

NYS Clean Heat Working Group Series

for Participating Contractors & Industry Partners

Session #2

June 10, 2021, 8:30 am–10 am

NYS Clean Heat
Joint Management Committee



NYS Clean Heat

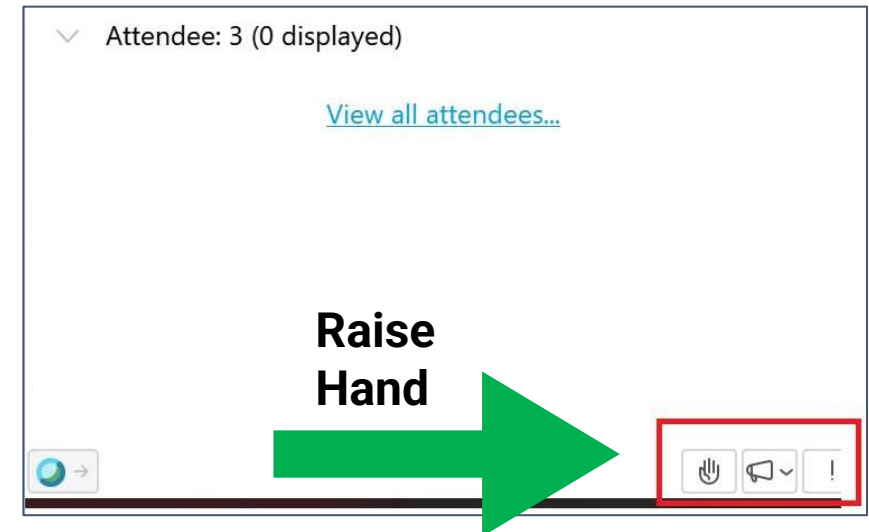
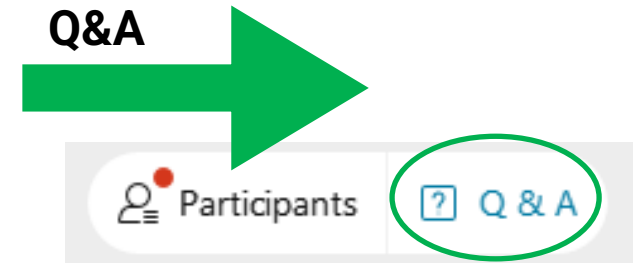
Agenda

- > **Meeting procedures** (2m)
- > **Welcome** (3m)
- > **Stakeholder-initiated topics for discussion** (60m)
 - Cooling load requirements (HalCo)
 - QA/QC inspections (HalCo)
 - Project eligibility clarifications (Vigilante Plumbing, Heating and Air Conditioning)
 - Heat pump water heater recommendations (AO Smith)
- > **JMC update** (20m)
 - Status updates on process improvements (ICF)
 - Planned revisions for July 1st (JMC)
- > **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
 - > 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
 - > 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 Paul Dauderis
pdauderis@ceadvisors.com



Welcome

Joint Management Committee (JMC) Co-Chairs:

- > **William Xia**, Con Edison
- > **Wendy MacPherson**, NYSERDA

- > Other JMC Members:
 - **Ray Cotto**: Central Hudson
 - **Jennifer Cross**: National Grid
 - **Nicole Williams**: NYSEG, RG&E
 - **Mark Maloney**: Orange & Rockland

> Our implementation team today:

- **Mike L'Ecuyer**: ICF
- **Kenn Latal**: ICF
- **Ari Tatko**: RISE Engineering

> 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

- > **Stakeholder presentations**
 - Presentation (5m)
 - Discussion time will vary by topic (5 – 30m)
- > **Updates on previous topics** (various)

Working Group Series

Stakeholder input template (1 of 2)

- > Speaker and stakeholder(s) represented:
- > Issue and context:

- > Proposed change / solution requested:

Hal Smith, Building Performance Contractors Association (BPCA-NYS)

The NYS Clean Heat Program presently requires the cooling equipment provide between 90% and 115% of the building cooling load. Reviewers have been using the MAXIMUM capacity of the heat pump systems to determine if they fall within the 90-115% load range. Given that NYS is a predominantly heating load region, the cooling maximum outputs are nearly always greater than the 115% program cap. Additionally, the use of the maximum output is erroneous because all of the cold-climate NEEP listed heat pumps are inverter driven and have significant “turn-down” capabilities, meaning that the maximum output will never be output in most use cases.

Utilize the appropriate MINIMUM output for the specific heat pump system. These are also given in the NEEP comprehensive specifications listing.

Working Group Series

Stakeholder input template (2 of 2)

- > Suggested priority level (High, Medium, or Low) with explanation:
- > Requested timing for change / solution:
- > Who else this issue affects:

HIGH : this is holding up the installation of hundreds of heat pump systems and putting off some homeowners permanently.

IMMEDIATE; including previously denied systems.

ALL heat pumps installed through the program: homeowners, contractors, NYS policy goals.

Working Group Series

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- > Proposed change / solution requested:

Hal Smith, Building Performance Contractors Association (BPCA-NYS)

Quality assurance inspection concerns

- 1) Inspections are being done months after install, so that any issues found are months old and duplicated on multiple jobs in the meantime. For example - UV tape wrap for line-sets → fails for a minor issue that hasn't been historically enforced and the UV tape has only been readily available for a short time.
- 2) Installers/contractors are not getting invited to inspections: Contractors have been told by TRC that the customer didn't want us there...this is a new phenomena; likely to have something to do with how the question is asked. Contractor installers are not at the inspection...so we don't know what customer is seeing/hearing and this can be detrimental to our relationships with our customers.
- 3) Inspection checklist - Installers need an inspection checklist of specifically what is getting looked at - needed it from the beginning to avoid stacking of the same issues on jobs prior to inspections.

Solutions: Need a grace period for inspection items to get resolved once identified on multiple jobs. Doesn't make sense to fail great installs over recurring, previously unidentified, minor issues. Provide recordings of inspection scheduling phone calls. Create and provide checklist.

Working Group Series

Stakeholder input template (2 of 2)

- > Suggested priority level (High, Medium, or Low) with explanation:
- > Requested timing for change / solution:
- > Who else this issue affects:

HIGH : Installs won't get better if action is not taken immediately to speed up inspections and/or provide grace period and better reference materials.

Immediate action

It introduces a lag into the system that wastes the time of many parties; installers, inspectors, program managers, etc.

Working Group Series

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- > Issue and context:
- > Proposed change / solution requested:

Anthony Vigilante - Contractors - Clients

Re: Mini-split Air Source Rebates

We do a manual J for a home. The manual J says we need 24000 BTU condenser to heat the home. I need to heat 6 separate rooms that have windows. The 24000 BTU ductless condenser can only supply 3 ductless heads since it only has ports for 3 lines sets. I need 6 to properly heat the home and keep it comfortable. I cant do this with out putting in a larger condenser or a second condenser. Once I do this the client can not get the rebate. The way these units work is they will only produce the BTUs needed. The ramp up and down. So even though you put a bigger unit or in or multiple units you will still be using the same amount of energy.

Solution

Let the client/contractor install what is needed to properly cover the home. Only pay rebate base on the manual J load of condenser unit nearest too what is needed but not smaller.

Working Group Series

Stakeholder input template (2 of 2)

- > Suggested priority level (High, Medium, or Low) with explanation:
- > Requested timing for change / solution:
- > Who else this issue affects:

High

We won't recommend jobs that we feel clients will not keep clients comfortable during extreme weather. This will cause people not to change over to clean heat because of an equipment issue beyond their control. This problem happens in smaller multi level homes (3 or more levels) which are common in NYC.

As soon as possible.

Working Group Series

Stakeholder input template (1 of 2)

- > Speaker and stakeholder(s) represented:
- > Issue and context:
- > Proposed change / solution requested:

Francois Lebrasseur – A. O. Smith

Lack of plumbing contractor engagement in NYS Clean Heat program for Heat Pump Water Heaters

Offer an App (IOS and Android) that will allow the plumbing Contractor to digitally:

- Capture the end user data (name, address, contact)

- Establish eligibility of product and consumer; Confirm the incentive amount; Show the savings potential.

- Take pictures in App of before and after installations (rating plates)

- Submit the application in App to the Utility and receive payment digitally and quickly (type Venmo)

Working Group Series

Stakeholder input template (2 of 2)

- > Suggested priority level (High, Medium, or Low) with explanation:
- > Requested timing for change / solution:
- > Who else this issue affects:

High. Upstate NY in particular is a huge untapped potential for HPWH market transformation

3 to 6 months. AOS is willing to help field test the solution with its installers

All HPWH manufacturers and distributors

JMC update – enhancements to the application process – Part 1

- > **Single statewide application design complete**
 - For Categories 1-3
 - National Grid’s online intake tool (internal testing this week – launch mid-June)
 - ICF will test with a few contractors before full launch
- > **OIT will show key application status levels, with emails generated to provide more information**
 - Automated “Attention/Action Required” emails (launched week of 5/24/2021)
 - Status levels (testing this week – launch by week of 6/21/2021)

JMC update – enhancements to the application process – Part 2

- > **Single statewide hotline and email** (will launch Monday 6/14/2021)
 - Email: NYSCleanHeat@icf.com
 - Phone: 844-212-7823 – **Please note: Phone number will NOT be live until Monday 6/14/2021.**
 - For all contractors across all territories
 - Project-specific inquiries
- > **Dashboard for tracking project aging** (late June)
 - Measure performance against the program goal of 20-day turnaround from approved application
- > **Minimize required forms to streamline contractor process**
 - Customer Acknowledgement form to be filled out early in the process (e.g. contract signing) to avoid additional visits (late June)

JMC update – improvements on onboarding and management

- > **Contractor Participation Application Portal** (July)
 - One statewide online application portal
 - Links to relevant forms, portal for uploading additional documents
 - Harmonized onboarding and program training process
- > **Participating Contractor Management System** (mid-August)
 - **To coordinate:**
 - Clean Heat “Find-A-Contractor” tool
 - Utility website contractor listings
 - Participating Contractor Statuses

JMC update – planned revisions for July 1st

- > New “HP + envelope” incentive offering
- > Category 4: Custom project
 - Calculator tool and user guide
 - Program application process
- > Updated eligibility criteria for various technologies
 - E.g. ENERGYSTAR Tier 3 clarification
- > 3rd party incentive designation
- > QA/QC checklist updates
- > Heat pump sizing ratio guide

Resources, support, and next steps

- > Next Meeting on **Thursday, July 15, 2021** (8:30 AM-10 AM)
 - Proposals for discussion at the next Working Group must be received by **July 7th**
 - NYSCleanHeat@ceadvisors.com – for *program*-related inquiries
- > NYSCleanHeat@icf.com and hotline for *project*-related inquiries (*week of 6/14*)
- > NYS Clean Heat Website - (<https://saveenergy.ny.gov/NYScleanheat/resources/>)

Resources, support, and next steps

> **Email blasts** – twice per month

1. Early week following Working Group: next steps, including PowerPoint and meeting notes
2. Week prior to meeting: Agenda items and report-out on prior items

> **Additional email blast ahead of July 1st**

- To notify group of all changes
- Revisions to: Implementation Plan, Program Manual, QA/QC checklists
- All program documents are located on the NYS Clean Heat Resources page (<https://saveenergy.ny.gov/NYScleanheat/resources/>)
- All regulatory proceeding documents are located on the NYS DMM (<http://documents.dps.ny.gov/public/MatterManagement/CaseMaster.aspx?Mattercaseno=18-M-0084>)

Thank you!