

Air Source Heat Pump Incentive Study

For Moderate-Income Single Family Homes

Frequently Asked Questions



NYSERDA

INCENTIVE OVERVIEW

What is the time frame for this incentive program?

End of February 2023 or when the budget cap is reached.

What is the total available funding for this incentive through NYSERDA?

\$250,000, which we expect to cover approximately 100 projects.

How do I check the amount of budget remaining?

A link to the budget tracker will be sent out by the end of March.

My customer is worried that they won't receive the incentive since we don't plan to install until later in the year. What if the budget is reached before I install? Will they still be eligible for the incentive?

Projects that are deemed "Committed" by Assisted Home Performance (AHP) with ENERGY STAR® will have their incentives reserved at the time of incentive submission. However, the contractor will only receive the incentive when the project is deemed completed by AHP.

My customer has decided to move forward with an air source heat pump (ASHP) after a long wait time. Are they still eligible?

They are still eligible for the incentive as long as the budget cap has not been reached or after February 2023. No project will be accepted for this incentive after the end of February 2023.

ELIGIBILITY

Are EmPower New York customers eligible for this incentive?

No. Only customers who are eligible for AHP, in the Tier 3 income bracket, are eligible for this incentive.

Does the customer need to have a NYSERDA ID in order to submit the application?

No. It is not a required field.

Why are neither my county nor Clean Heating and Cooling Community Campaign listed on the application?

This short term incentive study is only available in specific geographies. Currently, only customers who reside in Chemung, Schuyler, Seneca, Steuben, Tompkins, and Yates county and/or are serviced by the Heat Smart FLX South or Heat Smart Tomkins/Chemung Community Campaigns are eligible for the incentive.

Does the customer need to be enrolled in the Community Campaigns in order to submit the form?

No. Please fill in NA if they are not currently enrolled.

Do I need to have completed an energy audit to offer this incentive?

Yes, since all customers must ultimately complete the project with AHP an energy audit must be completed to check for eligibility. Auditors may refer customers to a heat pump installer in the case that the auditor does not perform heat pumps installations

In the case that I refer a heat pump project to a heat pump installer, who should fill out the application?

The heat pump installer should fill out the application in this case.

Are partial load systems eligible for the ASHP?

No. This funding is only for ASHP systems that cover 100% heating load.

Can I use this incentive for a Ground Source (or geothermal) Heat Pump system?

No, this incentive is for ASHP only.

Are there insulation or home requirements for the heat pump?

This incentive is only available for customers who complete an ASHP with AHP. Please refer to the AHP requirements for home requirements for eligibility.

CUSTOMER INCENTIVES

Where do I submit the customer's incentive application?

<https://nyserda.seamlessdocs.com/f/ModerateIncomeASHP>

What if we don't receive communication within two days of finishing the application?

Please contact the study team with your tracking number at ModASHP@nyserda.ny.gov.

How much of an incentive are my customers eligible for?

Either \$1,000 or \$3,000.

Do any of the answers on the application affect the outcome of the incentive?

No. The incentive of either \$1,000 or \$3,000 is offered on a random basis with equal odds. No information on the application influences the decision. The incentive is tied to the physical address.

Does this incentive stack with other incentives, grants, or utility offerings?

Yes.

Learn more.

For questions about this incentive or assistance feel free to contact ModASHP@nyserda.ny.gov.

What email should I use for the contractor email? Does it need to be the same for each project?

Use whichever email makes sense for that specific project (e.g., salesperson or finance lead). They do not need to be the same for each project.

INCENTIVE PROCESSING

Who receives the incentive from NYSERDA, and when?

The incentive is sent to the contractor once a project is deemed completed by AHP.

How much of the incentive should be passed on to the customer?

100% of the incentive should be passed on to the customer.

Can the incentive be used to cover weatherization or other parts of the project?

No. The incentive can only be directly applied to the equipment and installation of the ASHP system.