

## Multifamily Frequently Asked Questions

### General Questions

- 1. How many residential units does a building need to have in order to be eligible for the multifamily program?**

*To be eligible for PSEG Long Island's Multifamily Program, a building must have five (5) or more residential units. If your building has four (4) or less residential units, please contact a PSEG Long Island representative at 1.800.692.2626*

- 2. What is the difference between a high-rise building and a low-rise building?**

*For the purposes of our program, we will comply with the definition provided by the New York State Technical Resource Manual (TRM). The TRM defines a high-rise building as one with four (4) or more floors, and a low-rise building as one with three (3) floors or less.*

- 3. On the "Required Documents" tab of the application, an Energy Model is listed as required. Why is an Energy Model required? Can this requirement be waived?**

*Conducting an energy model is a best practice and so it is preferred that one be submitted. However, we recognize that for facilities that did not conduct an energy model providing one would result in an additional expense. Therefore, the requirement will be waived as needed, and removed in the next version of the application. If the energy model requirement is a challenge for your project, please contact the Energy Consultant or Engineer assigned to the project to discuss alternatives.*

- 4. Why does the same measure have different rebates under the residential and commercial programs?**

*Measures can yield different savings depending on the circumstances of installation. Commercial lighting in common area spaces like a stairwell, for example, must be on 24/7 to comply with safety codes. Because they run for such a long time, when a reduced wattage fixture is installed there is more savings than when that same fixture is used in a residential unit, where it will operate on average only 1 or 2 hours per day. This affects the rebates, since measures receive higher rebates when they generate higher energy savings.*

- 5. Are all projects subject to pre-approval, and post-inspection?**

*Yes. Projects should not proceed without preapproval. As the multifamily program is only applicable to new construction, a pre inspection is not required.*

- 6. Are there a minimum number of measures each Multifamily project must pursue?**

*No. Each project can have any mix of measures offered in the Multifamily application, as long as those measures meet eligibility requirements.*

- 7. Can a project at an existing building apply for a rebate under the Multifamily application?**

*No. The current version of the Multifamily Application is for new construction only. Please note, you can apply for Multi-Family existing building through the Custom program. Please call a PSEG Long Island representative for more information at 1.800.692.2626.*

## Multifamily Frequently Asked Questions

### **8. How is “Common Area” different than “In Unit” space?**

*Common areas include, but are not limited to, hallways, lobbies, fitness centers, parking garages, meeting spaces and any other area that is accessible to all building residents and personnel. Measures that apply to “common areas” can be found on the Common Area Lighting, Common Area HVAC, and Common Area Pool tabs in the application.*

*In-Unit measures are not eligible for Common Area rebates. All In-Unit measures are intended for residential units and can be found on the Partial Unit/Whole Unit HVAC and Appliances tabs in the application.*

### **Common Area Lighting**

#### **9. I want to install lighting that is not on the Indoor or Outdoor Lighting eligibility tables. Can I still get a rebate through the Multifamily application?**

*No. However, the equipment may qualify for a custom rebate. Please call a PSEG Long Island representative for more information at 1.800.692.2626.*

#### **10. If my wattage is a decimal, how do I input it into the worksheet?**

*Round up to the next whole number and use that value. Remember to use nominal wattage from the cut sheet, not the wattage found on the DLC or ENERGY STAR lists.*

### **Common Area HVAC**

#### **11. I want to install an HVAC system that is not listed on the Common HVAC Eligibility Table. Can I still get a rebate through the Multifamily application?**

*No. However, the equipment may qualify for a custom rebate. Please call a PSEG Long Island representative for more information at 1.800.692.2626.*

### **Common Area Pools**

#### **12. What Pool Equipment is eligible for a rebate?**

*The following list of commercial pool equipment is eligible for a rebate:*

- *Heat Pump Pool Heaters*
- *Solar Polar Covers.*

*All heat-pump pool heaters must have a COP of 5 or more to be eligible for a rebate and be the primary or only pool heaters.*

*Heat-Pump pool heaters for outdoor pools must have a solar pool cover to qualify for a rebate. If applying for a solar pool cover rebate only, an existing heat-pump pool heater must be present.*

#### **13. Do all Heat Pump Pool Heater installations require a Solar Pool Cover to be installed?**

# 2020 Commercial Efficiency Program



## Multifamily Frequently Asked Questions

*Only outdoor heat pump pool heater installations require a solar pool cover. Indoor pools do not require pool covers*

**14. The Pool Equipment Worksheet asks for “Total Number of Pool Heaters”. Does this include proposed and existing?**

*Yes. Please include all proposed and existing gas, oil, propane, and electric pool heaters, even if you are not replacing all existing pool heaters.*

**15. Are rebates available for the Solar Pool Cover only?**

*Yes. Customers can apply just for a Solar Pool Cover rebate if a Heat Pump Pool Heater is already installed. Rebates are available based on the square footage of the cover.*

*The existing Heat Pump Pool Heater must be indicated on the “Pool Equipment” worksheet tab.*

### In-Unit Appliances

**16. How do I know if an appliance is eligible for a rebate under the Multifamily Application?**

*Any appliance listed on the Multifamily Application must meet the eligibility requirements of our Energy Efficiency Products (EEP) Program. You can visit our website for more information:*

*<https://www.pseqliny.com/saveenergyandmoney/energystarrebates>.*

*Please keep in mind that not all appliances under our EEP program are listed on our Multifamily Application and, therefore, only appliances listed on the Multifamily Application are eligible for this program.*

**17. If I want to install a Smart Thermostat should I apply through the Appliances tab or the In-Unit HVAC tab?**

*If you are installing in-unit heat pumps, please apply for Smart Thermostats through the Smart Thermostats worksheet linked to the In-Unit HVAC tab. If you are not applying for heat pumps, please apply for Smart Thermostats using the selections on the Appliances tab.*

### In-Unit HVAC

**18. What is a Whole House ASHP project?**

*A Whole House Air-Source Heat Pump (ASHP) project requires the installation of a cold climate air source heat pump that meets at least 100% of the Manual J designed heating load. All cold climate equipment must be listed with NEEP and be visible on NEEP’s Cold Climate Air Source Heat Pump Specifications Product Listing. The NEEP list can be found at [www.NEEP.org](http://www.NEEP.org).*

*Please note, there is equipment on the NEEP list that does not qualify for rebates. Refer to the “Eligible Equipment” tables on the “In Unit HVAC Worksheet” tab.*

## Multifamily Frequently Asked Questions

*Please refer to the Guidelines tab of the application for more details.*

**19. Why does the heat pump have to be on the Northeast Energy Efficiency Partnership (NEEP) list if it meets the criteria in the workbook?**

*NEEP qualified equipment will continue to run efficiently at extremely cold temperatures.*

**20. What is a Partial House ASHP project?**

*A Partial House Air-Source Heat Pump project applies to all equipment that does not meet the entire heating load for the residence. Partial House ASHPs include ducted and ductless Cold Climate ASHPs, Non-Cold Climate ASHPs, and Packaged Terminal Heat Pumps.*

**21. What is an Air Source Heat Pump? What is a Cold Climate Air Source Heat Pump?**

*A cold climate heat pump provides air conditioning and heating from one unit. In summer, it uses a refrigerant to transfer heat from inside to the outdoors. In winter, it acts like an air conditioner in reverse, transferring warmth from the outside air to the inside. (Cold winter air contains enough heat to use for warmth.) Cold climate heat pumps are designed to operate in the northeast and at very low temperatures. To be considered a cold climate ASHP under this program, the equipment must be on the NEEP Cold Climate Air Source Heat Pump List found at <https://neep.org/ashp>.*

*Cold climate heat pumps are more efficient and cleaner than standard units because they reduce the use of fossil fuels. As more of our power is generated from renewable sources, this benefit will only increase. Cold climate heat pumps are also better suited to the temperatures in the northeast. With our enhanced rebate, you can have a heat pump system installed at a lower cost than a traditional, cooling-only system.*

**22. Do all In-Unit Heat Pump projects require a Manual J?**

*A Manual J is required for the following project types:*

- *Partial Unit – Ducted Cold Climate Air Source Heat Pump*
- *Partial Unit – Ductless Cold Climate Air Source Heat Pump*
- *Partial Unit – Ducted Air Source Heat Pump*
- *Whole Unit – Ducted Cold Climate Air Source Heat Pump*
- *Whole Unit – Ductless Air Source Heat Pump*

**23. If I am installing heat pumps in each residential unit in a building, do I have to supply a Manual J for each residence?**

*A Manual J must be submitted for each residence type (I.E. 1-bedroom, 2-bedroom, studio, etc.) but does not have to be submitted for each individual unit.*

**24. Does the Manual J need to be a block load or a room-by-room calculation?**

*Both block load calculations and room-by-room load calculations are acceptable.*

**25. Are basements and garages included in Whole House?**

*No, as it is not generally required for these areas to be cooled or heated (conditioned areas only).*

## Multifamily Frequently Asked Questions

### **26. Can the customer have a supplemental heat source?**

*Yes, but in order to be eligible for Whole House air-source heat pump rebates, customers must install integrated controls if there's a supplemental heat source on-site. Integrated controls must be programmed so that the ASHP is the default heating system for the home, and the additional heating source is used only when temperatures are very low (ideally, below 15°).*

*Landlords/Property Managers are expected to help the customer understand their ASHP and program the integrated controls. This will help to ensure that existing heating equipment is only used when an installed air-source heat pump cannot meet the heating demand due to low outdoor air-temperatures.*

### **27. Does the heat pump have to meet the cooling load or the heating load?**

*Projects must meet the heating load, though cooling load information is still collected. Heating load is determined using a manual J with an outdoor design temperature between 0°-15°.*

### **28. Why are integrated controls required for residential units with supplemental fossil-fuel heating equipment?**

*Integrated controls ensure that supplementary heating equipment is only used when an energy efficient ASHP cannot meet heating demand due to low outdoor temperatures. This helps to guarantee that projects generate the energy savings they claim to be able to achieve. This also ensures greater control and convenience for the customer since the process of switching between heating equipment is automated.*

### **29. What is an integrated control?**

*Integrated controls enable customers to control more than one heating system from a single thermostat or panel and will automatically switch from the heat pump to the fossil fuel heating system based on a pre-programmed set point. Dual Fuel thermostats may be considered integrated controls when being used with ducted, cold climate ASHPs. Some integrated controls are also smart thermostats.*

### **30. What is a smart thermostat?**

*Smart thermostats are connected to the internet and can be controlled remotely via a smartphone or online portal. Some smart thermostats will also study your heating/cooling preferences and use this information to adjust automatically. Some smart thermostat models (Nest, EcoBee) are also integrated controls.*

### **31. If I want to install a Smart Thermostat should I apply through the In-Unit HVAC tab or the Appliances tab?**

*If you are installing in-unit heat pumps, please apply for Smart Thermostats through the Smart Thermostats worksheet linked to the In-Unit HVAC tab. If you are not applying for heat pumps, please apply for Smart Thermostats using the selections on the Appliances tab.*

### **32. If an eligible integrated control is installed but there is no supplemental fossil fuel heating system on site, is the project still eligible for the integrated control incentive?**

*No, but rebates for smart thermostats are still available in these circumstances.*

# 2020 Commercial Efficiency Program



## *Multifamily Frequently Asked Questions*

**33. Are the rebate dollars based on the heating or cooling capacity of the installed equipment?**

*Rebates are calculated based on AHRI cooling tonnage.*

**34. If rebates are paid on a per ton basis, why is the rebate amount less than the expected?**

*Rebates are calculated based on AHRI cooling tonnage, not on the nominal tonnage of the equipment.*

**35. Why is PSEG Long Island encouraging heat pump technology?**

*PSEG Long Island strongly supports the 2019 New York State Climate Leadership and Community Protection Act, which set a goal of using 100% carbon-free energy in the state by 2040. ASHP systems use a combination of electricity and renewable energy instead of fossil fuels, making them more efficient and cleaner than older fuel oil and propane heating systems. The overall cost of operating a heat pump is typically lower than these fossil fuel systems, saving customers money each month. Heat pump systems are better for customers and for our planet.*