

Questions from the 10/9/2020 Contractor Meeting

1. Are homes with Natural Gas service but without an existing Natural Gas heating system eligible?

Yes.

2. Is there funding for municipal areas?

No, to be eligible a participant must be a customer of an SBC participating Utility.

3. What if there is a multifamily rental with gas heat in one unit and other sources in the other units?

The units not heating with natural gas may have their primary heating systems converted to heat pumps.

4. How old does a heating system need to be to be replaced?

The heating system must be 5 years old to be replaced through the adder study.

5. The contractor who partners with an EmPower or AHP contractor still needs to be NYSERDA certified?

The contractor or sub-contractor responsible for installing the heat pumps must meet the certification requirements of and be a participant in the [NY Clean Heat Program](#). Primary contractors participating in the EmPower and AHP programs not responsible for the heat pump install do not need to have a separate heat pump certification. The primary contractor remains responsible for any work sub-contracted for the project.

6. Are there going to be incentives for upgrading the ductwork or panelboxes?

There will be a \$2,000 maximum for EmPower, \$1,000 for AHP incentive to cover ductwork, thermal distribution system modification, electric panel box, or other related accessory. In the event costs may exceed the established cap, the contractor should consider the viability of the project as a pilot participant and the home's ability to upgrade to heat pump technology. The balance of ductwork upgrades are eligible for financing for AHP customers. The panel box work can cover risers and other measures associated with the main electrical supply. Individual supply lines and boxes for heat pumps should be included in the cost of the heat pump. If permits are required for the panel box those costs can be included in the cost of the panel box.

7. Will the sub-contractor fee be included in the cost of the measure?

No, the \$500 sub-contractor fee is not considered part of the measure cost nor deducted from any customer incentive. This charge should be billed at 100% to NYSERDA.

8. Is there a cap on pre-installation work such as upgrades to electrical systems or health and safety remediation?

There will be up to \$2,000 incentive for EmPower, and 50% up to \$1,000 incentive for AHP customers to cover ductwork, electric panel box, or other related accessories. All other health and safety measures should proceed through the standard EmPower or AHP process.

9. What happens if all insulation is done and we are going back to a previous AHP or Empower homeowner. Would we still be the Primary Contractor even if the HVAC is what is being done?

Previously served customers may be screened for additional services through the pilot, including additional insulation, air-sealing, and conversion of the heating system to heat pumps. If the customer was served in the past 6 months, the program will NOT pay for a second energy audit. A new project will be set up in the NY HP Portal.

Previously served customers receiving program services between 6 months and 1 year must have an energy audit completed prior to receiving additional program or pilot services. The cost of the energy audit includes any test out procedures. A new project will be set up in the NY HP Portal.

Customers previously served 1 year or later must reapply to the program for services.

Contractors may submit a change order for customers that are currently in progress using the existing project ID.

10. The EmPower/AHP contractor returning to provide Heat Pump systems through a sub-contractor is considered to be the primary contractor. Are the incentives for ASHP rated at output capacity at 5 degrees like the NYS Clean heat program?

Yes, this program follows all NYS Clean Heat guidelines.

11. Who applies for utility incentives? The contractor or the sub-contractor?

The contractor who is participating in the NY Clean Heat program applies for the utility incentive.

12. Is there a map to show if our region is considered up or down-state? I have a few regions.

Pricing and guidelines to be followed depend on the customer service address. The following counties are considered "down-state": New York, Bronx, Kings, Queens, Richmond, Orange, Rockland, Westchester, Putnam, Sullivan, Dutchess, and Ulster.

13. For folks who qualify for AHP now (120% of LMI) the timing is very tight to take advantage of this. At what stage in the project will they need to be by 12/31?

The AHP program application must be submitted to EFS by COB December 31, 2020.

14. Given the short-term nature of this pilot, any advice on how or whether the HeatSmart campaigns should promote it?

That's a question each campaign will have to decide, with input from their NYSERDA project manager. There will be a tracker of available funding that campaigns and contractors will be able to use to understand funding availability in real time.

15. Many homes already processed through empower will not be fully insulated, will there be additional empower funds to address that?

Homes that do not meet the insulation requirement should use the EmPower or AHP program to reach the needed levels.

16. For an empower heat pump install can there be an out of pocket cost to the client? If so can you explain the cap on their cost? Can the empower and AHP incentives be combined into 1 project?

The EmPower program and pilot incentive plus the utility incentive should cover the entire cost of the energy efficiency and Air Source heat pump equipment installation. If the entire project cost cannot be covered with these incentives, the contractor should consider the viability of the project as a pilot participant and the home's ability to upgrade to heat pump technology.

For Ground Source Heat Pumps an Empower customer can take advantage of the Energy Smart loan for project costs.

The EmPower and AHP incentives cannot be combined for Pilot projects.

17. I don't believe I heard any requirement for a blower door test. Any tracking of BD or ACH?

Houses should be tightened to at least 5 ACH to ensure proper heating from heat pumps.

18. How does an interested LMI person get involved/qualify for this study?

An LMI person can contact their local Clean Heating and Cooling Campaign, contact a local contractor or email NYSERDA at xxx@nyserda.ny.gov.

19. What kind of supplemental heat is approved for an air source heat pump if the heat capacity is not sufficient ?

The AHSP must supply 90 – 120% of the heat load. If needed the preexisting HVAC system can remain in place to provide heat when needed. The contractor must educate the customer on how to operate both the ASHP and the preexisting HVAC system to gain maximum efficiency/cost savings.

20. Can a contractor that does Empower/AHP and heat pumps get approval for energy efficiency work and the heat pump additional rebate at the same time?

Yes, the projects should be submitted at the same time.

21. So AHP residents may need to pay out of pocket?

Yes, AHP customers may need to pay some out of pocket costs.

22. When are we allowed to start to publicize this program?

NYSERDA is considering issuing a press release about this study. We will inform you when it is appropriate to publicize the study and share of copy of the press release, if issued.

23. For WAP contractors who also do EmPower would we recommend to them to do EmPower first for customers so they can do the adder with a subcontractor if they cannot already to heat pumps?

Coordinating WAP and EmPower program and pilot services should be prioritized whenever possible so the customer can be served with a comprehensive package.

24. It would be cool if you folks put together a couple examples of the financials so people to understand it better. Maybe email us.
25. Does the Clean Heat Program know of this and has okayed these incentives? We are a part of the Clean Heat Program and I have been told that we can not show any incentives from anywhere else?

Yes, we have reviewed this pilot study with the joint utilities, incorporated their feedback and will coordinate with them on it's execution.

26. it might be helpful if you sent the links to the Empower folks of all the NY Clean Heat contractors for each utility with contact info.

NYSERDA is working closely with the utilities on a NY Clean Heat contractor list for the whole state. Some utilities have contractor lists available now. The previous NYSERDA participating contractors were all grandfathered into the program. Some still have steps to take to become full participants, but those lists can be used as well and allow for sorting by County.