

# Moving in—and shaping up— with home energy upgrades



The Mallow Family, Webster, NY

After living in a 100-year-old home, **Charlie Mallow and his family felt like their 1986 split-level home in Webster, NY, was brand new. But at least one part of the house was past its prime: the original furnace chugging away in the basement.** The Mallows also noticed wide fluctuations in temperature from room to room.

Charlie didn't want to wait until his furnace just quit, so he called in a heating contractor to replace it. A participant in the Home Performance with ENERGY STAR® program, **the contractor performed a comprehensive home energy assessment, revealing other problems affecting the Mallow home's energy efficiency.**

Charlie followed his contractor's recommendations and completed a range of energy upgrades, taking advantage of low-cost financing and a cashback incentive from the New York State Energy Research and Development Authority (NYSERDA). **Now, the Mallows feel comfortable year-round—and they're saving on their energy bills.**

*Turn over for more*



**Deceptive “newness.”** When Charlie Mallow and his family moved into their 1,400-square-foot home in Webster, NY, it felt new in more ways than one. Their previous house was built in the early 20th century; the new home was built in 1986. To the Mallows, it seemed like a modern marvel—except for the aging furnace. The house also had other quirks: drafts, temperature variations from room to room and high energy bills.

**The Mallows turned to a local contractor for a solution. Sensing problems beyond the furnace, the contractor conducted a Home Performance with ENERGY STAR comprehensive home energy assessment.** The Mallows got a detailed picture of how their home was wasting energy, including air leaks and an unsealed dryer vent in the basement. “I never would have thought to go looking for something like that,” Charlie said.

**Improvements built to last.** After considering recommendations from their contractor, **the Mallows decided to attack energy upgrades with full force.** They started with air sealing and insulation for their home. Then, from installing a new furnace, air conditioner, programmable thermostat and dehumidifier, to replacing every incandescent light bulb in the house with a compact fluorescent (CFL) bulb, **no energy-saving opportunity was overlooked.** The Mallows even replaced their dishwasher and refrigerator with ENERGY STAR® qualified appliances. “We’re never moving again! Everything is taken care of,” Charlie said.

**Directing dollars to energy upgrades—affordably.**

Because they had a home energy assessment and completed energy upgrades through the Home Performance with ENERGY STAR program, **the Mallows qualified for a 10 percent cashback incentive from NYSERDA and an affordable Green Jobs — Green NY low-interest loan.** “NYSERDA allowed us to direct our dollars in the right direction and prioritize where money was truly needed,” Charlie said.

Charlie admitted that without the home energy assessment, he might have been tempted to buy new countertops rather than invest in energy efficiency improvements. In the end, the Mallows know they made the best decision. **“The assessment helped us to update our home and get it right the first time,”** Charlie said.

**Situation**

- 25-year-old furnace
- Uneven air flow and fluctuating temperatures
- Hidden inefficiencies

**Solutions**

- Air sealing
- New furnace, dehumidifier, and air conditioner
- Programmable thermostat
- ENERGY STAR appliances and light bulbs

**Benefits**

- Improved comfort
- Consistent air flow and temperatures
- Lower energy bills
- Received cashback incentives
- Received low-cost financing for energy upgrades through Green Jobs — Green NY

*“We’re never moving again! Everything is taken care of.”*  
 — Charlie Mallow, Webster NY

**► Opportunity’s knocking!**

Call 1-866-NYSERDA or visit [nyserdera.ny.gov/home-performance](http://nyserdera.ny.gov/home-performance)



NYSERDA’s Home Performance with ENERGY STAR program offers homeowners a comprehensive, whole-house approach to improving energy efficiency and home comfort while saving money. Energy assessments and upgrades are conducted by a participating Home Performance contractor accredited by the Building Performance Institute (BPI). Income-qualified homeowners are eligible for additional incentives to make energy improvements.



Participate in Home Performance with ENERGY STAR and take advantage of funding for comprehensive home energy assessments and low-cost financing for energy upgrades through Green Jobs – Green NY. Green Jobs – Green NY is a statewide effort to strengthen our communities through energy efficiency. It enables New Yorkers to make a significant difference in our homes, businesses and neighborhoods—making them more comfortable, more sustainable, and more economically sound. Green Jobs – Green NY is administered by NYSERDA and made available by the Green Jobs – Green New York Act of 2009.

