

# New York State Clean Heat Program

## Working Group Series for Participating Contractors & Industry Partners - Session #1 (May 13, 2021)

### Additional Q&A Responses

*This document provides additional responses to Q&A questions asked by attendees using the WebEx Q&A function during the May 13, 2021 session of the Working Group Series for Participating Contractors & Industry Partners (Working Group Session 1). Consistent with the interactive nature of this working group series, most of the WebEx Q&A questions asked were responded to verbally during this Working Group Session 1. Please see the NYS Clean Heat WGS for PC&IPs Session 1 (5.13.21) – Meeting Notes document (also posted with the May 13, 2021 resources under the Working Group Series section on the NYS Clean Heat website) which includes the Q&A which was responded to during the Working Group Session 1. This Additional Q&A Responses document provides additional written responses to Q&A questions that were not answered or were answered only partially due to time constraints during the Working Group Session 1. Please note that in some cases multiple questions addressing the same issue have been combined into a single question and responded to accordingly. Responses are provided by topic.*

#### **1. Topic: Incentive Application Review Process and Timing**

- 1.1. Summary of Question:** What is approximate percentage of projects that are processed without additional action or attention, and what is the average number of days from receipt of application to payment sent?

**Response:** As noted in the webinar, ICF is developing the ability to track application processing time across all utility service territories. We estimate that over half of applications received require some kind of attention and follow-up, ranging from questions regarding load calculations, inconsistent documentation, missing or unrecognizable pictures, etc.

- 1.2. Summary of Question:** Is the customer acknowledgement form in addition to the signed application, or is it one in the same?

**Response:** Once the Acknowledgement Form is introduced, and National Grid deploys the online application form that the other NYS Clean Heat utilities are already using, the Customer Acknowledgement Form will be the only program-related document that the customer will be required for prescriptive incentives (Incentive Categories 1,2,3,5,7 and 8 in the Program Manual). There will no longer be a PDF or paper-based rebate application for the customer to sign for projects in these categories.

- 1.3. Summary of Question:** A contractor with three employees expressed concern with the time taken to process applications noting they had only received one rebate since last November out of ten pending applications. This was around the time ICF came into the picture.

**Response:** ICF is following up with the contractor who asked this question individually to review and resolve their application questions. Participating contractors are encouraged to contact ICF to inquire about application status and resolve any applications that require attention. ICF has added resources to assist in the resolution of such applications.

**1.4. Summary of Question:** What is the hotline phone number?

**Response:** ICF will be announcing the statewide hotline number before it is deployed in mid-June.

**2. Topic: Project Eligibility**

**2.1. Summary of Question:** I am wondering about the Ground Source Heat Pump (GSHP)/ Heat Pump Hot Water Heater (HPHW) “combo”; will you bring that “combo bonus” back? Or will it be strictly for Air Source Heat Pumps (ASHPs)?

**Response:** The original “combo” was intended as a bonus for contractors installing both a full-heating load ASHP with a HPHW; it was written in the NYS Clean Heat Program Manual to reflect this. The NYS Clean Heat Joint Management Committee (NYS Clean Heat JMC) wanted to share with the broader group of industry partners that we have removed those restrictions, and the combo bonus is available for any combination of full space and water heating, including GSHP/HPWH.

**2.2. Summary of Question:** Will air-to-water heat pumps be included in the “central cold-climate ASHP (ccASHP)” definition?

**Response:** Air-to-water heat pumps will not be included in the “central ccASHP” definition at this time but will be considered in the future.

**2.3. Summary of Question:** Can you please confirm that a seasonal home, not occupied all year, is eligible for a category 1 or 2 rebate?

**Response:** This information is being captured on the application, but it is not being used to reject projects if they are for seasonal homes. A seasonal home can still receive the rebate incentive.

**3. Topic: Customer Acknowledgement Process**

**3.1. Summary of Question:** When will the customer acknowledgement form be available?

**Response:** It is expected that the Customer Acknowledgement Forms will be available in mid-June.

**4. Topic: Multifamily and Custom Projects**

- 4.1. Summary of Question:** Request for information/ clarification on Con Edison Multifamily (MF) and Small-to-Medium Business (SMB) projects – participation process and contacts?

**Response:** For Small-to-Medium Business (SMB) customers (commercial customers with less than 300 kW demand), please reach out to Mel Williams [mwilliams@willdan.com](mailto:mwilliams@willdan.com), SMB project coordinator.

For Multifamily (MF) customers (5 or more dwelling units), please reach out to Jovan Lewis [jlewis@willdan.com](mailto:jlewis@willdan.com), MF project coordinator.

- 4.2. Summary of Question:** Clarification requested regarding Con Edison mixed-used building eligibility, e.g., retail space on the ground floor and residential apartments in the floor above?

**Response:** This appears to be a combination of both SMB and MF – please reach out to both Willdan contacts above for additional clarification.

- 4.3. Summary of Question:** Will the Category 4 MMBtu savings calculator allow contractors to use actual on-site data and consider existing inefficient equipment that is being replaced, or is it still relying on estimated savings based on hypothetical high efficiency equipment?

**Response:** Energy savings shall be calculated from code-minimum baseline efficiencies, as opposed to existing conditions, for market-rate buildings in accordance with current practice and procedures (as laid out in documents such as the Technical Resource Manual).

## 5. Topic: Participating Contractor Status

- 5.1. Summary of Question:** What are the Participating Contractor requirements to be listed as a “Driller”?

**Response:** Driller Credentials can be found on pages 35 & 36 of the NYS Clean Heat Program Manual and are provided below:

Vertical Loop Field Drillers: Drillers seeking to become Participating Contractors (not eligible to receive incentives) must complete and submit to one of the Electric Utilities, a single Participating Contractor Application, and a separate signed Contractor Participation Agreement for each Electric Utility in whose territory they wish to submit incentive applications. The above-mentioned documents can be found on the NYS Clean Heat Contractor Reference web page <http://saveenergyny.ny.gov/nyscleanheat>.

The application must include one the following supporting documents:

- Active registration (in good standing) and certification for open-loop geothermal well drilling by the NYS Department of Environmental Conservation
- National Ground Water Association Certified Vertical Closed-Loop Driller (CVCLD) certificate

**5.2. Summary of Question:** What information will be on the "Participating Contractor Statuses?" Will this address, e.g., number of projects or energy savings, or more for eligibility in the program status?

**Response:** The publication of participating contractor statuses is still under discussion. The Program does not intend to publish the number of projects or energy savings per contractor at this time.

**6. Topic: Quality Assurance/ Quality Control (QA/QC)**

**6.1. Summary of Question:** We will resubmit our feedback on the QA checklist on items that we recommend changes if you would like.

**Response:** Yes, feel free to do so.

**6.2. Summary of Question:** Attendee requested that inspectors be able to note "things that are a bit off" in a comment box on the QA/QC form, since they may see something they are concerned about that isn't specifically on the checklist.

**Response:** TRC and Steven Winter Associates – the quality service providers (QSPs) conducting inspections – have generally been capturing installation characteristics that raise concerns. NYS Clean Heat Program will work with the QSPs to ensure that these details are highlighted in the inspection reports.

**6.3. Summary of Question:** The process around TRC QA inspections also needs work. We would prefer a dialog with the inspectors including being notified of QA inspections of our customers' projects. We understand the customer has the option to not have the contractor present, but our company's last three inspections had willing customers, but our company was not notified. Our systems may not be familiar to the inspector and we can help them find the inspection items and identify system components.

**Response:** At this time, the QA protocol does not require that the contractors be invited to the inspection. TRC and Steven Winter Associates have stated that they are encouraging customers to allow contractors to attend the inspections to help explain any project- or technology-specific details. NYS Clean Heat Program representatives will revisit this process with TRC and Steven Winter Associates to ensure due diligence is taken to invite contractors to inspections.