

Frequently Asked Questions: Tenants

2021-2022 Statewide Multifamily Baseline Assessment (SMBS)



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.nyserda.ny.gov/MultifamilyBaselineStudy. NYSERDA's website www.nyserda.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 an email to Tracey.DeSimone@nyserda.ny.gov.

Will I receive an incentive for participating in the study?

There are two opportunities for incentives throughout the study for multifamily building tenants.

1. **Living unit site visit (\$50):** Occupants who agree to participate in a site visit of their homes will receive a \$50 online Amazon gift card. The study will provide one gift card for each living unit; the study will not provide multiple gift cards per unit.
2. **Survey (\$30):** The study will provide an additional, \$30 gift card to one occupant of each living unit visited after the occupant completes an occupant survey. You can complete the survey via phone or online. Study staff will provide information about the survey by email or by leaving behind a handout in the living unit during the site visit.

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.

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.

Who will have access to the study information?

Information gathered through the survey and site visit can be accessed only by those working on NYSERDA's behalf to complete the research study. Data will be reported in the aggregate, and we will not provide specific information on an individual, building, or living unit.

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.

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 in each region of the State. The timing of study availability will vary by region, with some region eligibility ending before October.

Are you selling something?

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

Living Unit Site Visit FAQs

Do I need to be home for the site visit to my living unit?

No. If you provide permission for a building representative to let us into your home, field staff can complete the site visit with the building representative present. The field technician will leave your home exactly as they find it.

Is there an incentive for completing a site visit?

Yes. The study will provide a \$50 gift card to one occupant of each living unit visited, whether or not the occupant is present during the site visit.

What information will be gathered during the living unit site visit?

A technician will conduct a walkthrough to gather data about lighting, appliances, insulation, heating and cooling equipment, and other items that use energy.

How long will the site visit take?

The site visit should last thirty minutes to an hour.

What steps will the study take to me safe from COVID-19?

Study field technicians will wear masks at all times.

How can I identify the technician coming to my building?

You can view photographs of all study technicians by clicking “Meet the Technicians” 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 living unit’s conditions. If you have questions about energy efficiency, please consider consulting NYSEDA or your local utility for information and/or resources

Who do I call if I have questions about 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.

Survey FAQs

Is there an incentive for completing the on-site multifamily building energy use survey?

Those completing the multifamily building energy use survey will receive a \$30 gift card incentive within two weeks of completing both the survey and the site visit.

How long is the survey?

The survey will take about 15 minutes.

What kinds of questions are you asking in the survey?

The survey collects information about the general characteristics of multifamily building living 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 NYSEDAsurvey@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.