

NYS Clean Heat Statewide Heat Pump Program

Participating Contractor Training



NYS Clean Heat

Session #1, March 15, 2021 – *Residential Applications*

Live Q/A Session Discussion

Q/A Session

No. 1

- **Q: When calculating sizing ratio how do should one account for instances above and beyond AHRI rating?**
 - A: AHRI capacity should still be used in these instances.
- **Q: Desuperheater tank volume: are these only for preheat or final?**
 - A: Just preheat.
- **Q: Can the panel clarify the location of the Zonal Load Calculator?**
 - A: Contact ICF program rep.

No. 2

- **Q: With increased paperwork and forms will you also increase the contractor incentive? These updates require additional work and time.**
 - A: Not at this time, but we can consider this going forward.
- **Q: When working with Mitsubishi-Douglass the cooling load basis does not work well with this focus on heating loads.**
 - A: Should be using minimum cooling values

No. 3

- **Q: When submitting projects for incentive is the earliest date is April 2020? Several of my requests were denied that started early in 2020 but were not online until after then.**
 - A: Projects can be submitted for any time in 2020 with appropriate documentation. Follow up with Kenn at ICF.

No. 4

- **Q: Incentives are paid out per account number on multifamily unit with multiple meters, would these be paid out per person? What about situations with full load capacity for multiple customers?**
 - A: MF has been handled on a case-by-case basis, depends on whether building is master-metered or not. Also depends on the number of contracts, whether there is one for multiple customers or each customer has their own.

No. 5

- **Q: Worked on focus group with residential contractors on Staten Island. There was a problem with how complicated the application is. Feedback is that complexity is driving smaller contractors away. Contractors paying utilities \$1000/calculation to get these into the project. Will ICF be providing more technical assistance on a project-to-project basis? Want to avoid this as a barrier for projects**

- A: Agreed that this is an area for development and improvement. Needs to be more familiarity with sizing calculations to overcome this challenge. Will take this back, consider collaboration with NYSERDA training efforts. ICF currently helps with but does not complete sizing calcs.

No. 6

- **Q: Follow up on variable speed HPs rated at less than full capability. Implications: could be flagged for having a HP less than 90% of load but as designer it is known that extra capacity does exist to cover this. Second point is that this is a highly efficient technology and implementation should be based on full capacity of unit, not an understated value based on AHRI. Can the program comment or create mechanism to avoid undervaluing capacity? This is for geothermal.**
 - A: For geothermal this is based on manufacturers information. The program considers max capacities from manufacturers.
- **Q: A rebate for these variable speed systems would be valuable.**
 - A: If manufacturer information is consistent with your evaluation, present that in the context of an application and if documentation is sufficient to show 90+ range of capacity then it can be considered for incentive.

No. 7

- **Q: What are photo requirements for HPWH**
 - A: Photo of nameplate and zoomed out photo of installation.

No. 8

- **Q: Can we create a block load for multiple rooms in a zonal system?**
 - A: Yes, this is acceptable

No. 9

- **Q: What is considered decommissioned as opposed to removed by the contractor?**
 - A: Decommissioning is when it is no longer be used as back up, removed is when the system is fully taken off the premises. There is an implication for decommissioned systems that there would be for example an oil tank sitting on site. Also decommissioned systems could potentially be re-activated. The program has interest in these implications.

No. 10

- Comment from Mitsubishi: Load calculations are important for code and not oversizing but burdensome requirements for contractors make it harder to get units in the system. Streamlining the process for contractors will help program effectiveness. On the topic of oversizing, it would be worthwhile to review by county what the amount of displacement is for natural gas and other fuels. E.g., if a house in one county uses 600 therms of natural gas you can make assumptions about what the peak load for that house is, then you could take historical utility bills to back into what their usable load would be. This approach could help create a conversion chart where, based on home size and fuel type, there could be a sizing estimate. Acknowledged that this is not current program focus but could be considered as improved sizing approach.

No. 11

- **Q: Specialization is in ASHP, 80% of projects are whole-home solutions. Performs own Manual J calculations** using elite HVAC and Diamond System (works with Mitsubishi primarily). Question regarding

115% -- there are outdoor instances with multiple units where you will not hit 115% cooling requirement. Mitsubishi zonal specs changed drastically over past few years. Changed from min delivered BTUs to minimum created BTUs. There is a misalignment here. Note that purpose of oversizing is dehumidification-- need to adjust zonal calculator tool given that heating load is the primary focus. Output on NEEP sheet is much higher than what can be delivered to the home/system and this affects oversizing conversation. Really want/need a person to speak with technically about these issues. Most of my projects are in NYSEG/ RGE service territory.

- A: Mike/ICF will plan to follow up.

No. 12

- **Q: Instant rebate or check direct for installed systems- is this an option now? I was under the impression that contractors need to carry the burden of the rebate as a contractor.**
 - A: Originally contractors did need to carry that cost, but the program now allows the flexibility for contractors to check direct if desired. This has changed.
- **Q: Passive construction projects on super homes. Utilize hyper-heat, ductless split for air handlers or wall mounts. Load calculations for most house or multi-dwelling is roughly 1820/Btu/Sqft., but super homes are near 2.5/3/Btu/Sqft. How does program address these projects?**
 - A: ICF was not aware that homes could have such micro-loads that manual J would not work.