should not be considered an available resource when determining eligibility for emergency PA. According to NYSERDA, EmPower+ will be considered for no heat equipment repair or replacement services only after the household has been deemed ineligible for PA and no other community county resources are available. The EmPower+ budget for no heat emergencies is

limited and will be provided to eligible homes on a first come, first served basis until the allocated funding has been exhausted.

NYSERDA requires a denial notice from the district for the applicable assistance program (HEAP or PA, as appropriate) before applicants can be considered for emergency no heat equipment replacement through the EmPower+ program. Denials should be based on the standard eligibility criteria of the program being applied for and cannot be based solely on the fact that EmPower+ might provide heating equipment replacement or that the customer prefers to use an EmPower+ contractor. When a household applies, EmPower+ will request a denial notice before approving the household for no heat funding.

EmPower+ will accept referrals based on denials for the following reasons:

1. Excess Income
2. Excess Resources
3. Ineligible citizenship status

Please note, EmPower+ won't accept referrals if the denial reason is for failure to complete an interview or submit information.

For additional information, interested households may go to the [EmPower+ website](#).