

HOME

COMFORT

NEWSLETTER



Stay in the know with the latest program updates, and helpful tools to support your work. Whether you're in the field or behind the scenes, we're here to help you deliver energy-efficient comfort to every customer. PSEG Long Island offers a [free whole-house energy assessment](#) unlocking opportunities for energy-efficient upgrades and long-term savings.

Partner with PSEG Long Island through the **Home Comfort, Home Performance, and Commercial Efficiency** programs to deliver top-tier home and business energy upgrades. As a partner, you'll have access to incentives and resources that help you grow your business and reach more customers. Remember to re-enroll today via the [Partner Portal](#).



INDUSTRY INSIGHT

WHY SUMMER IS PRIME TIME FOR HEAT PUMP INSTALLS



Summer puts system performance front and center, making it a strong opportunity for heat pump installs. When homeowners face high temperatures and rising cost, conversations around efficiency and comfort resonate more easily. It is the moment when the value of a system that can both

cool and heat becomes immediately relevant. Properly installed heat pumps deliver consistent cooling while using less energy than many traditional AC systems. This creates an opportunity to position upgrades not just as replacements, but as smarter long-term solutions that improve comfort now and continue delivering value through the winter. Service calls and performance checks often uncover aging equipment, airflow issues, or systems struggling to keep up. These moments create a natural transition from maintenance to replacement conversations. Emphasizing system efficiency, proper sizing, and year-round performance helps homeowners see the bigger picture.

BUILDING PERFORMANCE IS BECOMING PART OF THE CONVERSATION

As demand for high-efficiency heating and cooling solutions grows, there is increasing attention on overall building performance. More homeowners are looking beyond equipment alone and considering insulation, air sealing, and ductwork when evaluating comfort and energy efficiency. This reflects a broader understanding that even the most advanced HVAC system can only perform as well as the home it serves. Air leaks, poor insulation, and inefficient duct systems can reduce comfort, efficiency, and increase operating costs year-round. Rather than focusing only on equipment replacement, many projects now take a holistic approach that considers how a home's systems work together. This trend supports better long-term outcomes by improving comfort, reducing energy use, and maximizing the value of high-efficiency technologies.





SAFETY FIRST

STAYING SAFE IN HIGH HEAT ON THE JOB

July brings peak demand, but it also brings some of the toughest working conditions of the year. Long hours in high heat can take a toll on crews, making safety just as important as productivity. Taking a few simple steps can help reduce risk and keep teams performing at their best.

Start with the basics. Encourage consistent hydration throughout the day, not just during breaks. Planning job schedules around the hottest parts of the day can also make a difference, with heavier

work being handled earlier in the morning when possible. Providing shaded rest areas and allowing for



short, regular breaks helps crews recover and stay focused.

It is also important to recognize early signs of heat stress, including fatigue, dizziness, and headaches. Addressing these symptoms quickly can prevent more serious issues and avoid downtime on the job. High heat can slow production and increase the chance of mistakes. By prioritizing safety and making small adjustments in the field, it is possible to protect teams, maintain quality, and keep jobs moving efficiently through the busiest part of the season.



KEEP YOUR PROJECTS MOVING

TOP 5 REASONS PROJECTS ARE PUT ON HOLD

Nothing slows down a project more than a preventable hold. A recent review of project documentation revealed five common reasons projects are delayed. Understanding these issues can help contractors submit complete applications and keep projects moving toward approval.

1. Missing or Incomplete Documentation



Required documents such as signed applications, Program Completion Certificates (PCCs), Manual J calculations, completed workbooks, paid invoices with model and serial numbers and LMI documentation are essential for project review.

2. Missing or Unclear Photos



Photos play a critical role in validating installed equipment and project

eligibility. Common issues include missing equipment tag photos, unclear images, or photos that do not clearly show model and serial numbers.

3. Model and Serial Number Mismatches



Another frequent issue occurs when equipment information does not match across project documents. Reviewers often encounter discrepancies between invoices, workbooks, and installation photos.

4. Account or Customer Information Issues



Inactive accounts, incorrect account numbers, or customer names that do not match supporting documentation can prevent projects from moving forward.

5. Installation and Integration Issues



Unlike paperwork-related holds, installation issues often require field corrections before a project can move forward. These may include failed inspections, improper equipment integration, or installations that do not meet program requirements.

Before submitting a project, take a few extra minutes to review paperwork, photos, equipment information, account details, and installation requirements. A complete and accurate submission helps reduce delays and speed up project approval. If you have any questions or concerns during project submission, please contact your Account Manager.



PARTNER SPOTLIGHT



ALWAYS ON ENERGY

Since joining the Home Comfort and EEP programs in 2023, Always On HVAC has completed 580 total projects, including 61 heat pump water heater installations and 167 home energy assessments. With the launch of their weatherization division, Always On Energy is well positioned to continue expanding their impact and contributing to the ongoing success of the PSEG Long Island programs in the years ahead.

SAVE WITH TIME-OF-DAY RATES

PSEG Long Island's Time-of-Day rates can save you money by using electricity when it costs less: before **3 PM & after 7 PM on weekdays**, or anytime on weekends and holidays. Even deeper savings are available with Super Off-Peak rates from **10 PM to 6 AM**. Learn more by visiting psegliny.com/timeofday.



UPCOMING INDUSTRY TRAINING AND EVENTS

Multiple Dates: [Rathe Trainings](#) at Rathe Associates, Farmingdale, NY.

Multiple Dates: [Bosch Heat Pump Trainings](#) at Platsky Company, Westbury, NY.

Multiple Dates: [MCN Distributors Technical Trainings](#), Multiple Locations, NY.

Multiple Dates: [B&F Johnstone Supply Counter Days & Training](#), Multiple Locations, NY.

Multiple Dates: [Daikin Instructor-Led Trainings](#) at Daikin Training Center, Lynbrook, NY.

Multiple Dates: [Homans Associates On-Demand and Manufacturer Specific Trainings](#), Multiple Locations, NY.

Ongoing: [Building Performance Institute Resources](#) Multiple Locations, NY.

Ongoing: [United Way of Long Island's Workforce Development Training Academy](#), Deer Park, NY.

If you would like to have your event or training listed here, please [email](#) Jennifer Reyes.

We are here to help you. Reach out to your Account Manager with any questions or concerns.

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FRIENDLY REMINDER for Partners

Projects exceeding **90 days** are subject to cancellation. Contractors may resubmit, but current rebate levels and requirements will apply.



If you have questions on any products or your eligibility, [email to:](#) Partner Support