

# **NYS Clean Heat Working Group Series**

for Participating Contractors & Industry Partners

Session #16

March 9, 2023 9:00 am–10:00 am

NYS Clean Heat  
Joint Management Committee



**NYS Clean Heat**

# Agenda

- > **Meeting procedures** (2m)
- > **Welcome** (2m)
- > **Safety Message** (2m)
- > **JMC updates and discussion** (45m)
- > **Stakeholder Presentations**
  - *None submitted this quarter*
- > **Resources, support, and next steps** (5m)

# Meeting procedures

## Before beginning, a few reminders:

- > **All attendees will be muted**
  - > For questions or comments throughout, please use either the Raise Hand or Q&A functions
    - > Select the Raise Hand icon in the bottom toolbar, or hover your mouse over your name in the Attendees list in order to see the Raise Hand icon displayed
    - > When you have finished asking your question, select the Raise Hand icon again to lower your hand
  - > If an attendee opts to use the Raise Hand function to ask a question or make a comment, the meeting moderator will call on that attendee and unmute individually
  - > When using the Q&A function, please be sure that your question is directed to “All Panelists”, rather than one specific individual
    - > Q&A function is private – the team will share public responses as appropriate
- > Slides, notes, and a compilation of Q&As will be posted after the meeting
- > If technical issues arise, please contact [NYSCleanHeat@ceadvisors.com](mailto:NYSCleanHeat@ceadvisors.com)



# Welcome

## Joint Management Committee (JMC) Co-Chairs:

- > **Julie Hawkins**, National Grid
- > **Will Xia**, NYSERDA

## > Other JMC Members:

- **Ray Cotto**: Central Hudson
- **Toby Hyde**: Con Edison
- **Jennifer Cross**: National Grid
- **Nicole Williams**: NYSEG, RG&E
- **Mark Maloney**: Orange & Rockland

## > Our implementation team today:

- **Kenn Latal**: ICF
- **Tim Walsh**: ICF

## > Our Working Group support team:

- **Ben Davis**: Concentric
- **Pieter Zwart**: Concentric
- **Clara-Ann Joyce**: Concentric

# Working Group Series

## *Review of typical meeting format*

- > **Working meetings between Participating Contractors, industry partners, and other stakeholders with the NYS Clean Heat Program Administrators**
- > To foster:
  - Transparency
  - Coordination and communication
  - Prioritization
  - Solution development

# Working Group Series

## *Review of typical meeting format*

- > **Updates on previous topics** (various)
- > **Stakeholder presentations (None this session)**
  - Presentation (5m)
  - Discussion time will vary by topic (5-30m)

# Safety Message: Ladder Safety

## 7 Tips for safe use of ladders:

1. Pick the right ladder
2. Inspect before use
3. Go (3 feet) above and beyond
4. Maintain three points of contact
5. Monitor the weather
6. Make a space
7. Secure during transport and when storing



# JMC Updates and Discussions

- > Program Manual Updates (2m)
- > Sizing and Design Training Requirement (2m)
- > QA/QC Trends and Common Nonconformances (10m)
- > Assessment Best Practices (5m)
- > Application Best Practices (5m)
- > Common Application Attention Required (5m)
- > Participating Contractor Reminders (5m)
- > NYSERDA Residential Financing Program (10m)



# Program Manual Updates

- > Updates to the NYS Clean Heat Program Manuals were filed March 1, 2023
  - Version 9 of the Program Manual for Central Hudson, National Grid, NYSEG, O&R, and RG&E
  - Version 2 of the Con Edison Heat Pump Program Manual
- > Non-substantive changes were made to clarify language and information
- > The updated versions are available on the Contractor Resources webpage:  
<https://cleanheat.ny.gov/contractor-resources/>

# Required Training: Cold Climate ASHP Sizing and Design

- > New deadline for *all* ASHP Participating Contractors to submit proof they have completed training: **April 15, 2023.**
- > All Participating Contractors installing ASHP must complete the training.
- > Training courses are manufacturer-specific and posted on the Clean Heat Connect [trainings calendar](#), which is updated regularly. Please reach out to your distributor if you do not see an upcoming training for your manufacturer.
- > Certificates of completion can be submitted to ICF at [nyscleanheat@icf.com](mailto:nyscleanheat@icf.com).

# 2022 Non-Conformance Frequencies

Since January 1, 2022:

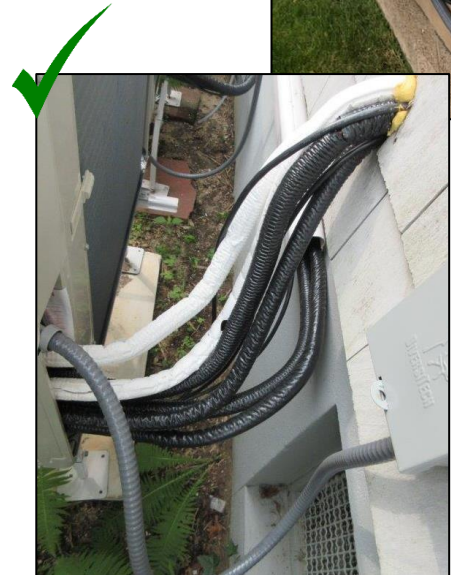
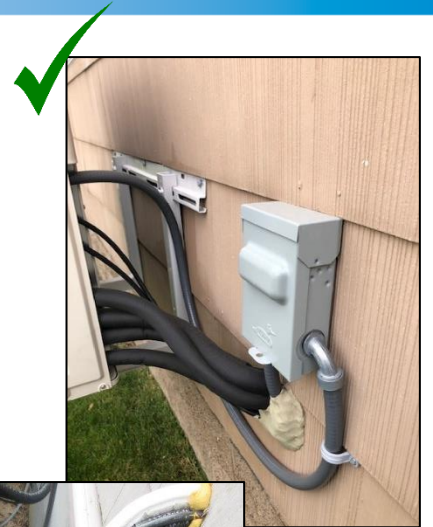
- 2,396 assessments
- 839 perfect scores
- 2022 average field assessment score: 3.0
- 2023 YTD average score: 3.8

Checklist Code	Description	Count	Percent
C10; C10B	Refrigerant line set insulation	780	32%
C16	Outdoor unit installed level	124	12%
C15; C15B	Snow protection from above and below	278	11%
C3	Condensate line drains to external location	257	10%
C1	Installed unit matches application	253	10%
C8	Sample for refrigerant leaks	70	3%

# Assessment Best Practices – Refrigerant Line Protection

Checklist Item C10 and C10B collectively govern refrigerant line protection.

- > All refrigerant lines shall be insulated fully
  - No compression or gaps
  - Insulation is to be appropriately connected and secured for long-term performance
- > Outdoor refrigerant lines shall have UV protection
  - An insulation sleeve or an insulation product that is also UV rated will comply



# Assessment Best Practices – Refrigerant Line Protection

## C10 – UV Protection:

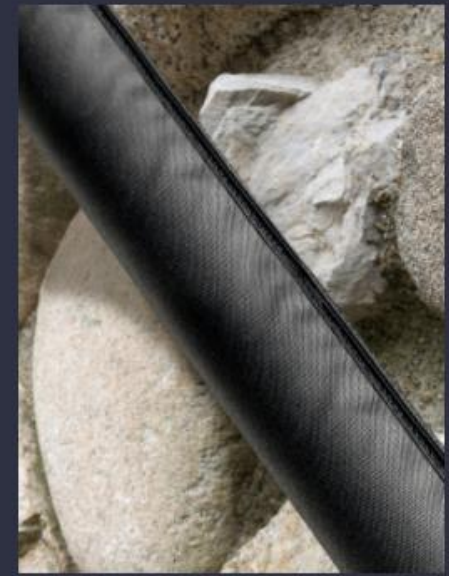
- Open cell traditional foam is not UV protective and breaks down quickly in the field.
- Newer closed-cell elastomeric foam products *are* UV protective, but can be difficult to differentiate in the field.
  - Choose one with a stamp, or denote on application docs that such a product is in use.



Traditional Foam



F6 Braided Sleeving



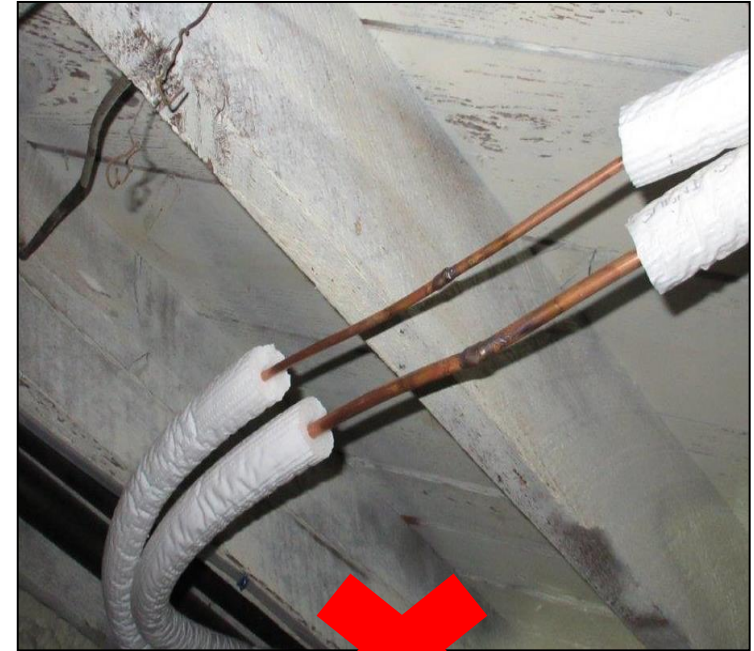
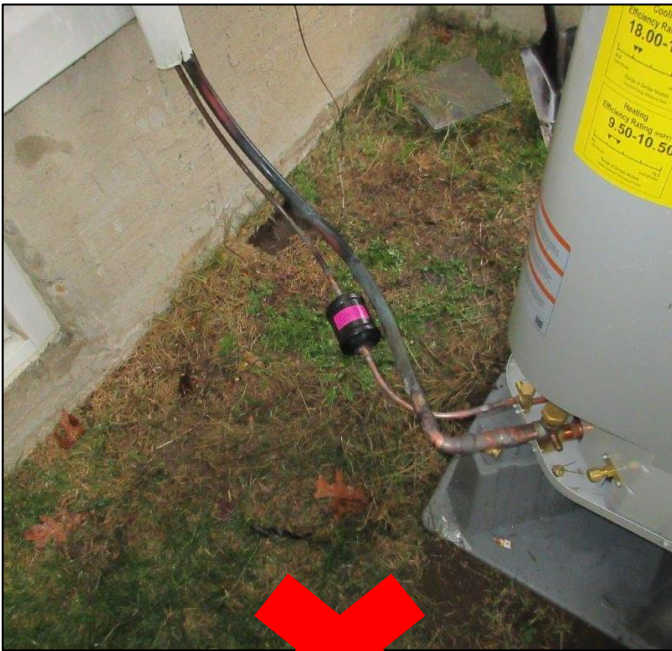
Dura HVAC Wrap





# Assessment Best Practices – Refrigerant Line Protection

C10 - Major non-conformance: Large gaps; entirely uninsulated sections; non-UV-protective foams outside



# Assessment Best Practices – Snow Protection

Checklist Item C15 and C15B collectively govern snow protection.

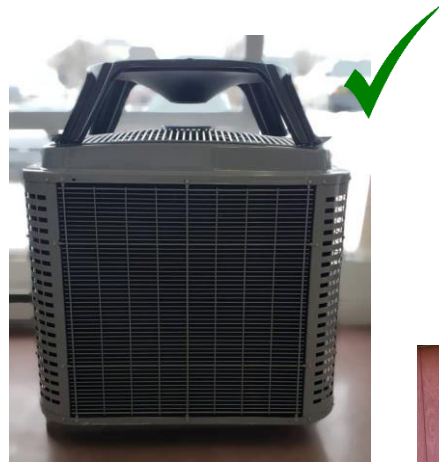
- > To provide heating load - outdoor units must be clear of snow and ice buildup all winter
- > Snow protection from above (C15)
  - Best: Place the unit on a gable end, below a flat roof, or under a deck.
  - If on an eave end – *completely* covered by the eave, or protected with a snow-deflector
    - **Exception:** Asphalt roof, with a working gutter, **and** the outdoor unit's fan is vertically aligned = is approved
- > Snow protection from below (C15B)
  - Place the unit above the annual high snow-line for that home's representative weather station
  - Wall mount, ground-mount on a stand, place under a deck





# Assessment Best Practices – Snow Protection

C15 – Snow protection from above. Snow guards/deflectors necessary if on an eave end





# Assessment Best Practices – Snow Protection

C15B - Snow protection from below. 6", 12" or 18" depending on weather-station, or place under a deck.

≥12" Needed in this zone



# Assessment Best Practices – Other Items

Item	Name	What we're looking for
C1	Make/Model Match	Do the indoor and outdoor units as-installed match what's on the application?
C4	Safe Access	Can the Field Agent, and future service technicians, safely access the unit?
C5	Load-size matching	Does the building match the Manual J?
<b>C8</b>	<b>Refrigerant leakage</b>	<b>Does a wand test expose a refrigerant leak?</b>
C9	Sealed/insulated ductwork	If ducted; are duct spaces sealed and insulated (if in non-conditioned space)?
C12	Equipment piping support	Are all units, refrigerant lines, power cables, etc. properly secured?
C18	Electric disconnect	Is the electric disconnect installed in an accessible location for service? (And lockable if out of the technician's sight line)













Additional information on best practices can be found in the Field Assessment Hot List document on Clean Heat Connect:

<https://cleanheatconnect.ny.gov/nys-clean-heat-materials/>

# Applications Requiring Attention and Correction

- > Applications “Requiring Attention” are a big focus for 2023
- > Applications “Requiring Attention” composed 42% of all apps in 2022 and so far in 2023
- > Applications that Require Attention slow down payment and increase processing times
- > School of Clean Heat will continue to focus on minimizing apps requiring attention in 2023

# Common causes for Applications Requiring Attention and Correction

-  Missing or incorrect rebate amount listed on Customer Acknowledgment Form
-  Heat pump invoice information does not match Utility Account Holder information
-  Unclear or missing photographs, preventing proper identification of installed equipment
-  Manual J design temps not within 5 degrees of weather station temp
-  HP output capacity at design temp is incorrect
-  Missing Serial Numbers
-  Use the Prescriptive Calculator to get incentive amount [NYS CleanHeat Prescriptive Incentive Calculator.xlsx \(live.com\)](https://live.com/NYS_CleanHeat_Prescriptive_Incentive_Calculator.xlsx)
-  Sharing copy of utility bill is best solution – try to take a few minutes to get it or use the name and address it shows – it's worth the time!
-  Talk to your installation staff and check on photo quality before submitting the images. The system will identify unclear photos.
-  The Prescriptive Calculator provides the recommended design temp for every zip code
-  Use the Prescriptive Calculator to extrapolate design temps based on NEEP sheet capacities – if design temp is below temps listed by NEEP, obtain manufacturer data
-  In addition to capturing serial numbers clearly in photos, we recommend listing them on invoices for backup

# Clean Heat Error Notifications

Will I be notified if a project contains errors? YES!

- You will receive an email either detailing the error or asking you to contact an account manager for further information.
- Any projects needing attention will also be **highlighted** upon logging into the OIT as a reminder.

Dec-9 2021  
Rebate Application Number [REDACTED]  
Dear [REDACTED]

We have reviewed the National Grid NYS Clean Heat Application you submitted for the noted project. In order to process the application completely, we need you to update the following items:

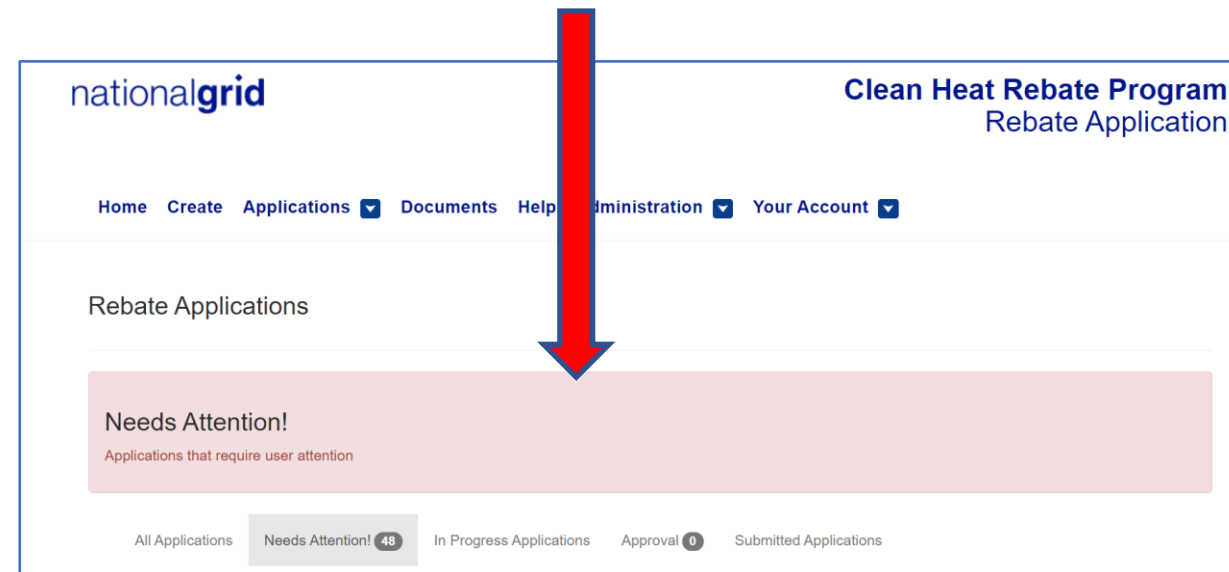
- **Missing or illegible outdoor unit photos showing nameplate with model and serial numbers (closeup).**

You can submit additional or requested documents through the OIT portal in the Supporting Documents section of the application, which will be ready to accept new documents the following day from receipt of this email. You can also add notes on the "Rebate Information" page with specific details or data points that need to be updated. Application status will show as "Attention/Action Required".

If you have any questions or concerns contact your Account Manager or Customer Care at 1-844-212-7823, representatives are available Monday through Friday 7 am – 7 pm ET, or email [NYSCleanHeat@icf.com](mailto:NYSCleanHeat@icf.com).

Thank you for your participation,

National Grid NYS Clean Heat Program



The screenshot shows the 'nationalgrid' logo and 'Clean Heat Rebate Program Rebate Application' header. A navigation bar includes links for Home, Create, Applications (with a dropdown arrow), Documents, Help, Administration (with a dropdown arrow), and Your Account (with a dropdown arrow). Below this, the 'Rebate Applications' section features a prominent pink box with the text 'Needs Attention!' and 'Applications that require user attention'. At the bottom, a status bar shows 'All Applications', 'Needs Attention! 48' (highlighted with a grey background), 'In Progress Applications', 'Approval 0', and 'Submitted Applications'.

# School of Clean Heat Links

- > Registration for National Grid/NYSEG/RG&E ASHP classes: [School of Clean Heat - Upstate Utilities \(gotowebinar.com\)](#)
- > Registration for Orange & Rockland and Central Hudson classes: <https://attendee.gotowebinar.com/register/7361408898465970522>
- > Stored trainings for Upstate classes (we'll be adding more in 2023!):
  - [NYSCH Upstate Trainings | GoToStage.com](#)
  - <https://www.gotostage.com/channel/6ccf4a7eb6a64035a369056668d00fab>
- > Registration for Con Edison classes: TBD

# Green Jobs-Green New York (GJGNY) Residential Financing Program

Residential Financing Team – March 2023



# GJGNY Residential Financing Program

- Legislation passed in 2009 creating the GJGNY Loan Fund
- First loan issued in December of 2010
- Legislation amended in 2011 to allow for On-Bill Recovery
- 2020 began offering Companion Loans
- Funded with Regional Greenhouse Gas Initiative money, bond proceeds, loan repayments



# Loan Terms and Conditions

- **Energy audit or assessment must be completed to access GJGNY loan**
- **Unsecured**
- **Available for 1 to 4 Residential units**
- **Interest Rates**
  - > OBR Loans 3.49%/6.99%
  - > Smart Energy Loans 3.99%/7.49% (.5% discount applied if using ACH)
  - > Bridge and Companion Loans 6.49%/6.99%
- **Loan Amount**
  - > Minimum \$1,500
  - > Up to \$13,000 (up to \$25,000 if the simple payback is less than 15 years)
- **Loan Terms**
  - > Bridge Loans: 2 years
  - > OBR, SE and Companion Loans: 5, 10, 15 years (term may not exceed expected useful life of improvements)
  - > No prepayment penalties

# Loan Products:

## Smart Energy Loan

- Borrower is billed monthly or makes payment with automatic bank withdrawal (ACH)
- Borrower must own, rent or manage the residential building to qualify
- Borrower must sign note with NYSERDA's loan originator Slipstream EFS
- If home is sold or transferred, borrower is responsible for balance of loan (not assignable or transferable)
- Cost effective requirements:
  - > Pre-qualified eligible measures are at least 85% of the total loan amount
  - OR
  - > Estimated energy cost savings over the anticipated life of improvements must be at least 80% of the total principal and interest of the loan (SIR .8)
  - > Loans \$13,000+ must meet 15-year simple payback calculation
- Loan is subject to late payment fees (5% or \$5.00) and collection fees

# Loan Products:

## On-Bill Recovery (OBR) Loan

- Borrower repays loan through a charge on their electric/gas utility bill
- Borrower must own the home and be named on the utility account
- Borrower must sign note with NYSERDA's loan originator Slipstream EFS
- Borrower must sign an OBR Program Declaration
- If home is sold or transferred, borrower is responsible for providing notice to purchaser and can transfer the remaining payments to the new utility account holder
- Cost effective requirements:
  - > Monthly payment may not exceed 1/12th of the estimated average annual energy cost savings from improvements over term of loan
  - > Loans \$13,000+ must meet 15-year simple payback calculation
- Non-payment of OBR loan can result in termination of utility service

# Loan Products:

## Renewable Energy Tax Credit Bridge Loan

- Short term loan to finance costs that may be eligible for federal, state tax credits or NYC Real Property Tax Abatement
- 2-year term with balloon payment (principal and interest) due at maturity
- Borrower must own, rent or manage the residential building to qualify
- Borrower must sign note with NYSERDA's loan originator Slipstream EFS
- If home is sold or transferred, borrower is responsible for balance of loan (not assignable or transferable)
- Can be paired with GJGNY Term Loan (Smart Energy or OBR) and Companion Loan
- Loan is subject to late payment fees (\$25/month) and collection fees

# Loan Products:

## Companion Loan

- Borrower is billed monthly or makes payment with automatic bank withdrawal (ACH)
- Borrower must own, rent or manage the residential building to qualify
- Borrower must sign note with NYSERDA's loan originator Slipstream EFS
- If home is sold or transferred, borrower is responsible for balance of loan (not assignable or transferable)
- Borrower must fully utilize GJGNY Loan (and close both loans at the same time)
- Companion and GJGNY Loan do not have to have same loan term

# Loan Underwriting Criteria

UNDERWRITING CRITERIA		
	Tier 1 Loans	Tier 2 Loans
Minimum FICO score	640	540
Max Debt-to-Income Ratio	50% for FICO 640-719 No limit for FICO 720+	40% if FICO 540-599 45% if FICO 600-639 50% if FICO 640-679 60% if FICO 680-719 No limit if FICO 720+
Mortgage payment history	None	As reported on the credit report, current on all mortgage payments for the past 12 months. No mortgage payments more than 60 days late during the past 24 months.
Bankruptcy	No bankruptcy, foreclosure, or repossession within last 7 years	No bankruptcy, foreclosure, or repossession within last 2 years
Judgments	No combined outstanding collections, judgments, charge-offs, or tax liens > \$2,500	
Prior GJGNY Loans	No customer will be eligible for a GJGNY Loan if the customer has a prior GJGNY Loan outstanding that is 30 days or more delinquent.	

<sup>[1]</sup> Debt-to-Income Ratio for applicants with a FICO of 720+ or with a loan amount <= \$5,000 will be calculated on stated income only

# Interest Rate Determination – Geographic Eligibility

- No documentation of household income
- Housing and Urban Development Median Income Block Data
  - $\leq 120\%$  AMI for reduced interest rate (3.49%/3.99%)
- Interactive tool on NYSERDA website <https://www.nyserda.ny.gov/All-Programs/Programs/Residential-Financing-Options/Imi-search>
- Income documentation basis for customers outside designated areas

# Become Loan Offering Contractor

- Approved NYS Clean Heat contractor prior to May 3, 2022
  - Would have signed a separate Participation Agreement with NYSERDA during the two-step enrollment process and are not required to submit another one allowing the ability to offer financing
- Approved NYS Clean Heat contractor on or after May 3, 2022
  - With the revised enrollment process, would need to sign separate Participation Agreement with NYSERDA
- All NYS Clean Heat contractors:
  - Need to sign Participation Agreement with EFS (loan originator)
  - Contact NYSERDA once approved with EFS to be added to Web ProForma
  - Review Finance Program Manual
  - Review Training materials for Web ProForma
  - Visit [Become Loan Offering Contractor](#) for instructions and links to applications/participation agreements
  - Visit [Resources for Participating Contractors](#) for Program Manual, Training Materials, Savings Calculators, Web ProForma



# NYSERDA Multifamily Financing Programs

**How it works.** NYSERDA offers building owners, managers, and developers the opportunity to obtain financing on energy-saving building and renovation projects through private commercial lenders.

Building owners can finance renewable energy projects to purchase and install solar, air source heat pumps, or ground source heat pumps. In addition, multifamily building owners can access financing for energy efficient projects installed through the [Small Commercial Financing Program](#).

NYSERDA provides up to \$50,000 per project charging the Wall Street Journal Prime Rate of Interest + 2%, fixed at closing, on its share of the loan with the lender charging its negotiated rate on its share.

**Get started.** Read more about [NYSERDA Financing](#) or contact us at [gjgnysbnfp@nyserda.ny.gov](mailto:gjgnysbnfp@nyserda.ny.gov).

# NYSERDA Contacts

**For questions on the Residential Financing Program please contact:**

Heather J. Clark, Sr. Project Manager at [heather.clark@nyserda.ny.gov](mailto:heather.clark@nyserda.ny.gov)

Kevin Hunt, Project Manager at [kevin.hunt@nyserda.ny.gov](mailto:kevin.hunt@nyserda.ny.gov)

# Stakeholder Updates

- > No formal submissions received. Additional topics coordinated via JMC through [nyscleanheat@ceadvisors.com](mailto:nyscleanheat@ceadvisors.com).

# Post-Meeting Survey

- > Following completion of this webinar, all attendees will be automatically directed to a brief 5-question survey looking to understand contractor interest/involvement in C&I and custom projects.
- > After signing out of the webinar, a new tab will automatically open on your web browser and the survey will appear.
- > The JMC appreciates your participation in this brief survey.

# Reminder: Meeting Cadence

- > The JMC has moved PC&IP meeting cadence to quarterly, with meetings scheduled in early June, September, January and March.
  - Aligns with future program announcements and updates moving forward
  - Continuous feedback is still encouraged through program representatives and NYS Clean Heat email inboxes
  - Lengthening time between meetings will allow stakeholders more time to prepare topics and engage with the JMC individually and in small groups on discussion topics
- > Utilities expect to increase engagement and outreach with individuals and small groups to align on potential program adjustments and get additional feedback from the industry

# Resources, Support, and Next Steps

- > Next PC&IP meeting on **June 8<sup>th</sup>, 2023** (9:00 AM-10 AM)
  - Please submit potential topics for the next Working Group by **June 1<sup>st</sup>** via email to [NYSCleanHeat@ceadvisors.com](mailto:NYSCleanHeat@ceadvisors.com) or directly to your utility partner.
- > **Con Edison Clean Heat Webinar**, March 15<sup>th</sup> (10 – 11 am) ([click here to join](#))
- > **Email blasts** – twice per quarter
  1. Early week following Working Group: next steps, including slides, meeting notes and Q&A
  2. Week prior to meeting: Agenda items and report-out on prior items
- > [NYSCleanHeat@ceadvisors.com](mailto:NYSCleanHeat@ceadvisors.com) – for *program*-related inquiries
- > [NYSCleanHeat@icf.com](mailto:NYSCleanHeat@icf.com) and (844) 212-7823 for *project*-related inquiries
- > NYS Clean Heat Website - (<https://cleanheat.ny.gov/contractor-resources/>)

# NYS Clean Heat Project Status Inquiry Process

## Project inquiries

1. Contractor reaches out to their dedicated account manager (AM) for issue resolution first
2. If the AM does not respond within three days, contact [NYSCleanHeat@icf.com](mailto:NYSCleanHeat@icf.com) or the Utility Program Manager as listed below. These Program Managers work for their respective utilities, which have contracted with ICF to handle applications.

## Utility Program Manager contacts

- > **Central Hudson:** Ray Cotto, Assoc. Energy Efficiency Program Manager  
Phone: (845) 486-5750, Email: [RCotto@cenhud.com](mailto:RCotto@cenhud.com)
- > **Con Edison:** Toby Hyde, Section Manager, Phone: (917) 565-6911, Email: [hydet@coned.com](mailto:hydet@coned.com), Dan Krupa, Sr. Specialist, Phone: (917) 509-8631, Email: [krupad@coned.com](mailto:krupad@coned.com)
- > **National Grid:** Jennifer Cross, Lead Program Manager  
518-433-5034, Email: [Jennifer.Cross@nationalgrid.com](mailto:Jennifer.Cross@nationalgrid.com)
- > **NYSEG/RG&E:** Nicole Williams - Program Manager, Conservation and Load Management  
Phone: 585-484-6592, Email: [nicole.williams@nyseg.com](mailto:nicole.williams@nyseg.com)
- > **Orange & Rockland:** Mark Maloney Phone: (845) 577-2368, Email: [maloneym@oru.com](mailto:maloneym@oru.com)

# Additional Resources

## > Co-chair contacts

- **Julie Hawkins**, National Grid: Phone: (315) 776-1006, Email: [Julie.Hawkins@nationalgrid.com](mailto:Julie.Hawkins@nationalgrid.com)
- **Will Xia**, NYSERDA: Phone: (332) 323-8368 (m) , Email: [William.Xia@nyserda.ny.gov](mailto:William.Xia@nyserda.ny.gov)

- > All program documents are located on the NYS Clean Heat Resources page (<https://cleanheat.ny.gov/contractor-resources/>)
- > All regulatory proceeding documents are located on the NYS DMM (<http://documents.dps.ny.gov/public/MatterManagement/CaseMaster.aspx?Mattercaseno=18-M-0084>)
- > Additional program resources are available on the Clean Heat Connect website (<https://cleanheatconnect.ny.gov/>)



# Thank you!

