

# PSEG LONG ISLAND

## Energy Efficiency Programs Webinar

APRIL 17, 2020



# PSEG LONG ISLAND

## Michael Voltz

Director, Energy Efficiency and Renewables



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**John Franceschina**

Energy Efficiency Program Director



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# Agenda

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- 10:05 – 10:15 - Rebate Processing Update
- 10:15 – 10:30 - Commercial Efficiency Programs Update & Q/A
- 10:30 – 10:50 - Residential Programs Update & Q/A
- 10:50 – 11:00 – Additional Q/A

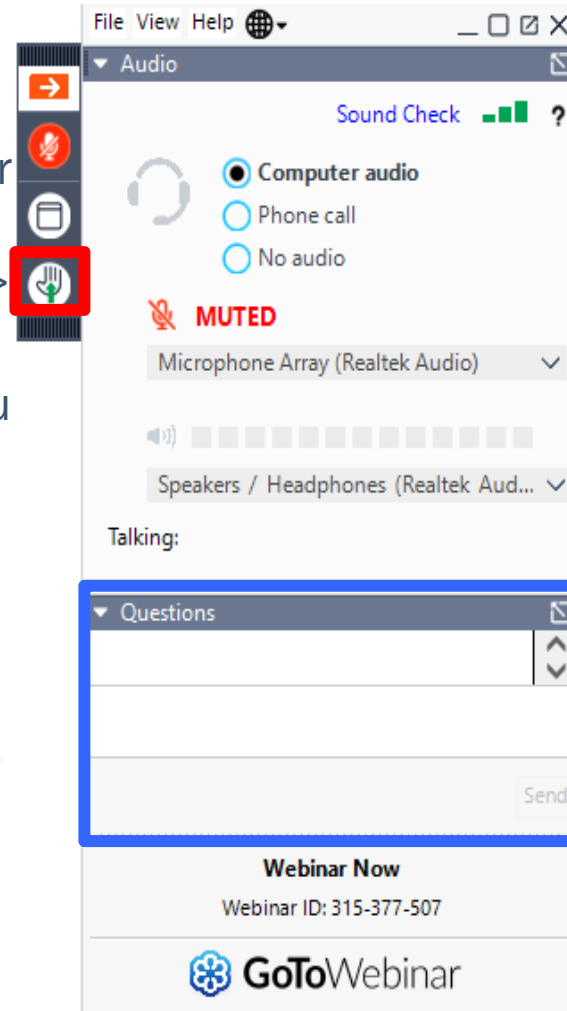
# Rebate Processing

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- The Energy Efficiency teams are working hard remotely to continue processing rebates for our customers and contractors
- Online Applications (OLA)
  - Using the lead partner portal you can submit projects through the OLA Portal
  - OLA Link: <https://www.pseglinyportal.com>
  - For information on how to sign up or a virtual one-on-one training from one of our PSEG Long Island Representatives please send an email to:
    - Commercial: [CEPLI@pseg.com](mailto:CEPLI@pseg.com)
    - Home Comfort: [homecomfortli@pseg.com](mailto:homecomfortli@pseg.com)
    - Home Performance: [homeperformanceli@pseg.com](mailto:homeperformanceli@pseg.com)
- Virtual Inspections
  - The team has been reaching out to customers via facetime, skype or other virtual ways to conduct both pre and post inspections

# How to ask questions

- To ask questions or give feedback please raise your hand by clicking the hand icon here ----->
- Then the organizer will unmute and announce you when it is your turn to speak
- You may also ask questions by typing in the question box here. ----->



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# PSEG LONG ISLAND

## Alex Valentino

Manager, Commercial Programs

# Commercial Efficiency Programs Update

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- Rebate Processing
  - Projects are continuing to be processed as before
  - We are allowing virtual signatures on essential documents
- Clean up older projects
  - Work with your Energy Consultants to clean up any projects that are on hold for missing documents or information
- Expiring Projects
  - We will be extending pre-approvals for projects that were set to expire between March 16 and NYS on Pause Order to August 31.
  - Any project that had expired prior to March 16 will be paid out on the new worksheet. (v1.1)
- Topics for discussion
  - What are your current marketing outreach efforts for generating sales leads?
  - What role can PSEG Long Island play in your marketing and sales efforts?
  - What support from PSEG Long Island do you foresee needing most in this post-COVID market?
  - Please tell us your feedback and any recommendations that we can make to better serve you and our customers.



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# PSEG LONG ISLAND

## Brian Loughlin

Manager, Residential Programs



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# Residential Program Update

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Thank you to all our partners and stakeholders for their continued support and flexibility as we navigate these challenging times together.....Collaboratively. That's where the synergy begins!!

Always said "it takes a village" at our conferences, that holds true now more than ever.

We hope you and your families and loved ones remain safe and healthy and together we return to our "new normal". I believe our economy and programs will come roaring back on-line, but we need to prepare now to make that a reality.

To that point, what have we done to help pave the way for future success and challenges that await us?

1. Did not release new application versions to reduce any confusion during this time
2. Introduced virtual inspection protocols to allow for project completions/approvals
3. Working the project pipeline, reaching out to partners/customers for close-out documents. We want to keep your projects moving forward. Thank you!

# Residential Program Update – Virtual Training

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Both Home Performance and Home Comfort Teams are developing virtual training opportunities (some with CEU's) for the next few weeks.

Invitations with connection details will be forthcoming next week.

Please speak with your program contacts with questions/comments/suggestions.

The schedule is below:

- Friday April 24 - Quality Installation Verification Virtual Training (Home Comfort, 3 CEU's)
- Friday May 1 - Home Performance Virtual Training – Accurately determine age and efficiencies of HVAC and DHW systems (1 CEU's)
- Friday May 8 – TBD

Don't Forget:

- Friday April 21-23 - Geothermal Accredited Installer Workshop – Sponsored by PSEGLI
- Multiple Training Opportunities hosted by Rathe Assoc, Platsky HVAC, and MCN-Resideo-Honeywell

# Residential Program Update

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- **Home Comfort** – We are currently processing and approving another 400 projects for April with respective rebates and incentives continuing to be paid throughout the month. Please continue to respond to our inquiries so we can continue to move your projects through approval and payment.
- **Topics for discussion:**
  - How do you help customers navigate today’s confusion of technology options?
  - Before the current COVID-19 crisis, what top three obstacles to ASHP sales were you consistently encountering?
  - What support from PSEG Long Island do you foresee needing most in this post-COVID-19 market?
  - Describe the ways in which you leverage PSEG Long Island rebates in your sales process?
  - What additional types of information and communication tools from PSEG Long Island do you believe would help you engage customers more compellingly and increase sales?

# Residential Program Update

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- **Home Performance** – We are currently processing and approving pipeline projects with increased attention to combination projects (HP/HC) and projects with GJGNY loans associated with them. Thank you!
- **Topics for discussion:**
  - Virtual Audits and HEA's. Anyone currently performing for PSEGLI or Nat Grid?
  - What support from PSEG Long Island do you foresee needing most in this post-COVID-19 market?
  - Describe the ways in which you leverage PSEG Long Island rebates in your sales process?
  - How can PSEG Long Island help in your presentation of rebates to customers?
  - What kinds of sales support materials do your manufacturer partners provide?

# Support for Small Businesses Affected by COVID-19

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- US Small Business Administration (SBA)
  - Man-Li Lin, Economic Development Specialist
  - Man-li.lin@sba.gov
  - Website: [www.sba.gov](http://www.sba.gov)
  - SBA Disaster Center: 1-800-659-2955
  - Email: [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov)
- Program summaries and links:
- <https://esd.ny.gov/small-business-administration-sba-covid-19-loans>
  - SBA Paycheck Protection Program (PPP)
  - SBA Subsidy Loan Program
  - SBA Economic Injury Disaster Loan (EIDL) Program
  - Additional organizations available to assist

# Stay in Touch

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- Please continue to share you feedback with your PSEG Long Island Representatives
- Or write to one of our rebate mailboxes
  - Commercial Efficiency Programs: [CEPLI@pseg.com](mailto:CEPLI@pseg.com)
  - Home Comfort Program: [homecomfortli@pseg.com](mailto:homecomfortli@pseg.com)
  - Home Performance Program: [homeperformanceli@pseg.com](mailto:homeperformanceli@pseg.com)
- Be on the lookout for additional webinars that we will be hosting Friday mornings over the next few weeks