

2023 Commercial Efficiency Program

Multifamily Frequently Asked Questions Version 1.0

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?**

According to the New York State Technical Resource Manual (TRM), a high-rise building is one with four (4) or more floors. A low-rise building is one with three (3) floors or less.

- 3. 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, for example, yields more savings than residential, in-unit lighting. This affects the rebates since measures receive a higher rebate value for generating higher energy savings.

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

Yes, though the pre-inspection may be waived for certain measures at the discretion of PSEG Long Island.

- 5. 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.

- 6. What is meant by "Common Area" space?**

Within a multifamily building, all common areas are considered shared spaces and are considered for commercial measures. Common areas include, but are not limited to, stairwells, hallways, lobbies, mail rooms, laundry rooms, and parking areas. Measures that apply to "common areas" can be found on the Common Area Lighting, Common Area HVAC, Common Area VFD & Motor, Common Elevators, and Common Area Pool tabs in the application.

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

Common Area Lighting

- 7. 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?**

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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.

8. 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

9. 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.

10. What measures are available on the Common Area HVAC Tab?

- *Packaged Terminal Air Conditioners (PTAC)*
- *Ductless Mini-Split ACs*
- *Air Conditioners, Air Cooled*
- *Air Conditioners, Water and Evaporatively Cooled*
- *Packaged Terminal Heat Pumps (PTHP)*
- *Ductless Mini-Split Heat Pumps*
- *Air Cooled Heat Pumps*
- *Ductless Mini-Split Cold Climate Heat Pump*
- *Ductless Multi-Split Cold Climate Heat Pump*
- *Ducted Cold Climate Heat Pump*
- *Water Source Heat Pump*

11. Are Variable Refrigerant Flow (VRF) systems eligible for a rebate under the Multifamily Application?

Customers interested in completing a VRF project should complete the 2023 Custom Performance Rebate Application. VRF projects are not eligible for rebates under the Multifamily Application.

12. Do I need to fill in the “Existing Unit” information?

The existing “Cooling Equipment” and “Primary Heating Fuel Type” must be entered for every row where an existing system is being replaced or displaced. All other existing system information is optional to provide. When existing efficiencies like SEER, EER, HSPF, COP, and AFUE are not provided, savings will be calculated from code. New York State has adopted ASHRAE 90.1 2016 as code.

13. What should I enter for “Cooling Equipment” and “Primary Heating Fuel Type” if the project is New Construction, or there is no Existing Unit being replaced?

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For any New Construction projects or new install, please select “None” in both columns.

Common Area Pools

14. 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.

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

Only outdoor heat pump pool heater installations require a solar pool cover. Indoor pools do not require pool covers and also aren't eligible for a rebate.

16. 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.

17. Are rebates available for the Solar Pool Cover only?

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

The existing Pool Heater must be indicated on the “Common Area Pool” worksheet tab.

In-Unit Appliances

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

Most appliances 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.

19. Do Electric Tankless Water Heaters need to be ENERGY STAR certified to qualify for a rebate.

No, as ENERGY STAR doesn't have certifications for Electric Tankless Water Heaters. Electric Tankless Water Heaters qualify for a rebate if they're listed with Electrical Testing Laboratory (ETL) or Underwriters Laboratory (UL).

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20. 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

21. What is a Whole Unit ASHP project?

A Whole Unit Air-Source Heat Pump (ASHP) project requires the installation of a cold climate air source heat pump that meets 90%-120% of the unit's heating load at 17°F as calculated by the Manual J based on the heat pump's maximum heating capacity. Rebates are calculated based on 17°F rated heating capacity. 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.

22. 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 is designed to run efficiently at extremely cold temperatures.

23. What is a Partial Unit ASHP project?

A Partial Unit Air-Source Heat Pump project is one that does not meet the requirements of a Whole Unit Air-Source Heat Pump project. Partial House ASHPs include ducted and ductless Cold Climate ASHPs, ducted and ductless Non-Cold Climate ASHPs, and Packaged Terminal Heat Pumps.

All ducted and all cold climate Partial Unit heat pumps require a Manual J. Ducted Partial Unit system, whether cold climate or not, must meet 65-135% of peak heating or cooling load, per the Manual J. For cold-climate systems, heating load should be based on the maximum equipment capacity at 17°F as posted by NEEP. For non-cold climate partial unit systems, heating load should be based on the AHRI rated capacity at 47°F. Rebates for all projects are calculated based on rated heating capacity.

24. What is the difference between the rated and maximum capacity?

The maximum capacity of the heat pump is available through NEEP. NEEP data is only required for cold climate heat pumps and must be measured at 17°F. The rated capacity of the heat pump is available through AHRI. Rated capacity should be submitted for all heat pump projects. Capacity should be measured at 17°F for all Whole Unit projects and cold climate Partial Unit projects. Capacity should be measured at 47°F for all non-cold climate Partial Unit projects.

25. 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

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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.

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

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

- *All Whole Unit projects
 - *All Whole Unit projects must include cold-climate heat pumps.**
- *Partial Unit – Cold Climate Air Source Heat Pump
 - *All cold climate heat pumps require a Manual J, whether ducted or ductless.**
- *Partial Unit – Ducted Air Source Heat Pump
 - *All ducted projects require a Manual J**

*A Manual J **is not required** for the following project types:*

- *Ductless non-cold climate heat pumps*
- *Packaged Terminal Heat Pumps*

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

If multiple units in a building are designed to have the same/similar heating and cooling loads, a Manual J can be submitted for each residence type (I.E. North facing, market-rate 1-bedroom, 2-bedroom, studio apartments on 3rd floor, etc.) but does not have to be submitted for each individual unit.

28. When a manual J is required, how much of the specified heating load should be met by the installed heat pump?

In the Home Comfort program, Whole House projects must meet 90%-120% of the Manual J heating load. Partial house projects must meet 65%-135% of the Manual J heating load.

For cold climate systems, this is based on maximum heating capacity as stated by NEEP. For non-cold climate systems, this is based on rated heating capacity as stated by AHRI.

29. 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.

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30. Are basements and garages included in Whole Unit?

No, as it is not generally required for these areas to be cooled or heated (conditioned areas only). These areas would also be considered common areas.

31. 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 fossil fuel heating 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 17°). 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.

32. 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 of 17°F for cold climate systems and 47° F for non-cold climate.

33. 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.

34. 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.

35. What is the difference between an Integrated/Modulating Control, an Integrated/Fixed Control, and Dual Fuel Thermostat?

Integrated/Modulating Controls:

The ASHP and backup fossil fuel system are on the same thermostat. When outdoor temperatures decrease to a certain point (ideally, 17°F), the backup fossil fuel system will

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turn on to work with the ASHP. In this scenario, the fossil fuel system can modulate to meet the load without limiting the ASHP from delivering its maximum capacity. Please note, Integrated/Modulating Controls are the only acceptable controls for Cold Climate Mini-Split and Multi-Split systems.

Integrated/Fixed Controls:

The ASHP and backup fossil fuel system are on the same thermostats. When outdoor temperatures decrease to a certain point (ideally, 17°F), the backup fossil fuel system will turn on to work with the ASHP. In this scenario, the backup fossil fuel system has a larger capacity at low temperatures than the ASHP, so the ASHP is not always able to deliver its maximum capacity.

Dual Fuel Thermostat:

The central ASHP is installed on the same ductwork as the fossil fuel heating. Once the ASHP can no longer meet the load due to a decrease in outdoor temperatures, the ASHP will shut off and the fossil fuel system will operate to meet the heating load.

36. 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.

37. 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.

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

Rebates are calculated based on AHRI rated heating tonnage. Capacity should be measured at 17°F for all Whole Unit projects and cold climate Partial Unit projects. Capacity should be measured at 47°F for all non-cold climate Partial Unit projects.

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

Rebates are calculated based on AHRI rated heating tonnage, not on the nominal tonnage of the equipment or the maximum tonnage from NEEP.

40. 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

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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.

Common Area VFDs & Motors

36. What does VFD stand for?

VFD stands for variable-frequency drive.

37. Under the 2023 Multifamily Application, can a new VFD replace existing equipment?

No, VFDs cannot replace existing VFDs. VFD rebates are eligible for existing building and retrofit projects only. New Construction is not eligible.

38. Can EC Motors and Motor Belts be considered new install and or/new construction projects?

The EC Motors and Motor Belts are for existing building and retrofit projects only.

39. What are the types of Motor Belts being rebated?

Rebates are available for Notched Belt and Synchronous Belt retrofits.

Common Area Elevator Modernization

40. What is Elevator Modernization and are there eligibility requirements for this measure?

The Elevator Modernization rebate is available for existing building/retrofit projects only.

Elevator Modernization is intended to replace a Motor Generator set or Silicon-Controlled Rectifier (SCR) Drives with Pulse Width Modulation (PWM) Drives or Variable Voltage/Variable Frequency (VVVF) Drives

There are two replacement scenarios for this measure in the application; “Motor-Generator Retrofit” and “SCR Drive or PWM Drive Retrofit.”

Rebates are based on the amount of kWh saved.

Geothermal

41. Where is the tab for in-unit geothermal heat pumps and common area geothermal heat pumps?

There isn't a distinction between in-unit or common area geothermal heat pumps on the multifamily application. The tab for geothermal space heating and the tab for geothermal water heating can be used for all geothermal heat pump installations or retrofits at a multifamily building. You can select “Commercial” for rows that describe systems used for common areas, and “Residential” for rows that describe systems used for in-unit.

42. Are the guidelines and required documents the same for geothermal heat pump projects serving multifamily residential units and those serving common areas?

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Many of the guidelines and required documents are the same, but not entirely. Refer to the applicable sections in the application for additional project specific requirements.

43. The Required Documents checklist includes “Invoice for Well Drilling (new system)”. Why is this document required?

The well drilling invoice is required for new installations only. We are requiring this document to ensure the correct inputs were made on the application for a new installation. If you apply for the new installation but do not submit an invoice for well drilling, the rebate will be adjusted downward to reflect the retrofit rebate.

44. I filled in the existing equipment type and new equipment type on the worksheet. Do I need to complete the “Installed Systems Specifications”?

Yes. This section must be completed to populate the rebate and properly process the project.

45. The “Installed Systems Specifications” has a field for a serial number. I won’t have the serial numbers until after I purchase the equipment. What should I do?

For the purpose of pre-approval, you may enter N/A. After pre-approval is granted and equipment is purchased, update the application with the serial numbers and submit it with your other closing documents to CEPLI@pseg.com

46. What is the maximum size of a geothermal unit eligible for rebate under this program?

The maximum size eligible under the Multifamily Rebate Application is 11.25 tons per system. For commercial customers, the installations of units larger than 11.25 tons per system can be processed as a custom project.

47. I would like to install a water-to-water geothermal system for space heating. The system meets the efficiency requirements, but is it eligible for a rebate?

The above mentioned geothermal configuration is not eligible for a rebate. In order to be eligible for a rebate, the water-to-water geothermal system used for space heating must also be connected to a cooling load. If the system is not connected to a chilled water coil, chilled beam, or other device that handles a cooling load, the system is not eligible for a rebate.

48. I would like to install a water-to-water geothermal system for domestic hot water heating. The system meets the efficiency requirements, but is it eligible for a rebate?

This configuration is available for rebates on the “Dedicated Water Heating” tab.

49. What is a Geothermal Vertically Stacked unit?

This configuration is a compact geothermal heat pump contained in a cabinet. Usually, multiple units are installed as part of a centrally pumped system, and will deliver between 0.75 tons to 3 tons of cooling and heating.