

### For Ground Source Heat Pump Installers Submitting Applications to NYSERDA's Ground Source Heat Pump Rebate Program

- NYSERDA uses a rational sampling plan, generally inspecting 15% of all projects less than 75 tons and 100% of those over 75 tons. NYSERDA may modify the rate of inspection based on an applicant's performance in the program.
- The inspections are conducted by NYSERDA's third-party quality assurance contractor to verify compliance with program requirements and technical installation standards and may occur during one or more stages in the project life-cycle. The aspects of the project to be inspected include:
  - Design
  - Loop field
  - Post-installation
- The checklists used for design reviews, loop field inspections, and post-installation inspections can be accessed at [nysesda.ny.gov/GSHP-Inspection-Expectations](https://nysesda.ny.gov/GSHP-Inspection-Expectations). NYSERDA developed these with input from industry experts and will continue to revise them over time. If you have suggested improvements, please email [gshp@nysesda.ny.gov](mailto:gshp@nysesda.ny.gov).
- Inspections may be done by reviewing construction photos submitted by the project applicant and/or by conducting an on-site review. List of required photos can be accessed at [nysesda.ny.gov/GSHP-Inspection-Expectations](https://nysesda.ny.gov/GSHP-Inspection-Expectations).
- Projects over 75 tons are subject to a design review and will generally receive loop field and post-installation inspections. Projects less than 10 tons will generally only be inspected upon completion.
- A sampling of projects with systems over 10 tons will receive a desk review inspection following successful completion of the loop field milestone. If your project is selected for a desk review, you will be required to submit a set of construction photos. You will receive an email with a link to where you can submit the photos.
- If your project is selected for a field inspection and the site owner is amenable to you attending the inspection, you will receive an email with the date and time. If the site owner does not want you present, you will not be notified of the pending inspection.
- For each stage of evaluation, you will receive an inspection report by email with instructions if actions are needed. Reports are scored on a five-point scale with five being the highest. Any project receiving a score of one or two will fail, which will require you to take corrective action and submit photo documentation of the resolution that occurred within 30 days of receiving the inspection report. If you dispute an inspection report finding, you must do so in Salesforce within 15 days of receiving the inspection report. More details regarding the inspection procedures can be accessed at <https://www.youtube.com/watch?v=drZWg-Kqlvc&feature=youtu.be>.
- NYSERDA requires all participants in the Ground Source Heat Pump Rebate program to maintain a minimum average performance score of 3.0 out of 5.0. If you fail to meet the minimum performance, you will be subject to remedial and/or disciplinary action. As a result, you may be restricted from submitting additional project applications. Please see the Ground Source Heat Pump Rebate Manual for further information.