



Residential HVAC Program Guide

WARMAdvantage & COOLAdvantage Programs

For Fiscal Year 2017

(7/1/2016 through 6/30/2017)

**REVIEW DRAFT**

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## 1. Overall Program Description

The HVAC *WARM*Advantage and *COOL*Advantage programs are designed to increase the sales and installation of high efficiency heating, ventilation, water heating, and air conditioning or heat pump appliances in residential applications. Specifically, it covers appliance purchases made by existing gas and electric customers of the seven investor-owned utilities (IOUs) in New Jersey (which together serve more than 98% of households in the state); with limited Federal funding, purchases made by oil, propane, and municipal electric customers are also covered.

The programs are designed to reduce the energy usage within the existing housing stock, therefore, new homes are not eligible for participation in these programs. Customers who are installing new or are retro-fitting heating systems, water heating, central air-conditioning or heat pump systems for their homes may be eligible for incentives if the units purchased and installed meet minimum efficiency and quality installation standards. Unit minimum efficiency performance criteria are shown in Tables 1 and 2 in Section 4 of this guide.

Customers (or Contractors) can apply to the program by either mailing in a completed application form with supporting documents to the New Jersey's Clean Energy Program 75 Lincoln Highway, Iselin, NJ 08830-1533 or via an online portal to submit the application form and to upload supporting documents.

## 2. Links to Website Forms and Portals

1. The below link routes to an overall summary displaying the *WARM*Advantage and *COOL*Advantage eligible equipment types and the incentives that are available:  
<http://www.njcleanenergy.com/heating-cooling-equipment-rebates>
2. The below link routes to all the application forms categorized by equipment type:  
<http://www.njcleanenergy.com/cooladvantage-warmadvantage-application-forms>
3. The below link routes specifically to the *WARM*Advantage and *COOL*Advantage programs:  
<http://www.njcleanenergy.com/cool>  
<http://www.njcleanenergy.com/warm>

The webpages also contain the link to the online application via the HVAC Portal for each type of equipment included within the program, along with other pertinent information.

[www.njcleanenergy.com/hvacportal](http://www.njcleanenergy.com/hvacportal)

## 3. Program Eligibility

### *COOL*Advantage Program:

#### Single-Family Homes:

- Customers are eligible for the incentives if they are a current residential electric account holder for Atlantic City Electric, Jersey Central Power and Light, PSE&G, or Rockland Electric.

Funding/eligibility for customer of any of the various Municipal Electric Coops (example Vineland Electric) is limited.

- Incentives are available for the installation of qualified residential HVAC cooling systems in an existing single family home. Customers must purchase a high efficiency electric central air conditioner, air or ground source heat pump, or ductless mini-split central a/c or heat pump system. Both the condenser and coil must be replaced or installed as a matched set.
- The equipment must be properly sized as shown using ACCA Manual J and S calculations. Equipment types, minimum efficiency criteria with associated incentives are shown in Section 4, Table 1 of this guide.

Some new program requirements are targeted to be in effect on January 1, 2017:

- Collecting the permit number on applications or a copy of the permit application to be submitted with *WARM*Advantage and *COOL*Advantage applications.

#### Multi-Family Homes and Apartment Complexes:

- Customers are eligible for the incentives if they are a current residential electric account holder for Atlantic City Electric, Jersey Central Power and Light, PSE&G, Rockland Electric. Funding/eligibility of any of the various Municipal Electric Coops is limited.
- Incentives are available for the installation of qualified residential HVAC cooling systems in an existing multi-family home, or apartment complex. For multi-family homes or apartment complexes, the utility account must be a residential (non-commercial type) account. Accounts can be in the name of corporations, LLCs, or tenants as long as it is a residential-type account. Incentives can be assigned to the landlord or other entity from a tenant.
- Customers must purchase a high efficiency electric central air conditioner, air or ground source heat pump, or ductless mini-split central a/c or heat pump system. Both the condenser and coil must be replaced or installed as a matched set. The equipment must also be properly sized as shown using ACCA Manual J and S calculations. Equipment types, minimum efficiency criteria with associated incentives are shown in Section 4, Table 1 of this guide.

Some new program requirements are targeted to be in effect on January 1, 2017:

- Collecting the permit number on applications or a copy of the permit application to be submitted with *WARM*Advantage and *COOL*Advantage applications.

#### WARMAdvantage Program:

##### Single-Family Homes:

- Customers are eligible for the incentives if they are a current residential natural gas account holder for New Jersey Natural Gas, Elizabethtown Gas, PSE&G, or South Jersey Gas. Funding/Eligibility of homes heated by oil or propane is limited. Incentives are available for the installation of qualified residential heating or water heating equipment in all existing single-family homes.

- Customers must purchase a high efficiency furnace, hydronic boiler, and/or water heater. Conversion burners are not eligible. Equipment types, minimum efficiency criteria, and incentives are shown in Section 4, Table 2 in this guide.

Some new program requirements are targeted to be in effect on January 1, 2017:

- Manual J Load Calculations are required for heating systems as well as selecting equipment in accordance with Manual S sizing requirements.
- Collecting the permit number on applications or a copy of the permit application to be submitted with *WARM*Advantage and *COOL*Advantage applications.
- To align with the current *COOL*Advantage application requirements, a copy of the AHRI certificate must be submitted with *WARM*Advantage applications; if not available, a copy of the ENERGY STAR listing may be provided instead.

Multi-Family Homes and Apartment Complexes:

- Customers are eligible for the incentives if they are a current residential natural gas account holder for New Jersey Natural Gas, Elizabethtown Gas, PSE&G, or South Jersey Gas. Funding/eligibility of a home that is heated by oil or propane is limited.
- Incentives are available for the installation of qualified residential HVAC heating systems in an existing multi-family home, or apartment complex. For multi-family homes or apartment complexes, the utility account must be a residential (non-commercial type) account. Accounts can be in the name of corporations, LLCs, or tenants as long as it is a residential-type account. Incentives can be assigned to the landlord or other entity from a tenant.
- Customers must purchase a high efficiency furnace, hydronic or steam boiler, and/or water heater. Equipment types, minimum efficiency criteria with associated incentives are shown in Section 4, Table 2 of this guide.

Some new program requirements are targeted to be in effect on January 1, 2017:

- Manual J Load Calculations are required for heating systems as well as selecting equipment in accordance with Manual S sizing requirements.
- Collecting the permit number on applications or a copy of the permit application to be submitted with *WARM*Advantage and *COOL*Advantage applications.
- To align with the current *COOL*Advantage application requirements, a copy of the AHRI certificate must be submitted with *WARM*Advantage applications; if not available, a copy of the ENERGY STAR listing may be provided instead.

Not Eligible for the Programs mentioned above:

- Heating/cooling equipment installed in commercial buildings or on a commercial account;
- New Homes

## 4. Incentives

Tables 1 and 2 contain the qualifying heating, water heating, and cooling equipment, the minimum efficiency criteria the units have to meet and the incentive levels.

Table 1: COOLAdvantage Program Incentives

Equipment Minimum Efficiency Requirements	FY17 Incentive Amount
<b>Central A/C:</b> SEER ≥ 18, EER ≥ 13	\$500
SEER ≥ 16, EER ≥ 13	\$300
<b>Heat Pump:</b> For Central Air-Source Heat Pumps SEER ≥ 18, EER ≥ 13 & HSPF ≥ 10	\$500
SEER ≥ 16 EER ≥ 13 & HSPF ≥ 10	\$300
<b>Ductless "Mini-Split" Unit:</b> SEER ≥ 20, EER ≥ 12.5 & HSPF ≥ 10	\$500
<b>Ground-source (Geothermal) Heat Pump:</b> ENERGY STAR Qualification	\$500

Table 2: WARMAdvantage Program Incentives

Equipment	Minimum Efficiency	FY17 Incentive Amount
Gas Furnace – Tier 1	≥ 95% AFUE	\$250
Gas Furnace – Tier 2	≥ 97% AFUE	\$500
Oil Furnace	≥ 85% AFUE	\$500

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Furnace & DHW Combination <sup>1</sup>	Qualifying Gas Furnace (see Minimum Efficiency for Furnaces noted above); <u>AND EITHER:</u> <ul style="list-style-type: none"> <li>a qualifying standalone water heater (see Minimum Efficiency for water heaters below)</li> </ul>	\$700 (Gas Furnace Tier 1) \$950 (Gas Furnace Tier 2)
Gas Boiler	HYDRONIC: ≥ 90% AFUE	\$300 (Hydronic)
Oil Boiler	HYDRONIC ≥ 87% AFUE	\$300 (Hydronic)
Boiler & DHW Combination	Qualifying Boiler (see Minimum Efficiency for Boilers noted above) and water heating as noted below: <ul style="list-style-type: none"> <li>Integrated water heating and boiler unit (Combi Boilers)</li> <li><u>OR</u> a qualifying standalone water heater (see Minimum Efficiency for water heaters below)</li> <li><u>OR</u> an indirect water heater attached to the qualifying boiler</li> </ul>	\$700
Water Heater	≥ 0.82 Energy Factor or, ≥ 90% Thermal Efficiency w/sealed combustion.	\$300
Power Vented Water Heater	≥0.67 Energy Factor	\$300
Heat Pump Water Heater	≥2.0 Energy Factor	\$500
Solar Domestic Hot Water	ENERGY STAR certified SRCC OG-300 listed; and SF ≥ 0.5)	\$1,200

Oil, Propane, or Municipal Electric Customers

Customers who have purchased and installed high efficiency heating or cooling systems in a home heated by oil or propane, or reside in an area that has electricity provided by one of the municipal electric coop companies are eligible to participate in the programs. However, the funding for these

<sup>1</sup> This is the total combined incentive amount for qualifying furnace and hot water heating equipment, and may not be combined with individual NJCEP incentives for furnaces or water heaters.

customers is provided through the United States Department of Energy (DOE) State Energy Program (SEP). As such, the funding is limited and is subject to closure at any time. Updates on funding availability can be found here: <http://www.njcleanenergy.com/residential/programs/comfort-partners/oil-propane-and-municipal-electric-customers>

## 5. Required Supporting Documentation

Two online portals can be used to upload documents; the Customer Portal is for the general public to use, while the Contractor Portal can be used by Contractor applying on their customer's behalf. A training recording is posted with instructions on how to use the portal. The benefit of applying online is that applications will be able to be tracked as they are processed.

Supporting documentation must be included as part of the application submittal which includes:

1. A contractor to customer invoice, supplier invoice (if self-install or similar situation), or Proposal Marked Paid. A supplier invoice must indicate the customer's name or address on it as well as purchase date. Proposals must be marked Paid in Full. If the appliance is financed via a utility bill or retailer payment plan, then proof of payments is required.
2. ACCA Manual J load calculations and indication that system was selected according to ACCA Manual S are required with the purchase of either heating or cooling equipment.
3. A building permit application number or a copy of the building permit application issued by the homeowner's municipality.
4. AHRI specification sheets for both heating and cooling equipment.

If emails have been provided for the contractor and customer, a notification will be sent acknowledging receipt of the application. If an email has not been provided, a letter will be mailed. If an application is found to be incomplete, the customer and contractor will be notified and must provide the information with 30 days in order to remain eligible for the rebate. If the information is not provided after 30 days, the application will be cancelled and the customer and contractor will be notified.

Applicants will also be notified if it is determined that their application is ineligible or otherwise does not meet program requirements.

## 6. Terms and Conditions

In addition to the heating or cooling equipment meeting the minimum efficiency criteria, there are other terms and conditions that have to be met. The below items outline additional terms.

- The unit must be purchased, installed, and operating in a New Jersey home at the time of application submittal.
- Applications must be post-marked within 180 days of the purchase date.



- The programs are based on availability of funds and procedures, requirements, and rebate levels are subject to change without notice.
- Failure to provide any of the required information will prevent processing of your application.
- New Jersey's Clean Energy Program reserves the right to inspect all installations in order to ensure compliance with program requirements.
- Contractors are required to comply with State and local plumbing, electrical and building codes and regulations and any other requirements applicable under federal, state, and local authority.
- Customers participating in other programs such as Weatherization Assistance Programs may not be eligible for rebates.

## 7. Inspections

New Jersey's Clean Energy Program reserves the right to inspect the equipment purchased and installed in homes. An inspector may come to the home, building, or complex to verify that the unit's model and serial numbers match to the unit information submitted on the application that is eligible for the incentive.

If any visible issues or visible unsafe conditions are found at the time of inspection pertaining to the installation of the unit, the inspector will discuss with the applicant so that they can be resolved. If the unit is found to fail the inspection, it may suspend the processing of the incentive application pending resolution of the issue(s). It may also lead to the unit being disqualified from being eligible for incentives.

A scheduler will contact the applicant via phone or email to setup the appointment. Appointments occur during normal business hours Monday thru Friday and the inspector will carry identification.

## 8. Incentive Payments

Once the mail-in rebate form or online rebate form is submitted to the program, it will be reviewed per the program rules and eligibility requirements. **Once approved**, it may take up to 120 days to issue the rebate which will arrive in the form of a check payable to the payee as indicated on the application. Checks are valid for 90 days and must be deposited or they will be voided. If a check needs to be re-issued for any reason, customers may contact a representative at 866-NJSMART.

## 9. Program Dispute Resolution

If the Program determines that the unit purchased or applicant does not conform to the program terms and conditions, the application will be rejected. The application may also be rejected if it is deemed incomplete and there is no response to a request for missing information.

Disputes, concerns, or complaints that arise will be addressed initially by the Program Manager or Program Staff at the point of contact (see call center section below). If resolution for whatever reason is not possible, there is a [dispute resolution process](#) backed by the NJ Board of Public Utilities.

For contractual disputes between a system owner and retailer or installer, the NJ Division of Consumer Affairs (DCA) is the point of contact and the agency has an online complaint form.

<http://www.njconsumeraffairs.gov/ocp/>

The program is designed to allow for participation by any third party licensed contractor. There are BPU approved contractor remediation procedures that will be followed if a contractor is found to violate program procedures and rules or consistently violates program requirements which may include being barred from participating in the program.

## 10. Call Center Support

New Jersey's Clean Energy Program operates a call center staffed weekdays between 8 AM and 7 PM. The phone number is 866-NJSMART. The call center is trained in answering general questions about the programs and application processes as well as able to provide specific information pertaining to an application.