

Overall FAQs

Who is NYSERDA, and why are they conducting this study?

The New York State Energy Research and Development Authority (NYSERDA) promotes energy efficiency and the use of renewable energy sources. NYSERDA, in cooperation with electric and natural gas utilities in New York, is gathering information on how people use energy in multifamily buildings. Study results will be used to design multifamily energy programs, such as those that focus on energy efficiency or renewable energy, and to help New York State meet its greenhouse gas emission goals.

Where can I find more information about this study or NYSERDA?

You can learn more about this research study by visiting www.nyserderda.ny.gov/MultifamilyBaselineStudy. NYSERDA's website www.nyserderda.ny.gov provides further information about the organization. You can contact Tracey DeSimone, the study's project manager, by calling 518-862-1090, ext. 3452 or by sending email to Tracey.DeSimone@nyserderda.ny.gov.

Will I receive an incentive for participating in the study?

There are four opportunities for incentives throughout the study, for a total of \$400 per building.

Building representatives can participate for up to three buildings per property in New York, and there are no limits on the number of properties for which the building representative can participate.

1. **Building Characteristics Survey (\$100):** Building representatives who are invited to complete the building characteristics survey online or via phone will receive a \$100 online Amazon gift card per building.
2. **Building common area site visit (\$150 gift card and free building report):** Building representatives who participate in a site visit will receive a \$150 Amazon gift card per building after the site visit. Building representatives will also receive a complementary building report after the site visit. This building report will provide information about the building's primary components (HVAC, building shell, lighting, and hot water) and information on utility and state energy efficiency programs.
3. **Recruitment of occupant units to the study for \$50 per unit:** We will ask building representatives to help us recruit 1 to 2 occupants to allow field staff to document their homes' characteristics and equipment. The building representative will receive a \$50 online Amazon gift card for each occupant that he or she recruits. The study aims to visit one unit for buildings with 5 units and to visit two units for buildings with more than 5 units. In return for their participation, one occupant per home will receive a \$50 online Amazon gift card.
4. **Building Decision-maker Survey (\$50):** Building representatives who are invited by the study to complete the decision-maker survey online or via phone will receive a \$50 online Amazon gift card.

How is my utility involved in this study?

Electric and natural gas utilities in New York State provide helpful guidance and data to the study team, such as general information about multifamily buildings. After participating building representatives and occupants sign a utility billing data release form, the utilities will also provide building and occupant utility billing data to the study team to aid with the study's analysis.

How did you get my contact information?

Potential survey participants have been selected at random from all multifamily buildings with mailing addresses in New York State. By selecting participants randomly, we can represent the State's entire population. Participation will provide an accurate picture of multifamily buildings in the State.

Will my information be kept confidential?

Yes. All participant responses will remain confidential and will be used strictly for research purposes. Personal information will be stripped from the data, and your information will be grouped and analyzed with that from many other study participants across the State. Collected information will be used solely for this research study. Data will be reported in the aggregate, and we will not provide specific information on an individual, building, or dwelling unit.

How long is the study available?

The study will remain open through October 2022, but we will recruit a limited number of participants for each combination of target building attributes, such as region, building size, and ownership type. As participation is limited, if this interests you, please complete this survey as soon as possible. Eligibility for several regions will end before October 2022.

Are you selling something?

We are not selling any products or services, and we will not sell or provide your information to others.

Who is Cadmus?

Cadmus is a company working on NYSERDA's behalf to coordinate the study's surveys and site visits.

Who is Leede Research?

Leede Research is a company working on NYSERDA's behalf to conduct the telephone survey.

Who is GDS Associates?

GDS Associates is a company working on NYSERDA's behalf to schedule and conduct site visits for multifamily buildings in Upstate New York.

Who is Steven Winter Associates?

Steven Winter Associates is a company working on NYSERDA's behalf to schedule and conduct site visits for multifamily buildings in New York City and the Lower Hudson Valley.

Who is Ridgeline Energy Analytics?

Ridgeline Energy Analytics is a company working on NYSERDA's behalf to schedule and conduct site visits for multifamily buildings in Long Island.

Survey FAQs

How Do I Complete the Survey? You can either complete the survey [here](#), or Cadmus will email you a link to the survey for the buildings you agree can receive a site visit.

Is there an incentive for completing the multifamily “building characteristics” survey?

Building representatives who complete the multifamily building characteristics survey online or via phone will receive a \$100 online Amazon gift card within two weeks of completing the survey. Building representatives will receive \$100 for each completed survey. Building representatives can complete a survey for up to three buildings per property located in New York, and there are no limits on the number of New York properties for which the building representative can participate.

Is there an incentive for completing the multifamily building “decision-making” survey?

Building representatives will also be asked to participate in a multifamily building decision-making survey, and they will receive a \$50 gift card incentive within two weeks of completing the survey. Building representatives can only complete one decision-maker survey.

How long are the surveys?

Depending on your responses, the survey will take between 15 to 25 minutes.

What kinds of questions are you asking in the “building characteristics” survey?

The survey collects information about the general characteristics of multifamily buildings and dwelling units.

What kinds of questions are you asking in the building “decision-making” survey?

The survey collects information about the general characteristics of multifamily buildings and dwelling units.

Can I start the online survey now and finish later?

Yes, your responses will be saved for two weeks if you close your browser and log back in with your survey ID. If you experience problems, feel free to contact Cadmus at David.Ladd@cadmusgroup.com.

Who do I contact if I have questions about the survey?

Building representatives can choose to complete the survey either online or via telephone. Contact Cadmus at David.Ladd@cadmusgroup.com if you have questions about the online survey. Contact Leede Research if you have questions about the telephone survey by calling 800-245-1993 or emailing Derek@leede.com.

Site Visit FAQs

Is there an incentive for completing a site visit?

Yes, building representatives can earn a **\$150 online Amazon gift card** and a free building report for each building that receives a site visit. The building report will provide information about the building’s primary components (HVAC, building shell, lighting, and hot water) and information on utility and state energy efficiency programs. The building representative will receive a **\$50 online Amazon gift card** for

each occupant that he or she recruits to participate in a 30-minute site visit of their dwelling unit. The study aims to visit one unit for buildings with 5 units and to visit two units for buildings with more than 5 units. In return for their participation, one occupant per home will receive a \$50 online Amazon gift card.

How many of my buildings can receive a site visit?

There is no limit on the number of your New York properties that can receive a site visit, but there is a limit on the number of buildings per property:

- Sites with four or fewer buildings: one building
- Sites with five to eleven buildings: two buildings
- Sites with twelve or more buildings: three buildings

How do I sign up for a site visit?

You can indicate your interest in a site visit and complete a survey about your building [here](#), or you can contact our field staff to sign up for a site visit. They will confirm your building's eligibility to participate in the study. Our study has a target number of site visits by region and building height, so it is possible that your building will not be selected to participate in the site visit.

- If you are located in **upstate New York**, call GDS Associates by phone at 603-391-0042 or by email at Jennifer.thornton@gdsassociates.com.
- If you are located in **New York City or the Lower Hudson Valley**, call Steven Winter Associates by phone at 212-564-5800 x 1240 or by email at stesluk@swinter.com.
- If you are located in **Long Island**, call Ridgeline Energy Analytics by phone at 857-331-2563 or by email at ndickson@ridgelineanalytics.com.

Do I have to complete the survey to be considered for the building site visit?

No. You can request to participate in a site visit without completing the survey. Alternatively, you can complete the survey after you complete the site visit. Once you have expressed interest in a site visit, a trained technician will call you to set up an appointment at your convenience. If you have not yet completed a survey for your building, we will send you a link to complete an optional online survey for each building that receives a site visit.

If I complete the survey, am I obligated to do the site visit?

No, you do not have to sign up for the site visit if you complete the survey. We hope you will be interested in participating in both parts of the study, but you are not obligated to complete the site visit after completing the online survey.

What information will be gathered during the building site visit?

A technician on your premises will conduct a walkthrough of the multifamily building common areas to gather data about lighting, appliances, heating and cooling equipment, insulation, and other building features. Additionally, the study will recruit 1 to 3 tenants per building to participate in living unit site visits during the same day as the common area site visits.

How long will the site visit take?

The site visit should last two to four hours, depending on the size of your building.

How can I identify the technician coming to my building?

You can view photographs of all study technicians by clicking “Meet the Technicians” at the NYSERDA website at www.nyserda.ny.gov/MultifamilyBaselineStudy.

Can I go around with the technician and see what they are looking at?

You may observe the technician, but please keep in mind that the technicians are trained to collect data efficiently. They cannot offer interpretations of your building’s conditions. If you have questions about energy efficiency, please consider consulting NYSERDA or your local utility for information and/or resources within your area.

What if I need to reschedule the appointment?

- If you are located in **upstate New York**, call GDS Associates by phone at 603-391-0042 or by email at Jennifer.thornton@gdsassociates.com.
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- If you are located in **Long Island**, call Ridgeline Energy Analytics by phone at 857-331-2563 or by email at ndickson@ridgelineanalytics.com.

Though we may not be able to reschedule cancelled appointments, we can put you on a waiting list if other cancellations or openings happen while technicians are in your area.

Who do I call if I have questions about the site visit?

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