

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

SPRING SYSTEMS THAT PERFORM ALL SUMMER

Spring is a great time to make sure heat pumps are ready for summer. Checking system performance now, before hot weather arrives, helps ensure reliable cooling when it's needed most. Simple checks like confirming proper airflow, cleaning coils, and verifying refrigerant levels can go a long way toward keeping homes comfortable as temperatures rise. It's also a good opportunity to inspect ductwork for leaks or missing insulation, which can cause comfort problems and wasted energy during hot, humid weather.

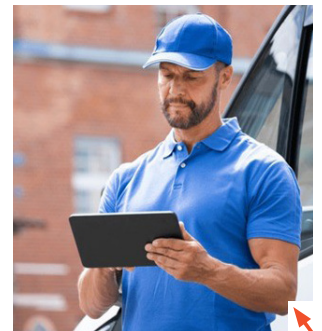


While cold climate heat pumps are built to run year-round, good summer performance still depends on proper setup. Taking time in the spring to review fan settings, system controls, and thermostat programming can help avoid comfort issues and reduce the chance of callbacks when crews are busiest.

SIZING HEAT PUMPS STARTS WITH MANUAL J

Oversizing a heat pump can cause comfort and performance problems. One of the most important tools for getting the design right is a Manual J load calculation. Manual J is the ANSI recognized standard for residential load calculations and is required for participation in PSEG Long Island's Home Comfort program.

A properly completed Manual J ensures good comfort, efficient system performance, and long-term reliability. Issues tend to show up when inputs are guessed or rushed because the results are only as reliable as the information used to create them. Make sure building envelope details are up to date and account for both sensible and latent loads. These simple checks can help avoid oversizing and prevent comfort complaints and callbacks later. For a helpful overview of why proper load calculations matter, check out the HVACR School podcast episode, [Why Square Footage ≠ Tonnage](#).





INDUSTRY INSIGHT

SELLING HEAT PUMPS WITHOUT OVERSELLING THEM

You don't need hype to sell heat pumps on Long Island. What matters most is setting clear expectations and having a plan that matches how homes here are actually lived in. Problems usually come up when heat pumps are presented as a drop in replacement for older oil or gas systems without talking through real world conditions. Many Long Island homes were built in different decades and updated over time. It's common to see ductwork added long after the original construction, along with basements or crawlspaces that have limited insulation. When these factors aren't considered upfront, it's easy for expectations and reality to drift apart.

As more people consider heat pumps, homeowners are also hearing a lot about energy policy changes, new refrigerants, and evolving incentives. Contractors build trust by clearly explaining what is already established, what may change in the future, and what is still uncertain. Honest,



straightforward conversations help customers feel informed and confident rather than pressured and confused later in the project.

The most effective conversations follow a simple, trust building approach. Start by asking about comfort goals, especially which rooms matter most during Long Island's humid summers and the in-between seasons. Next, talk through any limitations like existing ductwork, electrical capacity, insulation levels, and budget. From there, explain system design and right sizing using proper load calculations. Finally, set clear expectations for how the system operates, including thermostat settings and filter changes. A home works best when it's treated as a system, and every system needs a thoughtful plan to succeed.



PROGRAM SPOTLIGHT

SUPPORTING WEATHERIZATION EFFORTS



Members of our team, along with program partners, visited students enrolled in Soulful Synergy's Urban Weatherization Training Program to connect with participants and share real-world insights from the field. The program combined hands-on training focused on

weatherization with BPI instruction, career services, and professional development. We extend our sincere thanks to Soulful Synergy and our program partners including David from NYS Energy Solutions, Geoffrey from Green Home Logic, and Peter from iREAP for welcoming us into the

classroom, sharing expertise, and supporting students as they build pathways into the weatherization and energy efficiency industry. or more information on Soulful Synergy's training opportunities and industry related courses, visit their [website](#).

TRANSITION TO LOW GWP REFRIGERANTS

Beginning in 2026, New York State will no longer allow new HVAC and heat pump systems that use high GWP refrigerants like R 410A. Any new system installed after that point must use a lower GWP refrigerant. The most common options will be A2L refrigerants, such as R 32 or R 454B.

A2L refrigerants are safe when they are installed and handled correctly, but they come with different safety requirements than older refrigerants. Because of this, they cannot simply be added to existing equipment as a direct replacement. Contractors will need tools that are approved for A2L refrigerants, along with familiarity with updated building codes and manufacturer installation guidelines.



PARTNER SPOTLIGHT



SUNCOMFORT SOLUTIONS

SunComfort Solutions joined the program in 2025 and has been off to a strong start ever since. They have delivered the most cost-effective Home Performance projects for a market-rate customer, achieving 136 MMBtu of energy savings through a comprehensive approach that included heat pumps, air sealing, attic insulation, and new ductwork with sealed ducts. At just \$47 per MMBtu, their projects significantly outperformed the program’s average of \$198 per MMBtu, demonstrating exceptional value and performance.

NYSERDA INCOME GUIDELINES AND REBATE ELIGIBILITY UPDATE



As a result of recent updates to NYSERDA Income Guidelines, eligibility for rebate values has been revised. Low Income rebate values will be determined using 60% of Area Median Income (AMI), while Moderate Income rebate values will be determined using 80% of AMI.



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.

05/15/2026: QIV & Integrated Controls Training, Copiague, 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