

# **NYS Clean Heat Working Group Series**

for Participating Contractors & Industry Partners

Session #7

November 18, 2021, 8:30 am–10 am

**NYS Clean Heat  
Joint Management Committee**



**NYS Clean Heat**

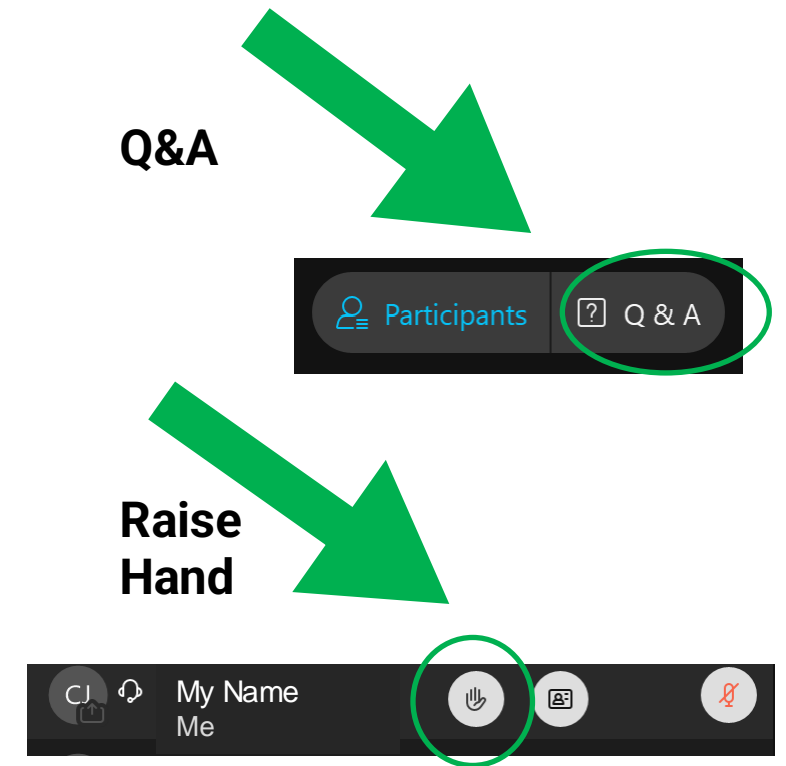
# Agenda

- > **Meeting procedures**
- > **Welcome**
- > **JMC updates and discussion**
  - 1. QA/QC (15 min)**
    - Review GSHP checklist updates (effective 12/1)
    - Assessment insights and best practices
  - 2. “School of Clean Heat” (*new series*) (10 min)**
    - Glossary of statuses
  - 3. Project cycle time update (5 min)**
  - 4. OIT improvements and prioritization (*Dandelion topic*) (40 min)**
  - 5. Additional process improvements (*NY-GEO topic*) (20 min)**
- > **Resources, support, and next steps**

# 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
  - > 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
- > 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](mailto:pdauderis@ceadvisors.com)



# Welcome

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

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

## > Other JMC Members:

- **Ray Cotto**: Central Hudson
- **Ayomide Balogun**: National Grid
- **Nicole Williams**: NYSEG, RG&E
- **Mark Maloney**: Orange & Rockland

## > Our implementation team today:

- **Mike L'Ecuyer**: ICF
- **Kenn Latal**: 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**
  - Presentation (5m)
  - Discussion time will vary by topic (5-30m)

# Stakeholder Feedback – GSHP Response

- > QA objective to collaborate with and consider feedback from all stakeholders
  - Includes open communication and sharing of experiences, activity, and best practices
- > JMC engaged in continued dialogue with NY-GEO on GSHP checklist during early days of program
  - Received very productive feedback that helped refine assessment process over past year and beyond
- > Incorporated feedback from NY-GEO, QSPs, and JMC to develop updated checklist
  - Effective December 1

# Stakeholder feedback – GSHP checklist

## > New Checklist effective December 1

- Defined startup checklist and bore well/ loop field design documents. To be collected during rebate application.
- Added upfront requirement will not impact the response time for project applications
  - These documents will be passed on to and reviewed by the QSPs upon selection for assessments
- Removed redundant line items attested to in Ts & Cs and other program areas
- Removed electrical code items
- Clarified conditionally applicable items
- Overall scope of checklist reduced from 40+ items to 21

## > Next Steps

- Checklist updates to be implemented and enforced beginning December 1
- JMC to consider future items related to manufacturer warranty docs, air filter confirmation and more



# Stakeholder Feedback – Assessment Insights

On behalf of the joint utilities, Quality Service Providers (QSPs) conduct field assessments on a sampled-portion of NYS Clean Heat incented heat pumps.

- > QSPs are seeking to:
  - Verify if installed equipment operates as designed for optimal comfort, long-term durability, and energy bill impacts
  - Verify installed quantities and nameplate information are consistent with the project application and documentation
  - Confirm additional operational functional tests as required by equipment QC checklists
- > Two assessment checklist items are inherently subjective:
  - **Safe Access** - *Verify that safe access to the site and associated equipment has been provided*
  - **Equipment and Piping Supports** - *Verify all exposed equipment and pipe supports appear to be properly secured*
- > These checklist items exist for ASHP, GSHP, and HPWH assessment
- > The field agents are looking for significant issues, that the installing heat pump contractor had some control over, that would lead to:
  - **Safe Access** - *dangerous situations for the field agent, homeowner, and/or future service professionals*
  - **Equipment and Piping Supports** – *installations with a high probability of future failure due to non-secured elements of the heat pump system*

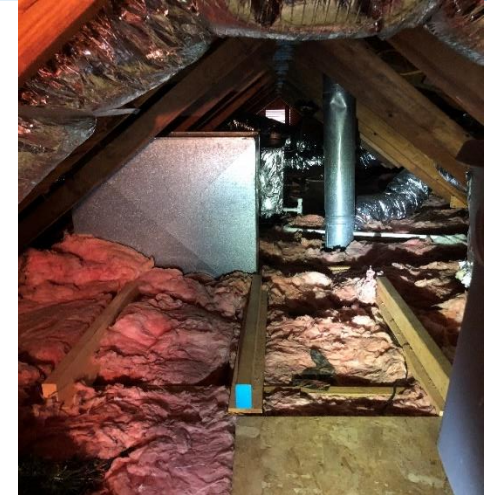
# Stakeholder Feedback – Safe Access

## Reasons for failure:

- Pathway blocked with debris or ducting
- No access to unit without balancing/walking on joists
- Filter placed too high to safely service or change
- Placed near hazard or water with chance of electrocution

## As of November 2021 (~800 assessments):

- Zero GSHP safe access non-conformance
- Ten ASHP safe access non-conformances



# Stakeholder Feedback – Safe Access

## Reasons for pass:

- Safe platform with minimal obstacles
- No hazards present
- Filter placed in area reasonable for service



# Stakeholder Feedback – Secure Equipment

## Reasons for failure:

- Unsecured ducting or refrigerant lines
- Unsafe alterations made to building
- Improper use of tape or other fasteners
- Outdoor unit placed on uneven or unstable surface

## As of November 2021 (~800 assessments):

- One GSHP secure-equipment non-conformance
- Eleven ASHP secure-equipment non-conformances



# Stakeholder Feedback – Secure Equipment

## Reasons for pass:

- Secured piping, ducting, and refrigerant lines
- Proper use of fasteners
- Units placed on flat stable surfaces



# Contractor Support – School of Clean Heat

- Weekly interactive contractor webinars led by Account Managers
- Both ASHP & GSHP trainings available in upstate (Avangrid/National Grid) & downstate (Con Edison) territories
- Helping hand for newly joined contractors and a refresher course for participating contractors encountering project errors
- Approximately 130 attendees since 10/21 kickoff

## **Benefits of Attending:**

- Walk through a project from start to finish
- Become comfortable with the NYSCH Prescriptive Incentive Calculator & the Online Intake Tool
- Discuss how to easily move an application through processing and avoid common project errors
- Plenty of live Q&A opportunities with account managers



## School of Clean Heat Registration

- Downstate ASHP: <https://register.gotowebinar.com/rt/8513017575328571404>
- Upstate ASHP: <https://register.gotowebinar.com/rt/7246291119090421518>
- GSHP: <https://register.gotowebinar.com/rt/3042175369383025679>

# Online Intake Tool (OIT) Status Glossary

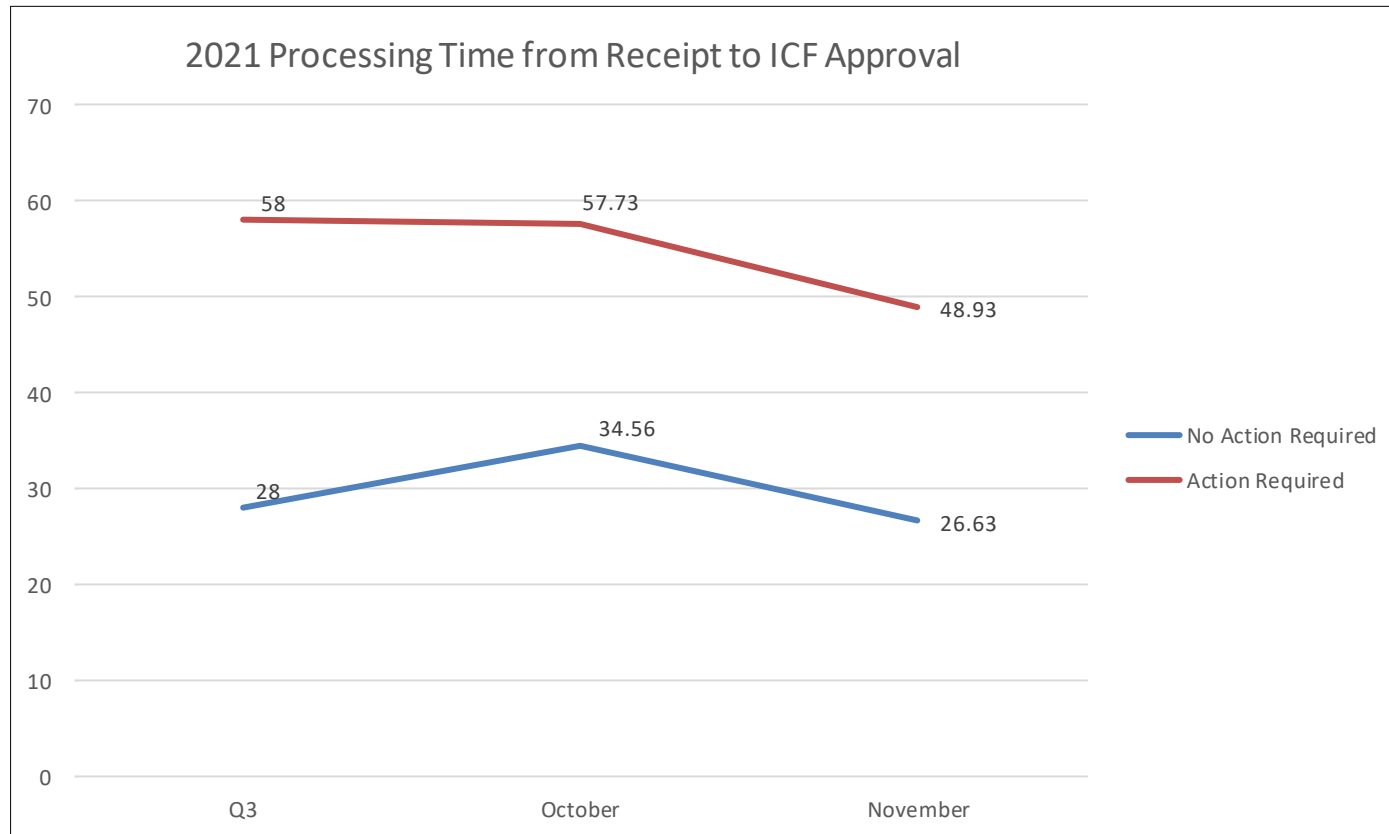
- > **Application Received** - Project has been submitted and will be reviewed shortly.
- > **Application Update Received** - The applicant has responded to a nonconformance and has uploaded additional documentation or information. Project is ready for further review.
- > **Processing Application** - Project is being reviewed by processing agents to ensure all qualifications for rebate payment have been met.
- > **Application Rejected** - The application does not meet qualifications of the program and an email has been sent to the applicant with rejection reason.
- > **Attention/Action Required** - The application is missing important information that hinders processing and an email has gone out requesting the missing information.
- > **Final Review** - The application has been processed and is ready for utility payment approval.
- > **Eligibility Under Review** - The application has failed validation checks and must be re-reviewed.
- > **Account Verification** - Customer account number verification in process.
- > **Application Cancelled** - Application has been cancelled.
- > **Payment Issued** - Application approved by client and check(s) sent out.
- > **Potential Program Transfer** – Specific to Con Edison and National Grid for sectors ICF does not handle.
- > **Transferred Program** – Specific to Con Edison and National Grid for sectors ICF does not handle.

# Statuses Outside the OIT

- > **Ready for Rebate** – Status shows in OIT at “Processing Application”. Generally, this is an internal ICF status. Designates that ICF has completed review and shared with utility for payment approval.
- > **Flawed** – We replaced this term in the OIT and automated contractor emails with “Attention/Action Required”.



# ICF Process Cycle Times for Completed Projects



- > Reported by Quarter previously, now by month
- > Processing times go up in the short run due to focus on processing older projects, then come down
- > Variations by utility but all are now trending down, particularly on apps requiring no action
- > Very busy time in September and October due to program changes and application submittal deadlines
  - Almost 1/3 of all 2021 application completions were in those two months
  - Aging trending down again in November

# Working Group Series

## *Stakeholder input template (1 of 4)*

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

Rona Banai, NY-GEO

ICF proposed a series of changes to the OIT addressing many of the stakeholder-raised concerns. Contractors are requesting that changes take into account our priorities of these changes. We surveyed AS and GS contractors across the state for their perspective on the priority of each item ICF is addressing.

Revisit the timeline for when issues will be addressed based on contractors' priority, efficient implementation of the issues, and where possible, find solutions that address multiple issues. Provide monthly updates to progress.

# Working Group Series

## *Stakeholder input template (2 of 4)*

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

See next slides

December 1, 2021

All Contractors

Contractors represented in the survey:

Halco

Dailey Electric, Inc

NP Environmental

LaMorte Electric Heating and Cooling

Van Hee Heating

Dandelion Energy

Aztech Geothermal

Capital Heat Inc

Air Source, LLC

Healthy Home Energy & Consulting, Inc

Geothermal Works

# Working Group Series

## Stakeholder input template (3 of 4)

OIT change request	% Respondents: High	% Respondents: High + Medium	Previous ICF Timeline	Priority / Timeline Alignment	Adjusted ICF Timetable
Make all versions of OIT identical	58.3%	75.0%	Q2 2022	Poor	Small changes scheduled into sprints  Single platform August 2022
Activate Note Field for contractors to use when they fill out the initial application	50.0%	91.7%	Nov-2021	Good	1/10/2022
Labeling of measures with equipment model and serial number on summary page	16.7%	71.7%	Not included	N/A	5/1/2022
Order of files uploaded into OIT should be shown in the same order as Document Details so user can verify everything is entered	41.7%	83.3%	TBD	N/A	Takes away option to combine files
Filtering on OIT Dashboard (Note: the current method of filtering is not effective, could be addressed through Excel export)	33.3%	83.3%	Not included	N/A	Completed – training opp'ty for SoCH
Cloning Measures (only update would be serial number)	41.7%	75.0%	Q1 2022	Fair	5/1/2022
Smarter existing equipment type entries, based on fuel type entry	33.3%	75.0%	TBD	N/A	5/1/2022

# Working Group Series

## Stakeholder input template (4 of 4)

OIT change request	% Respondents: High	% Respondents: High + Medium	Previous ICF Timeline	Priority / Timeline Alignment	Adjusted ICF Timetable
Provide ability to export dashboard project list to a file format such as Excel	25.0%	75.0%	TBD	N/A	Completed – training opp'ty for SoCH
Deploy bulk upload tool like the one deployed for Con Ed	33.3%	66.7%	Q2 2022	Fair	August/Sept 2022
Synchronize Vision emails and texts with OIT status changes - prevent sending them a day early (Sightline)	25.0%	66.7%	Nov-2021	Fair	Can't synchronize tightly – now msg clarifies OIT update to occur next day
HPWH OIT - simplified	25.0%	58.3%	Nov-2021	Good	Completed – train on alternative OITs for HPWH-only jobs
"Hover help" functionality - tips on OIT fields	8.3%	58.3%	Dec-2021	Poor	12/20/2021 - adding to each page as static text
Texting capability on contractor communications	25.0%	50.0%	Nov-2021	Good	Completed
Adding Participation Acknowledgement Form moved the Add Document tab off the screen for a 15" laptop - adds time to find it	25.0%	41.7%	TBD	N/A	Need to follow up with user

# Working Group Series

*(Additional items not on feedback template)*

OIT change request	Adjusted ICF Timetable
Con Ed and ORU Category 2A and 2B Fields	1/10/2022
Avangrid LMI Fields	1/10/2022
Project Number field in O&R and CHGE lists is too narrow to see the entry - solution could be to reduce width of the Vision ID and User ID fields to provide space for project number to be fully seen.	Completed – training opp'ty for SoCH Also looking at ability to customize more
Add total project aging on the OIT dashboard (replace Date Created)	1/10/2022
Add glossary of status terms to OIT	12/20/2021

# OIT update considerations

- > **.NET development with high standards for data security and personal information protection –**
  - Both legal requirements and top priorities for utilities
- > **“In-flight” development adds additional challenges**
  - Consistency of data and functionality of features
  - “Straightforward” conceptually may be very difficult to execute, given existing data structures and relationships between objects and attributes
- > **All changes are important, but some involve a much larger development effort than others**
  - Schedule developed into sprints
  - Prioritization of utility program changes

# Working Group Series

## *Stakeholder input template (1 of 4)*

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

- > Proposed change / solution requested:

Bill Nowak, NY-GEO

NY-GEO submits the following requests to formalize some asks and add a couple new ones to improve the Clean Heat program processes. We request:

1. Redlines of documents such as the Program Manual to be made available when revisions are filed. (Not asking for the DMM filling to be redlined, but to prepare and have ready to share a redlined copy with NY-GEO, BPCA and others on request)
2. A written process for securing electronic payment, and timely notice when ACH applications are flawed. Specify installations on the ACH payment.
3. Defined criteria for required photos in the Clean Heat application and Field Assessment

processes



# Working Group Series

## *Stakeholder input template (2 of 4)*

> Speaker and stakeholder(s) represented:

> Issue and context:

> Proposed change / solution requested:

We request:

4. Monthly invitations to be sent to all past participants in these stakeholder sessions, as well as staff for NYSERDA's community Heat Smart programs.
5. Provide Quality Assurance (QA) feedback, such as a webinar, and subsequent recording, on common Field Assessment issues that describes solutions and any available training as a means of improving QA.

# Working Group Series

## *Stakeholder input template (3 of 4)*

> Speaker and stakeholder(s) represented:

> Issue and context:

> Proposed change / solution requested:

We request:

6. A glossary that describes terms ICF uses in the application process so contractors can clearly see next actions required. “Flawed” is an example of a term that doesn’t help in this regard.
7. The glossary should help contractors understand the projected timing of next steps, such as receipt of payment. For example does “Ready for Rebate status” mean the utility has received the completed application, or that this application will be sent to the utility later this week as part of a batch? Will the utility need to review the completed application before issuing the payment, or is issuing payment the only utility action left in the process? It is helpful to contractors if they can look at a status and at least roughly project payment.

# Working Group Series

## *Stakeholder input template (4 of 4)*

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

We request:

8. For discussion: Contractors have too frequently been getting “flawed” ratings for correct applications, reflecting inexperience and lack of knowledge from ICF’s reviewers. Currently, the burden seems to be falling on contractors to correct non-flaws, rather than ICF improving their process. If issues were to be checked by a knowledgeable reviewer at ICF before being sent as flawed, would this add inordinate time to the process?

- > Proposed change / solution requested:

# Resources, support, and next steps

- > Next PC&IP meeting on **Thursday, December 16<sup>th</sup>, 2021** (8:30 AM-10 AM)
  - Proposals for discussion at the next Working Group must be received by **December 6<sup>th</sup>** and can be submitted to [NYSCleanHeat@ceadvisors.com](mailto:NYSCleanHeat@ceadvisors.com).
- > [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://saveenergy.ny.gov/NYScleanheat/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 Ed:** Will Xia, Program Manager, Phone: (646) 761-1851, Email: [xiaw@coned.com](mailto:xiaw@coned.com)
- > **National Grid:** Ayomidé Balogun, Senior Program Manager  
516-419-7365, Email: [Ayomide.Balogun@nationalgrid.com](mailto:Ayomide.Balogun@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) 577-2433, Email: [maloneym@oru.com](mailto:maloneym@oru.com)

# 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
- > 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 and have a happy holiday season!

