
**PSEG LONG ISLAND
HOME COMFORT
PROGRAM ANNOUNCEMENT**

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RE: Nov/Dec 2020 Home Comfort Project Submittals

Dear Home Comfort Partners:

As we prepare to complete the 2020 Home Comfort program year, PSEG Long Island is continually looking to improve the delivery of our EE programs. In order to deliver quicker project pre and post approvals for eligible projects, we request that you please pay specific attention to the items listed below when submitting your project workbooks/applications and supporting project documentation.

This will allow our Home Comfort team to validate project details and issue timely pre-approvals. It will also expedite the completion of projects and the issuance of rebate payments. Otherwise, remote and/or onsite verifications are required that cause delays with pre-approvals.

The following are the most common issues that result in delays with project approvals and rebate payments:

- Incorrect application version. [Currently using version V1.3.](#)
- Customers refusing access for pre or post inspections. You must clearly explain to customers that if they are contacted by a PSEG LI representative for a pre or post inspection, they must grant access or agree to and facilitate a virtual pre or post inspection.
- Model/Serial numbers missing or incorrect. ALL eligible equipment must match:
 - Numbers on the worksheet & invoice(s) MUST match (including Integrated Control(s) invoice).
- Incomplete Project Completion Forms:
 - Customer and installation fields must be completed.
 - Ensure customer name and signature match the name on the PSEG LI bill
- For Cold Climate Heat Pump rebates, select correctly on the worksheet and ensure system is NEEP qualified
- Provide complete and accurate AHRI information:
 - Do not abbreviate, AHRI # must match on worksheet and AHRI certificate.
- Complete the Project Type (Partial or Whole House, HEMI, or Income Eligible).
- Complete Existing Primary Heat Equipment and Existing Primary Heat Source on all submittals.
- Accurately determine if the system qualifies as Cold Climate by verifying listing in NEEP database.
- Install an Integrated Control for all Whole House projects where the existing heating system remains as backup.
- Provide complete and accurate load calculations and associated Manual J report.
- Provide complete and accurate Air Flow and Charge data for each eligible unit.

The AHRI certificate model numbers must exactly match the model number you enter on the worksheet tab. The quality of applications received directly effects the processing time required for all applications. Remember that all 2020 Home Comfort rebate applications require pre-approval prior to installation. Failure to complete a project before a preapproval letter is issued will result in a loss of contractor incentive and/or customer rebate. **Continued noncompliance with this requirement will result in the inability to offer PSEG LI Home Comfort rebates to your customers.**



If you have specific questions regarding your projects or need assistance with application submittals, please join us on any Open House Friday morning 9-10AM and you will be able to have individual, private discussions with members of the program teams. [Click here to join the meeting.](#)

Partners can also visit the Home Comfort - [For Contractors Tab](#), and have the ability to view program support videos focused on application/workbook submittal requirements and whole house project solutions. The link for these videos can be found at <https://www.youtube.com/playlist?list=PLFWQccEE12tiQX9Wa6D5bTmHwxkeoeE70>.

Thank you for your attention to the items in this announcement.

The Home Comfort Program Team

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