



NYSERDA Residential Market Advisory Group Q1 2026 Meeting

01/29/2026

11:00 am – 12:30 pm ET



NYSERDA

Meeting Agenda

Time (Eastern Time – ET)	Topic and Presenter
11:00 am – 11:05 am <u>5 Minutes</u>	<ul style="list-style-type: none">• <i>Welcome and Introductions</i><ul style="list-style-type: none">○ RMAG Lead Intro○ Leadership Welcome Message
11:05 am – 11:20 am <u>15 Minutes</u>	<ul style="list-style-type: none">• <i>RMAG 2026 Priority Setting Activity</i>
11:20 am – 11:45 am <u>25 Minutes</u>	<ul style="list-style-type: none">• <i>New York State Policy and Program Updates</i><ul style="list-style-type: none">○ EmPower+ Program○ Comfort Home Program○ Home Energy Plan
11:45 am – 12:25 pm <u>40 Minutes</u>	<ul style="list-style-type: none">• <i>Participatory Activities: Breakout Sessions</i><ul style="list-style-type: none">○ BPCA Mentorship Program○ Clean Heat Program
12:25 pm – 12:30 pm <u>5 Minutes</u>	<ul style="list-style-type: none">• Closing and Next Steps

Welcome

Tamar Nagel

NYSERDA Home Modernization

The RMACG is a forum for stakeholder engagement on the residential market's highest-priority issues

Engagement Opportunities

- Quarterly Meetings (In-Person and Virtual)
- Working Groups
- Expert Panels
- Listening Sessions

Functions

- Advance residential clean energy and efficiency market development and innovation
- Iterate on programmatic design and implementation with stakeholder feedback
- Provide policy updates and relevant knowledge sharing for residential actors
- Foster NYSERDA clean energy and energy efficiency thought leadership

Building Performance Association's CEFH Upcoming Conference

Date: May 28th-29th, 2026

Location: 534 Broadway Saratoga Springs, New York, 12866

Register at: <https://building-performance.org/events/regional/cefh/>

Submit a proposal by 2/6:

We are requesting regional experts and practitioners to lead 90-minute sessions at the event. Showcase your expertise and elevate your voice within the New York's energy efficiency community.

If you have a topic, case study, or insight to share, please reach out to Uthman.Aziz@nyserda.ny.gov for more information.



**BUILDING
PERFORMANCE**
ASSOCIATION

2026 Outlook – Post State-of-the-State

Courtney Moriarta

Director

NYSERDA Home Modernization

EmPower+

Program Changes Fall 2025

Scott Oliver

NYSERDA Home Modernization

The LMI Energy Efficiency / Beneficial Electrification Order

The LMI Energy Efficiency / Beneficial Electrification Order was issued by the Public Service Commission in May 2025.

This order covers funding for LMI single and multifamily programs for 2026-2030. EmPower+ will serve as the 1-4 family statewide program. National Grid and Con Ed will operate the downstate multifamily program (AMEEP). NYSERDA will operate the Upstate multifamily program (AMP Up).

The order calls for many changes to the EmPower+ program. These changes will be phased in over the next year and a half.

Preliminary Change Calendar

Tranche 1: Early 2026

1. Contractor Application- priority customers (maybe tranche 2)
2. Income Qualification Changes- greater of AMI or SMI
3. Reinstate the 50% rule for moderate Income
4. Increase Upstate and Downstate incentive
5. Preliminary light bulb requirement changes
6. HPWH changes
7. Revise Heat pump insulation requirements.
8. Update on photo requirements

Tranche 2: Q3 2026

1. Pre-weatherization Health and Safety
2. Regional Plan
3. Public Facing Dashboards
4. Adding back refrigerators as a measure.

Tranche 3: 2027

1. NYHEP 2.0
2. Renter Offer
3. Direct install changes

Program Change Webinar

NYSERDA will be reviewing the changes in depth in the monthly program update webinar on February 6 at 8:30 AM.

A registration link can be found at <https://hpwescontractorsupport.com/program-announcements/>

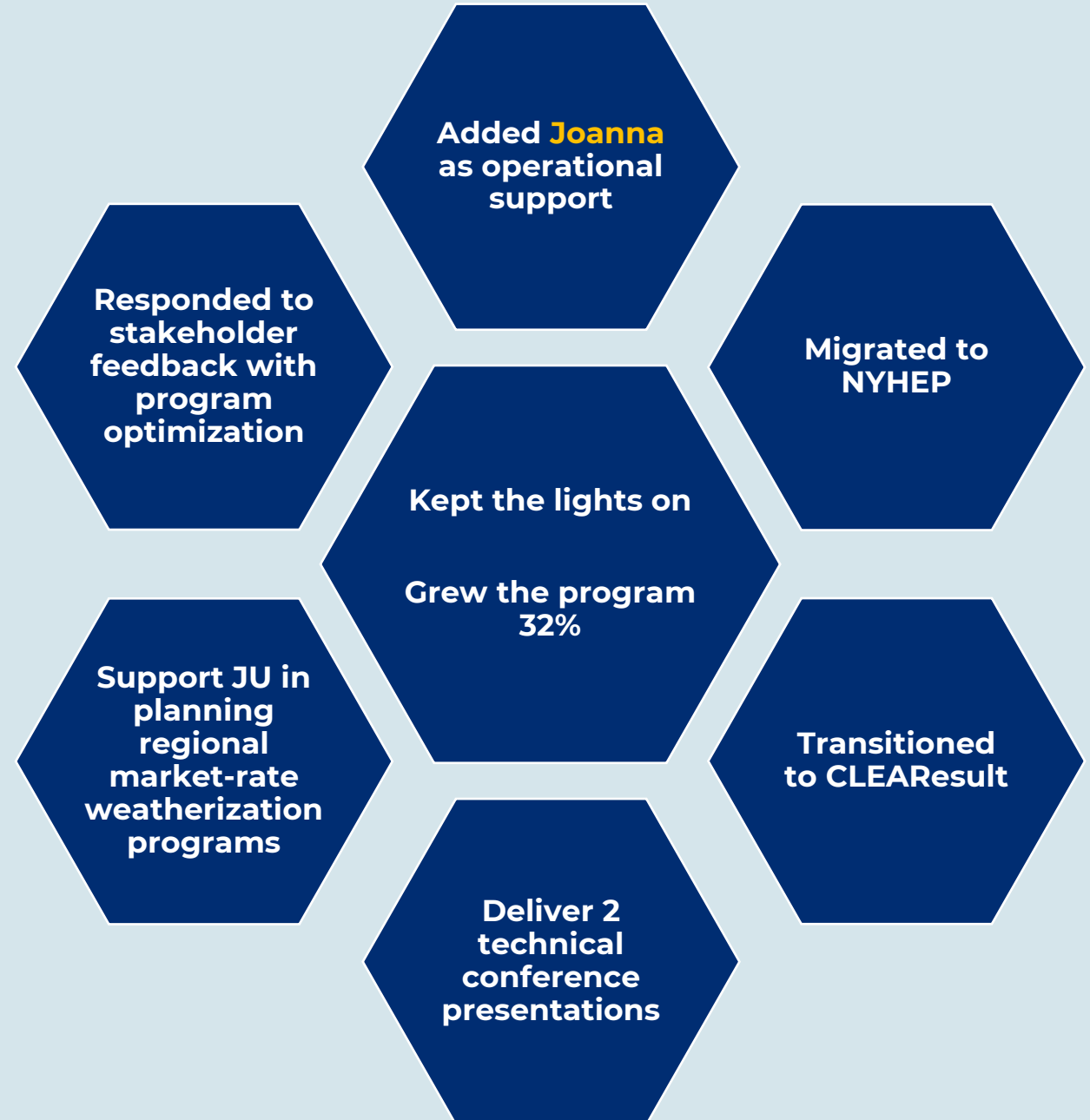
2025 Year in Review

Keith Bohling

Senior Project Manager

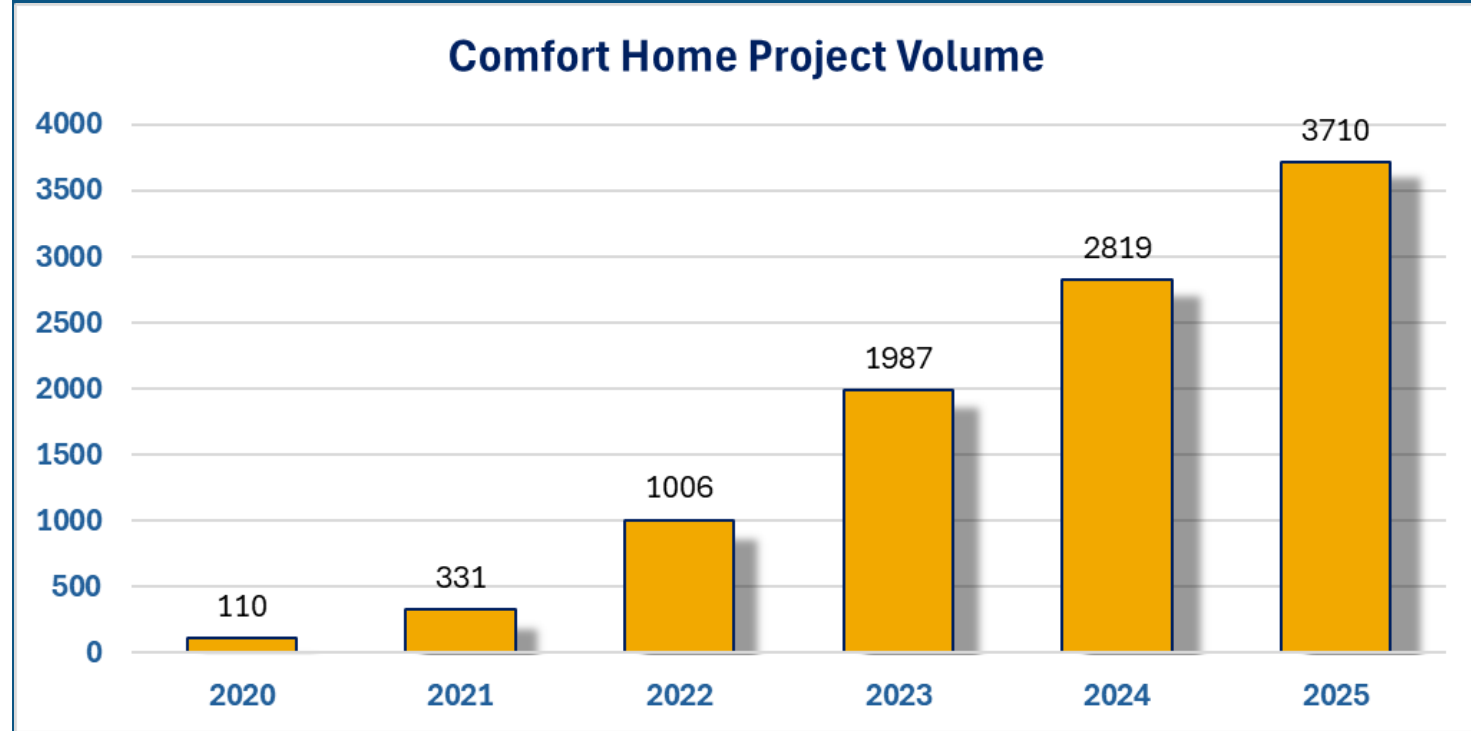
Home Modernization Team

Primary Activities



COMFORT HOME

- The program grew 32% from 2024 to 2025 after growing 42% from 2023 to 2024.
- Comfort Home has helped nearly 10,000 New York families lower their energy bills and improve their homes' comfort.



Thank you!

COMFORT HOME PACKAGE MIX

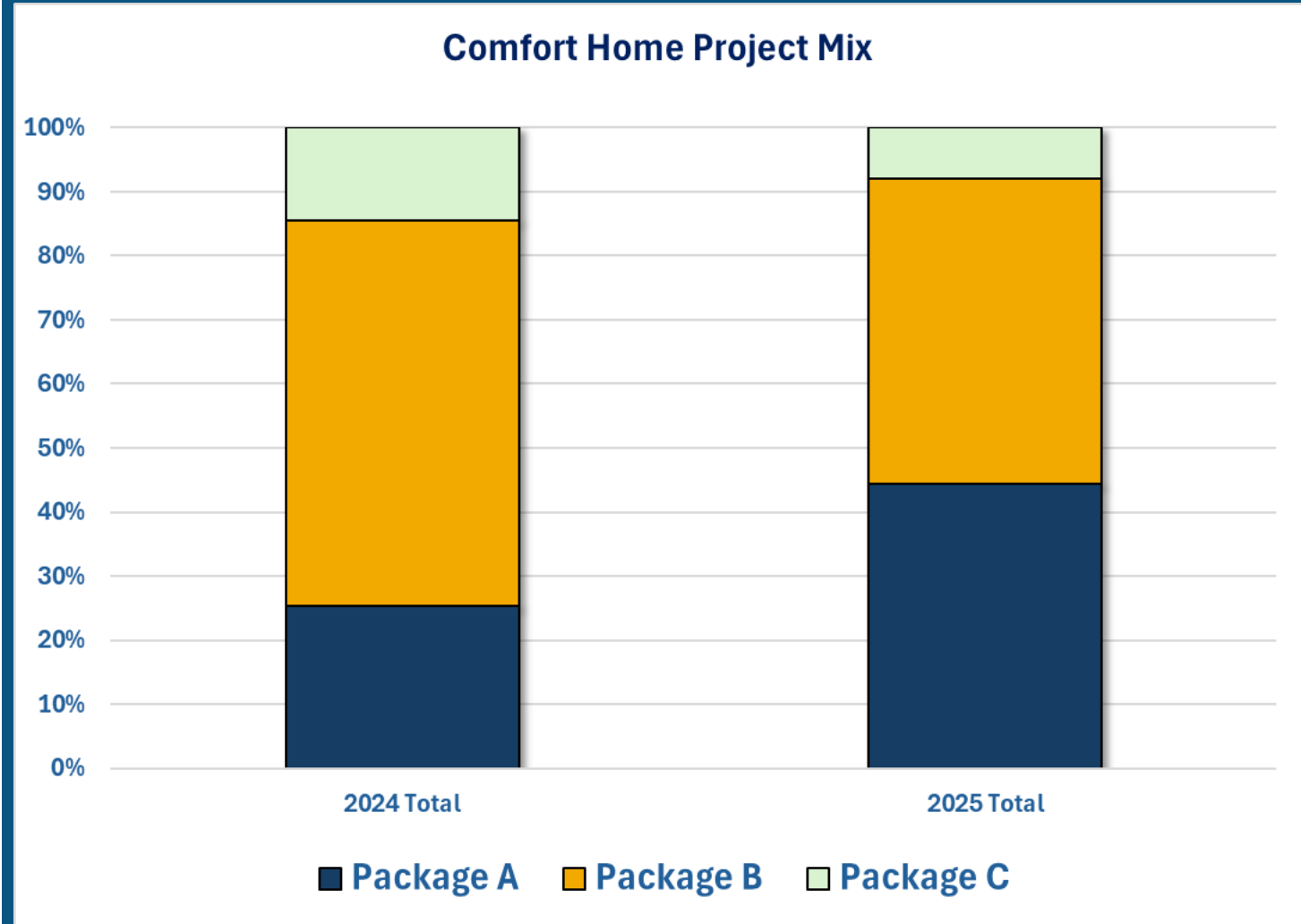
Incentive adjustments drive package distribution

Mid-2025 incentives update:

Package A: \$1,600 to \$2,500

Package B: Remained \$3,000

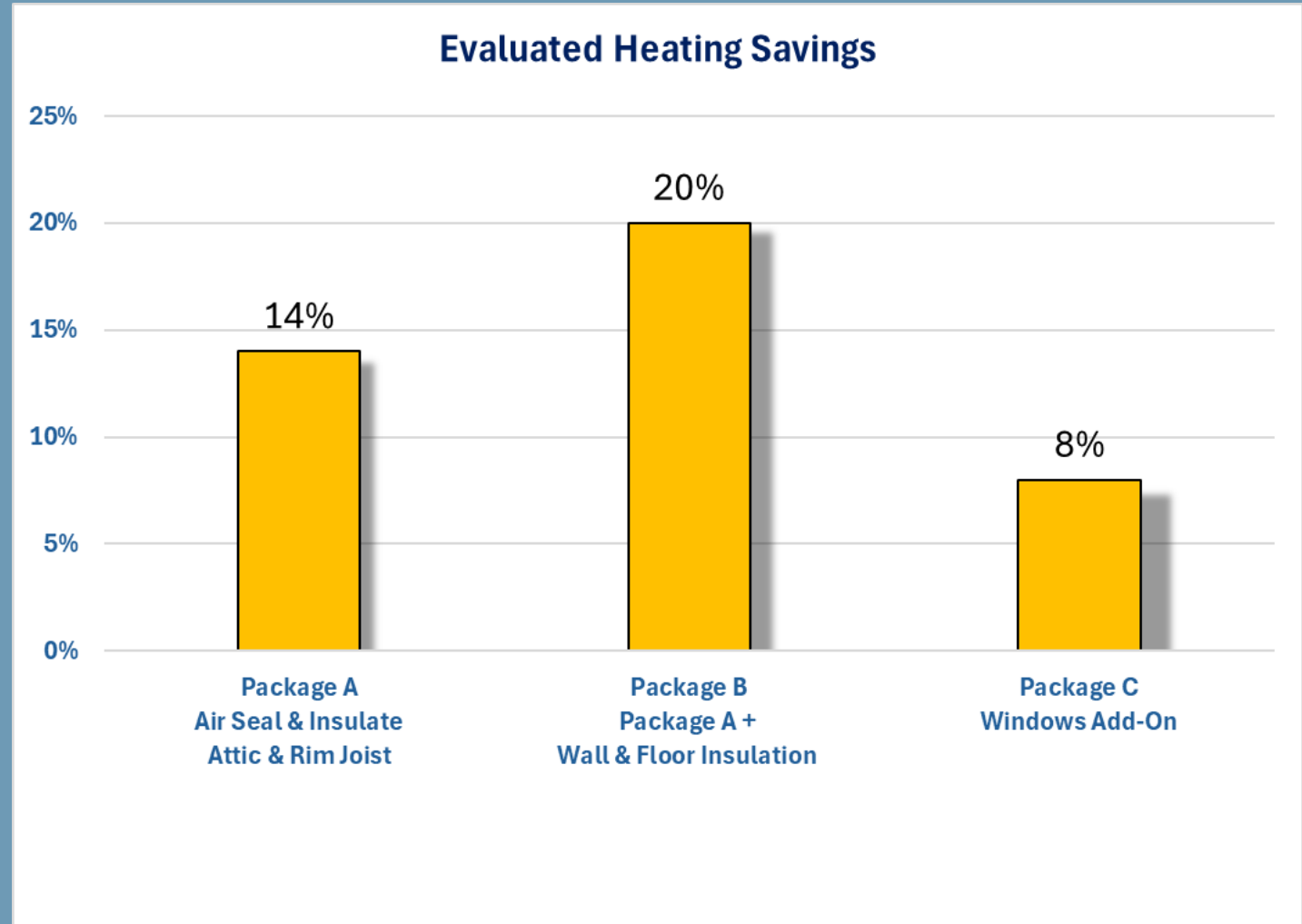
Package C: \$4,000 to \$2,000



Across all projects, the average New York family saves 15% on their heating and cooling energy usage after a Comfort Home project.

87% of program participants would recommend Comfort Home to a friend or family member.

95% are satisfied or very satisfied with the quality of the contractor work.



Home Energy Plan

Steven Wagner

Home Modernization Team

Home Energy Plan

- Based on the results of the Remote Audit Challenge, NYSERDA selected Climative through a competitive procurement to deliver the Home Energy Plan with the following objectives:
 - Offer homeowners a **roadmap** to guide their clean energy journey, **customized to their home's specific needs and their personal preferences**, connecting them to relevant programs and recommended next steps when used in conjunction with MyEnergy.ny.gov
 - Modernize the home energy assessment experience**, significantly reducing the time and effort required for traditional in-home energy assessments while still providing decision-quality information
 - Through targeted outreach **encourage homeowners to visit the portal** to claim their address, verify and update their home profiles, **explore recommended upgrades**, and **visualize potential energy savings** and climate benefits
 - Offer fast, unbiased insights and clear upgrade pathways** -- the Home Energy Plan is expected to boost participation in residential energy efficiency programs as well as to encourage homeowners who prefer not to participate in programs to take actions on their own

Home Energy Plan Deployment Status

- **Currently in pilot phase in Orange, Putnam, Ulster Counties**
 - Hubs, Utilities, and other stakeholders have been briefed to assist customers
 - Promoted through NYSERDA's existing residential marketing plan
 - Pilot includes a brief survey built into the tool to gather feedback
 - Consumer panel under development for additional feedback
 - BPCA briefed in Jan 2026 to collect initial feedback
- **Full NYS launch planned for early 2026, targeting Q1 but depends on feedback**
- **NYSERDA Press Release and additional marketing will follow**

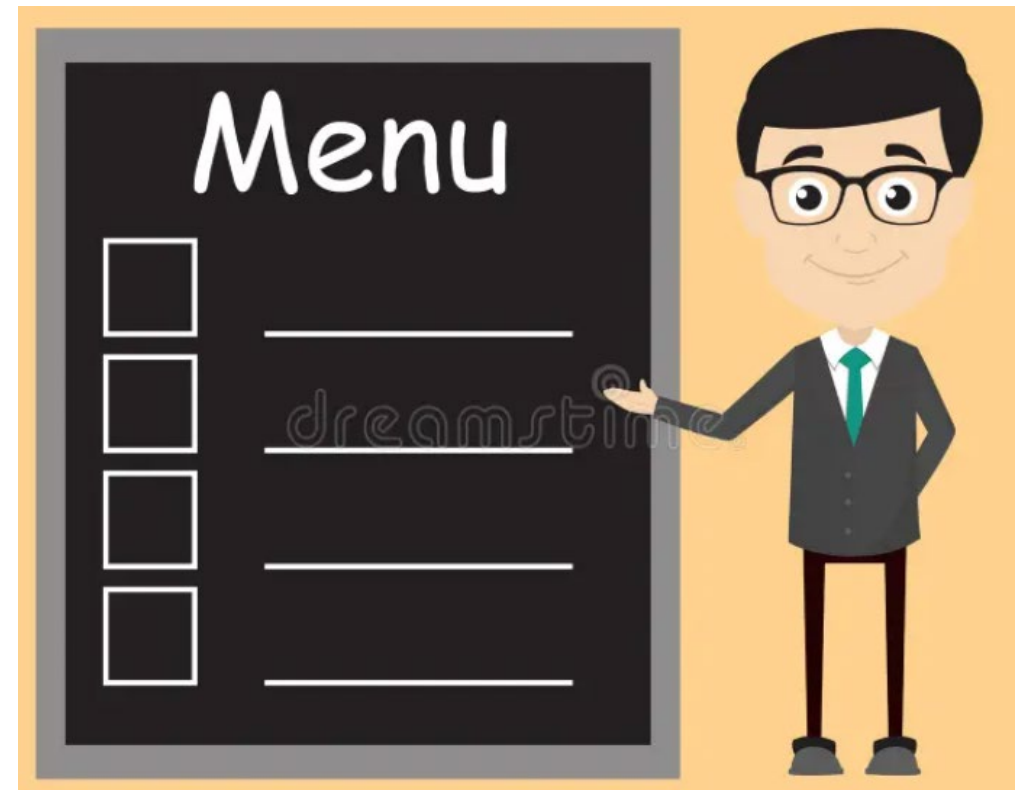
Home Energy Plan Experience

- Assessments are created through a modeling algorithm using publicly available data. All 5 million NYS single family homes have been modeled.
- Homeowners can claim their address and update incorrect or out-of-date data.
- Homeowners can choose home energy efficiency upgrades including air sealing, insulation, heating, and hot water upgrades to see potential energy savings scenarios based on their selections and the tool's recommendations.
- Measure recommendations focus on efficiency first and beneficial electrification.
- Call to action will connect users to My Energy to locate contractor and program resources.

Appropriate use of AI

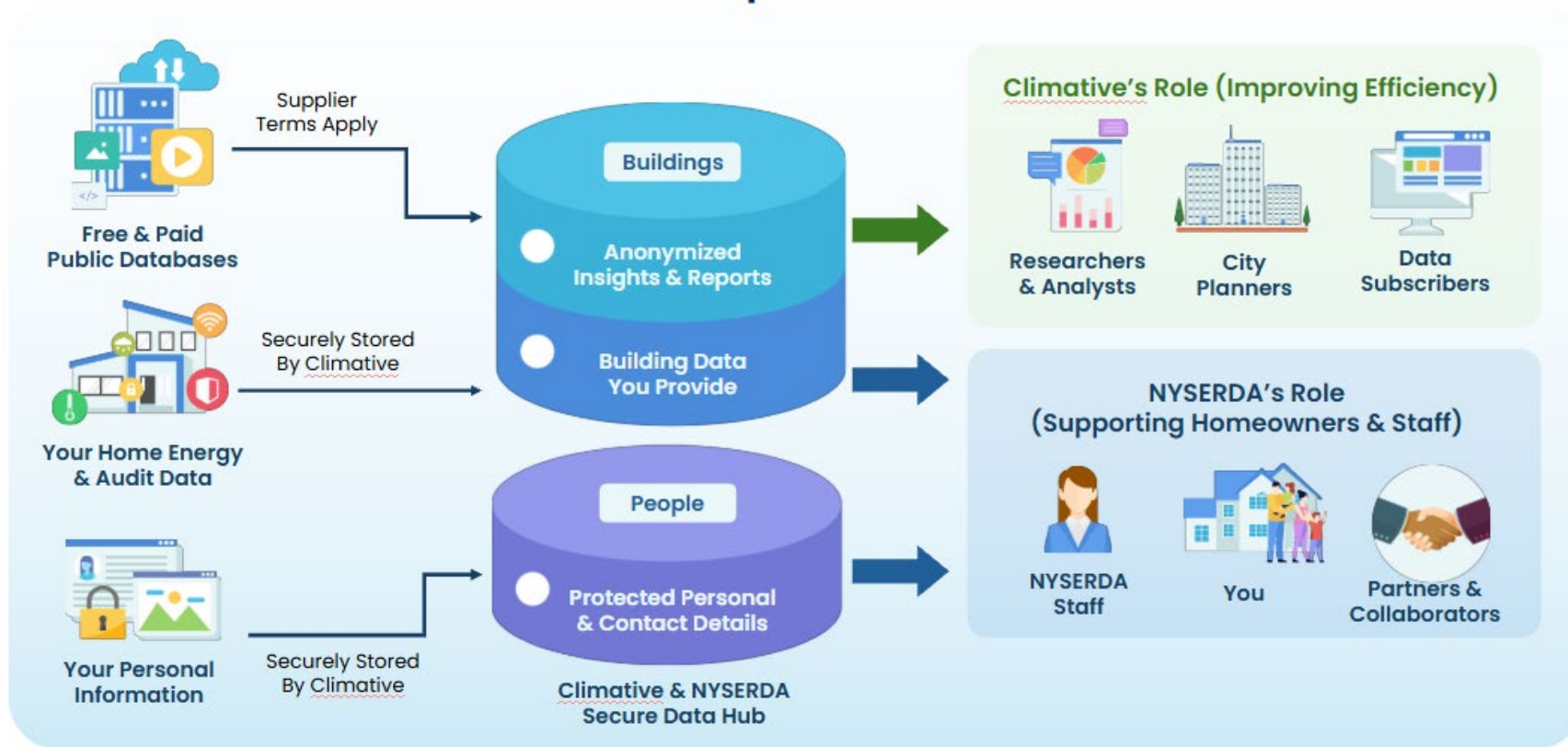
Closed Source AI:

- The code is private and protected by the developing company.
- It is a "black box" where you can use the final product, but you don't know the exact recipe or how it was made.
- Provides ease of use, professional support, and cutting-edge performance, as the company controls all aspects of the development.



Appropriate use of Data

Where Climative Sources Data, and How it is Used: A Transparent View



Dark Green Arrows: Analysis results based on public data.

Blue Arrows: Analysis results that combine your data and public data

DEMO

<https://navigator.climative.ai/nyserda#/welcome>

Breakout Sessions

We have two options for breakout sessions today. Please select one of the two breakout rooms.

Room #1: BPCA Mentorship Program Breakout Session

- *Description:* Explore a statewide peer network for building performance contractors. Provide feedback on program format, goals, and implementation factors.
- *Presenters:* Jay Best, Shannon Mason, Jason Scher, Hal Smith
- *Facilitation Team:* Trevor Reddick [Facilitator], Michael Ding [Support]

Room #2: Clean Heat Program Updates

- *Description:* Learn about, and provide feedback on, early implementation of the Clean Heat program under the May 2025 NYS DPS EE/BE Order.
- *Presenter:* Sean Dooley
- *Facilitation Team:* Mallory Huggins [Facilitator], Cameron Hucek [Support]



BPCA MENTORSHIP PROGRAM

**A contractor led initiative to strengthen
contractor quality, growth, and capacity
in New York State**

BPCA MENTORSHIP PROGRAM

- **Contractor-led mentorship program providing practical, real-world guidance**
- **Pairs experienced contractors with developing or expanding contractors**
- **Focus areas include:**
 - **Technical best practices**
 - **Business operations**
 - **Workforce development**
- **Structured approach with defined goals, regular check-ins, and progress tracking**



MARKET NEED FOR MENTORSHIP

- **Upskilling existing contractors**
- **New state and utility programs requiring integration of air sealing and whole-home performance services**
- **Many contractors need coaching to successfully cross-train staff and expand their business models.**
- **New and emerging contractors often lack access to practical guidance on operations, compliance, and program participation.**





ACCOMPLISHMENTS TO DATE

- **Launched the first mentor–mentee cohort**
 - **Facilitated roundtable-style sessions with the initial cohort**
 - **Collaborated with mentors and industry partners to begin designing a Learning Management System (LMS)**
 - **Identified priority training topics based on real-world contractor needs**
 - **Collected ongoing feedback from mentors and mentees**
- 

VISION FOR THE FUTURE

- Expand program statewide
- Increase number of mentees served
- Launch a centralized Learning Management System (LMS) with on-demand training resources
- Build structured learning pathways for:
 - New industry entrants
 - HVAC Contractors expanding into air sealing & home performance
 - Established contractors scaling or adding electrification services
- Integrate technical training with business development:
 - Financial management
 - Staffing and workforce growth
 - Long-term sustainability

STATEMENTS FROM MENTORS & MENTEES

"Serving as a formal mentor has been an incredibly rewarding experience. David, who operates a heat pump company in Oneonta, has truly embraced the value of incorporating envelope work into his business model. He recognizes that this holistic approach is essential—not only for sustainable business growth but, more importantly, for its positive environmental impact. We both look forward to our sessions discussing business strategy and building science, and I am confident that David will be a significant asset to both our industry and his local community."- Kevin Brenner, Mentor

"Overall, the mentoring has helped the mentee focus on the areas that are most important to keep his business moving forward while providing resources like other mentors and business owners in similar industries to help explore challenges and potential problem-solving strategies. Personally, it has been very satisfying to help someone get to the next level that is really committed to doing just that." -Michael Bennett, Mentor

"The mentorship process has been extremely helpful. Coming from the HVAC world into the complete home performance space leaves a gap in knowledge and action. Kevin Brenner has been exceptional on his ability to guide me to action while the committee at large has been a major asset to helping me build the underlying infrastructure of a successful organization right from the start. The time generosity and willingness of everyone to build the three of us into better performing businesses that are better serving our customers cannot be thanked enough." -David MacClintock, Mentee

Discussion Questions

- **Feedback on Structure:** Is this program structure workable? What sounds most exciting? Potentially challenging? What's missing?
- **Connecting with Contractors:** Any recommended channels, messages, or networks the program team should engage to find high-quality and motivated contractors? How can non-contractors support awareness raising?
- **Value Delivered:** What would make your participation worth the time commitment as either a mentor or a mentee?
- **Expanding Access:** Any recommendations for how the program can be designed to best meet the needs of emerging and underrepresented practitioners? Examples: Small, rural, MWBE, career transition, etc.

Become a BPCA Member



Joining BPCA connects you with New York's leading network of home performance and clean energy contractors. Members gain access to exclusive industry updates, direct communication with NYSERDA and utilities, mentorship and training opportunities, and a unified voice advocating for contractor needs statewide. Membership strengthens your business, expands your support system, and gives you a seat at the table in shaping the future of New York's clean energy industry.



www.bpca-ny.org



execdirector@bpca-nys.org



NYS Clean Heat 2026-2030 Program Manual

2026-2030 NYS Clean Heat Program Manual

- > The Program Administrators released a NYS Clean Heat Program Manual on December 12, 2025, effective January 1, 2026
 - Includes specifics on incentive amounts, eligible equipment, and other project details
 - Specifics on the Weatherized Tier will be included in a new release of the Program Manual on March 1, 2026
 - The document has been filed on the NYS DPS DMM website and is posted on the Contractor Resources webpage (<https://cleanheat.ny.gov/contractors/>)

- > Previously, the Program Administrators filed a NYS Clean Heat Implementation Plan for 2026-2030 on September 2, 2025
 - This can be found on the Contractor Resources webpage (<https://cleanheat.ny.gov/contractors/>)

2026-2030 NYS Clean Heat Project Eligibility

- > NYS Clean Heat will only encompass 1-4 family residential buildings
 - Single-family dwelling units in multifamily buildings are eligible
 - Small business projects **are not eligible** under NYS Clean Heat
- > NYS Clean Heat will focus on existing homes and buildings
 - Existing homes and buildings will be eligible for incentives for all technology types
 - New construction will be eligible for incentives for GSHP and HPWH where not otherwise mandated by law. ASHP and AWHPs **are not eligible** under NYS Clean Heat.

Multifamily and Commercial

- > Served by utility programs, not NYS Clean Heat, in 2026
- > Reach out to your respective utility representative for program information

2026-2030 NYS Clean Heat Project Eligibility

- > NYS Clean Heat will require projects to be sized for the full water or space heating load of the project scope (apartment or building) for residential projects.
- > Projects must deploy eligible equipment as defined in the Program Manual. NYS Clean Heat will continue to use the following eligibility standards:
 - ASHP – NEEP cold climate ASHP List
 - GSHP – Energy Star
 - GSVRF – NYSECCC
 - HPWH – Energy Star
 - AWHP – NYS Clean Heat Qualified Product List

2026 NYS Clean Heat Incentive Structure

Any applications submitted after 1/1/2026 follow the framework below:

- > The Upstate Utilities (Central Hudson, National Grid, NYSEG, Orange & Rockland and RG&E) are moving to a flat rate incentive structure similar to the one Con Edison has used since 2023
- > DAC Incentives – Tailored based on Utility service territory characteristics
- > Partial to Full load incentives
 - Redefined Category 4: Projects that add heating load to existing partial-load cold climate air source heat pump systems to reach a full-load system
- > Contractor rewards are discontinued for 2026-2030

Weatherized Tier

- > The Non-LMI EE/BE Order requires NYS Clean Heat to adopt a Weatherized Tier with higher incentives by March 1, 2026
- > Beginning March 1, 2026, buildings will be eligible for the Weatherized Tier bonus incentive
 - Eligibility and bonus incentive details will be included in the March 1, 2026, NYS Clean Heat Program Manual Update
 - The Weatherized Tier is **not** a requirement in 2026!
 - Projects that do not meet Weatherized Tier requirements will be eligible for base program incentives
- > Beginning in 2028, weatherization will be a requirement for NYS Clean Heat projects
 - The 2028 requirement will be informed by experience in 2026 and 2027 with the Weatherized Tier

Weatherized Tier Criteria from Implementation Plan

- > Built after 2010
- > Participated in a utility or NYSERDA weatherization program with a package of contractor installed measures
 - > Or equivalent government-sponsored programs (WAP or county-run)
- > Home energy assessment that certifies that a home has:
 - > Air sealing
 - > Attic insulation of R-38 or maximum in other cases
 - > And meets the air changes per hour (ACH50) standard

ACH50 criteria for Weatherized Tier Eligibility

Building Vintage	<1,000 sf	1,000-1,999 sf	2,000-2,999 sf	3,000-3,999 sf	4,000+ sf
Pre-1979	18	14	11	9	8
1979-2006	16	12	9	9	7
2007 or later	12	7	5	5	4

Space Incentive Rates – Single Family Non-DAC

	NYSEG	RG&E	Orange and Rockland	National Grid	Central Hudson	Con Edison ¹
Category 2/2a - ccASHP: Full load heating ²	\$6,000	\$6,000	\$5,000	\$6,000	\$5,000	\$2,500
Category 2b - ccASHP: Full load heating with decommissioning	\$10,000	\$10,000	\$9,000	\$10,000	\$8,000	\$8,000
Category 3 GSHP: Full load heating (retrofit)	\$17,000	\$17,000	\$14,000	\$20,000	\$18,000	\$30,000
Category 3 GSHP: Full load heating (new construction)	\$10,000	\$10,000	\$7,000	\$14,000	\$8,000	\$30,000
Category 4 – Partial to Full Load Heating	\$3,000	\$3,000	\$3,000	\$4,000	\$3,000	\$4,000

Notes on incentives and program design

¹ Con Edison GSHP rates are whole building rates. Con Edison Category 4 requires decommissioning.

² Con Edison only offers incentives for category 2a which requires integrated controls.

Space Incentive Rates – Single Family DAC

	NYSEG	RG&E	Orange and Rockland	National Grid	Central Hudson ¹	Con Edison ²
Category 2/2a - ccASHP: Full load heating ³	\$7,000	\$6,000	\$6,000	\$8,000	N/A	\$4,500
Category 2b - ccASHP: Full load heating with decommissioning	\$11,000	\$10,000	\$10,000	\$12,000	N/A	\$10,000
Category 3 GSHP: Full load heating (retrofit)	\$18,000	\$18,000	\$15,000	\$25,000	N/A	\$40,000
Category 3 GSHP: Full load heating (new construction)	\$11,000	\$11,000	\$8,000	\$19,000	N/A	\$40,000
Category 4 – Partial to Full Load Heating	\$3,000	\$3,000	\$3,000	\$4,000	\$3,000	\$4,000

Notes on incentives and program design

¹ Central Hudson not pursuing additional DAC incentives

² Con Edison GSHP rates are whole building rates. Con Edison Category 4 requires decommissioning.

³ Con Edison only offers incentives for category 2a which requires integrated controls.

Space Incentive Rates – Apartment¹ Non-DAC

	NYSEG	RG&E	Orange and Rockland	National Grid	Central Hudson	Con Edison ²
Category 2/2a - ccASHP: Full load heating ³	\$3,000	\$3,000	\$3,000	\$3,000	\$3,000	\$1,000
Category 2b - ccASHP: Full load heating with decommissioning	\$5,000	\$5,000	\$5,500	\$5,000	\$5,000	\$4,000
Category 3 GSHP: Full load heating (retrofit)	\$7,000	\$7,000	\$6,000	\$10,000	\$8,000	N/A
Category 3 GSHP: Full load heating (new construction)	\$5,000	\$5,000	\$3,500	\$7,000	\$4,000	N/A
Category 4 – Partial to Full Load Heating	\$1,000	\$1,000	\$1,000	\$2,000	\$1,000	\$1,500

Notes on incentives and program design

¹ NYSEG, RG&E, Orange and Rockland, National Grid and Central Hudson incentive rates are for apartments and single-family homes <1,000 square feet

² Con Edison GSHP rates are whole building rates

³ Con Edison only offers incentives for category 2a which requires integrated controls.

Proposed Incentive Rates – Apartment¹ DAC

	NYSEG	RG&E	Orange and Rockland	National Grid	Central Hudson ²	Con Edison ³
Category 2/2a - ccASHP: Full load heating ⁴	\$4,000	\$4,000	\$4,000	\$5,000	N/A	\$2,000
Category 2b - ccASHP: Full load heating with decommissioning	\$6,000	\$6,000	\$6,500	\$7,000	N/A	\$5,000
Category 3 GSHP: Full load heating (retrofit)	\$8,000	\$8,000	\$7,000	\$12,500	N/A	N/A
Category 3 GSHP: Full load heating (new construction)	\$6,000	\$6,000	\$4,500	\$9,500	N/A	N/A
Category 4 – Partial to Full Load Heating	\$1,000	\$1,000	\$1,000	\$2,000	\$1,000	\$1,500

Notes on incentives and program design

¹ NYSEG, RG&E, Orange and Rockland, National Grid and Central Hudson incentive rates are for apartments and single-family homes <1,000 square feet

² Central Hudson not pursuing additional DAC incentives

³ Con Edison GSHP rates are whole building rates

⁴ Con Edison only offers incentives for category 2a which requires integrated controls.

Domestic Hot Water Incentive Rates

	NYSEG	RG&E	Orange and Rockland	National Grid	Central Hudson	Con Edison
Category 5 – Downstream Domestic Water Heating ¹	\$1,250	\$1,250	\$1,250	\$1,250	\$1,250	N/A
Category 5a – Midstream HPWH ²	\$1,350	\$1,350	\$1,350	\$1,250 ³	\$1,350	\$1,000
Category 5b – GSHP Desuperheater	\$100	\$100	\$100	\$100	\$100	N/A

Notes on incentives and program design

¹ GSHP WWHP for DHW are eligible for incentives through Category 5 – downstream domestic water heating

² Amounts are inclusive of distributor and contractor awards.

³ National Grid will no longer be offering incentives for midstream HPWHs. Incentives will still be available through the retail channel.

Upstate Utility Program Adjustments

HPWH

- > National Grid is discontinuing wholesale midstream HPWH incentives previously offered through distributors
- > National Grid will still offer midstream HPWH incentives through big box retail partners
- > Existing Upstate Downstream channel incentives will continue
 - Customer Submission: Customers may apply for a rebate after purchase through the self-install customer portal
 - Contractor Submission: Contractors may apply for a rebate on the customer's behalf by using the portal for NYS Clean Heat project submissions





Space Heating

- > Contractors will submit a separate application per dwelling unit/electric account for 2-4 unit buildings.


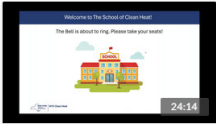
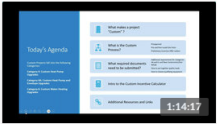
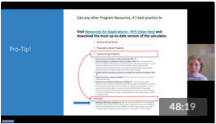

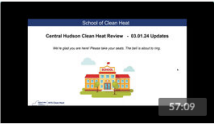
Clean Heat Training Opportunities

School of Clean Heat Webinar Recordings





NYSCH Upstate Trainings

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Recently Added

-  19 DAYS AGO
School of Clean Heat - Clean Heat Online Intake Tool 36:31
-  20 DAYS AGO
School of Clean Heat - Program Overview & 24:14
-  28 DAYS AGO
School of Clean Heat - Overview of Custom 1:14:17
-  1 MONTH AGO
NYS Clean Heat Custom Calculator Walkthrough- 48:19
-  2 MONTHS AGO
School of Clean Heat - Air-to-Water Heat Pump 35:11
-  3 MONTHS AGO
School of Clean Heat - Central Hudson Orange 57:09

Con Edison Clean Heat

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Featured Videos

-  3 MONTHS AGO
CoolCalc Manual-J Load Calculating Training 1:31:27
-  4 MONTHS AGO
Con Edison's Clean Heat Training Webinar - 49:49

- > [School of Clean Heat Upstate Recordings](#)
- > [School of Clean Heat Con Edison Recordings](#)
- > Access at any time to fit your busy schedule!

School of Clean Heat Shorts Channel

Clean Heat Shorts

Quick, targeted videos to help Clean Heat contractors address and prevent common application errors

Recently Added

The screenshot displays four video thumbnails in a grid. Each thumbnail includes a title, a brief description, a duration, and a timestamp. The first video is 'Customer Acknowledgement Form' (3:35), the second is 'Missing AHRI/NEEP Certificates' (5:53), the third is 'Manual J: Design Temps Not within 5 Degrees, Missing' (7:26), and the fourth is 'Relevant Action Reasons' (4:57). The 'Relevant Action Reasons' video lists several common errors such as missing serial numbers, model numbers, and photos.

Video Title	Duration	Timestamp
Customer Acknowledgement Form	3:35	2 HOURS AGO
Missing AHRI/NEEP Certificates	5:53	6 DAYS AGO
Manual J: Design Temps Not within 5 Degrees, Missing	7:26	11 DAYS AGO
Relevant Action Reasons	4:57	11 DAYS AGO

- > Learn how to correct common application errors in minutes
- > Cover only the specific training topics you need
- > Access at any time to fit your busy schedule
- > Additional Clean Heat Shorts coming soon!

[Visit School of Clean Heat Shorts](#)

Resources and Next Steps

- > Next PC&IP meeting on **March 12, 2026** (9:00 AM-10 AM)
 - Please submit potential topics for the next Working Group by **March 1** via email to NYSCleanHeat@ceadvisors.com or directly to your utility partner.
- > NYS Clean Heat Website - (<https://cleanheat.ny.gov/contractors/>)
- > Regulatory documents
 - Related to 2020-25 Portfolio ([18-M-0084](#))
 - Related 2026-30 Portfolio ([25-M-0248](#))

Program Contact Information

> NYS Clean Heat Contacts

- **Toby Hyde**, Con Edison: HydeT@coned.com
- **Ray Cotto**, Central Hudson: rcotto@cenhud.com
- **Ryan Bauer**, National Grid: ryan.bauer@nationalgrid.com
- **Sean Dooley**, NYSEG/RG&E: sean_dooley@rge.com
- **Chris Trenard**, Orange & Rockland: trenardc@oru.com
- **Caroline Hazard**, NYSERDA: caroline.hazard@nyserda.ny.gov

> General Mailbox

- Regulatory and program inquiries: nyscleanheat@ceadvisors.com
- Application and project-specific inquiries: nyscleanheat@icf.com and (844) 212-7823

Discussion Questions

Partial to Full HPs – Category 4

- Is this something you see in the market?
- Do customers already have partials and is there interest to go to full load?
- What is the layout of current partial heat pump setups?
- Right now – we do not offer an enhanced decommissioning rate for partial to full. Could you see increased customer interest if there was additional dollars for decommissioning?

Enhanced rebates for Disadvantaged Communities (DAC)s

- Do you see enhanced DAC incentives as driving more participation?
- How accessible is the DAC map and how often do you reference it?
- Should we include the map to DACs more in program communications?

Discussion Questions

Weatherization Tier

- How can Utilities help prepare the market for a weatherization requirement in 2028 to receive heat pump incentives?
- What do you consider a “heat pump ready” home?
- What application/documentation challenges and hurdles are you seeing now? With the introduction of a weatherized tier bonus, what challenges can you foresee?

Heat Pump Water Heaters

- Have you had to address HPWH concerns after install? If so, how frequently?
- How often do customers replace HPWHs with gas/electric water heaters?

Program Communications

- How effective are program communication notices to your team?
- Do you subscribe to the monthly contractor newsletters?
- How often do you read them? Why or why not?
- Do you participate in the Participating Contractor and Industry Partner meetings? Why or why not?

Thank you!

A follow-up priority setting poll will be sent out with the presentation after the meeting.



NYSERDA