Consolidated Edison Company of New York, Inc.
Commercial & Multifamily
Geothermal Heat Pump
Program Manual

Version 1.0

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The new rates and conditions found in this program manual are effective for completed application packages submitted for the first time as of January 1, 2026. These rates and conditions will remain in effect until a new version is published. Submitted applications will be eligible for the rates and conditions in effect on the date of application to the program.

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1.0 Program Overview & Eligibility

The Con Edison Commercial & Multifamily Geothermal Heat Pump Program (the "Program") offers incentives for the installation of energy-efficient ground-source heat pump (GSHP) systems and related measures in commercial and multifamily buildings.

Consolidated Edison Company of New York, Inc. ("Con Edison" or the "Company") has developed this program manual ("Program Manual") to define Program requirements and support customer participation in its Energy Efficiency and Building Electrification (EE/BE) programs. Con Edison implements these programs in accordance with the New York State Public Service Commission's May 15, 2025 Order Authorizing Non-LMI Portfolios for 2026- 2030 (the "Non-LMI EE/BE Order"), which establishes the framework, funding, and requirements for EE/BE program implementation.[1] The Non-LMI EE/BE Order authorized approximately $1.68 billion in Non-LMI EE/BE portfolio funding for Con Edison to implement programs across its service territory during the 2026 – 2030 program cycle. The Non-LMI EE/BE Order also adopted rules to guide Program implementation, including a strategic framework to categorize EE/BE measures.

Participation in the Program is subject to satisfaction of all applicable Program requirements, including submission of a complete application, review by Con Edison, execution of a Preliminary Incentive Offer Letter ("PIOL"), completion of any required pre-installation inspection, and issuance of a Notice to Proceed ("NTP") as applicable. No project equipment may be installed unless and until all such requirements have been satisfied.

Following completion of a qualifying project in accordance with Program requirements, including submission of all required documentation and completion of any required inspections, or on a schedule agreed by Con Edison and the Participant, incentive payments may be issued to an eligible Con Edison customer of record (the "Customer"), or to an authorized payee designated by the Customer and approved by Con Edison, subject to Con Edison's review, verification, and approval.

Applicants may consult with Con Edison representatives, including Energy Advisors, for general program guidance; however, all eligibility determinations, incentive calculations, and approvals are made by Con Edison in accordance with Program requirements and applicable regulatory guidance.

Eligibility for incentives, including applicable incentive levels, is subject to Program requirements in effect at the time of application, as well as compliance with all applicable deadlines and conditions.

1.1 Program Process

Projects applying for incentives that install GSHP systems follow the process in this section. Applications for Thermal Conductivity Test ("TCT") incentives follow the process outlined in section 2.3.

1. CHECK PROJECT AND EQUIPMENT ELIGIBILITY
   - All installed equipment must meet or exceed specifications described in this Program Manual.
2. SUBMIT AN APPLICATION PACKAGE
   - An application package is required for all projects and includes the items listed below. When submitting an application package, applicants must label documents using the appropriate file

[1] Case 14-M-0094 et al., *Proceeding on Motion of the Commission to Consider a Clean Energy Fund,* Order Authorizing Non-Low- to Moderate-Income Energy Efficiency and Building Electrification Portfolios for 2026-2030 (May 15, 2025) ("Non-LMI Order").

names shown below.

- Completed Con Edison *Program Application*. Applicant name must match name of Con Edison account holder. Filename: Project Name_Application
- *Proposal/Statement of Work*. Include all equipment details related to the proposed measure and a complete description of the existing system operation, including a cost breakdown between material and labor. Filename: Project Name_Statement of Work
- Cut Sheets and AHRI Certificates. Specific model(s) of the heat pump units being used in the project must be highlighted on the cut sheets. Filename: Project Name_Cutsheet_Make_Model
- Any other measure-specific documentation listed in this Program Manual or requested to confirm savings calculations. Filename: *[Specify Document Type based on measure-specific requirements] Project Name_Additional Documentation*
- Energy savings calculations. Filename: Project Name_Savings Calculations
- Drawing sets: (*A, M, P, EN, Geo.),* as applicable to the project scope. Project Name_Drawing Set
- Load calculations, including room-level, zone-level, and plant/system-level calculations, as applicable. Project Name_Load Calculations
- W-9 of the incentive recipient. W-9 must be Rev. March 2024 or the latest version available on IRS website. Filename: Project Name_W9 Form
- Applications must be submitted to geothermal@coned.com with a subject line of "New Commercial & Multifamily GSHP Application – [Applicant Name]," unless otherwise directed by Con Edison.
- A *Master Case ID* (MCID) application number must be included for all projects that increase electrical load to the system.

3. SIGN PRELIMINARY INCENTIVE OFFER LETTER (PIOL)
   - Con Edison will issue a PIOL after reviewing the project application.
   - The incentive amounts identified in the PIOL are preliminary estimates only, are non-binding, and are subject to review and adjustment by Con Edison.
   - The PIOL expires 30 days from issuance unless signed and returned to Con Edison within such period or another period specified by Con Edison.
4. PRE-INSPECTION
   - Con Edison may conduct a pre-installation inspection of the project site to verify existing equipment and conditions.
   - No project equipment may be installed until any required pre-installation inspection has been completed and a Notice to Proceed (NTP) has been issued by Con Edison.
   - The pre-installation inspection is a required step, where applicable, to confirm that the project meets Program requirements and is eligible for incentives.
   - The Customer must ensure that the site is safe and accessible. Any hazards must be clearly identified. A clean and organized work site is expected.
5. NOTICE TO PROCEED (NTP)
   - Following review of the project and completion of any required pre-installation inspection, Con Edison may issue a Notice to Proceed.
   - The NTP authorizes the Customer to proceed with project and installation of the specified measures

and may include updated estimates of energy savings and incentive amounts, which remain subject to final verification and approval.

6. INSTALL EQUIPMENT
   - Installation must be completed in accordance with the NTP, the approved Scope of Work, and Program requirements.
   - The NTP will specify the applicable completion deadline. Unless stated, the Customer will have up to 24 months from NTP issuance, or until the end of the applicable budget period, to complete installation and submit all required documentation.
   - If additional time is required, the Customer must notify Con Edison in writing and may request an extension, which may be granted or denied in Con Edison's discretion.
7. SUBMIT COMPLETION PAPERWORK
   - Completion paperwork must be submitted after the project is fully installed and operational.
   - Required documentation includes:
     i. Customer and Participating Contractor signed *Completion Certificate*. Only costs directly related to incentivized measures should be included.
     ii. All invoices.
     iii. Itemized final invoices and receipts, broken out by product.
     iv. Documentation required under the "Project Costs and Invoicing Requirements" section of this Program Manual.
     v. Completed *Decommissioning Checklists*, where applicable [must be submitted for *Full-load* projects].
8. POST INSPECTION
   - Con Edison may conduct a post-installation inspection to verify installed equipment and project completion.
   - All equipment must be fully installed and operational prior to inspection.
   - If installation is incomplete, the inspection may not be accepted, and additional review or re-inspection may be required before incentive eligibility can be determined.
   - The Customer must ensure the site is safe and accessible. Any hazards must be clearly marked and identified.
9. RECEIVE INCENTIVE UPDATE LETTER (IUL)
   - Con Edison may issue an *Incentive Update Letter* reflecting revised or final project estimates of project savings, incentive amounts, and payee information.
10. RECEIVE INCENTIVE PAYMENT
    - Following final review, verification, and approval of project documentation and inspection results, incentive payments may be issued, if applicable, in accordance with Program requirements.
    - Payments will be made to the Customer or to an authorized payee designated by the Customer and approved by Con Edison.

1.2 Incentive Payments

Incentives are subject to compliance with all Program requirements, including eligibility, documentation, inspection, and verification, and are issued only upon Con Edison's review and approval. Incentives cannot

exceed 50% of the project cost and total incentives are capped at $1,000,000 for all projects, per account per year, with both caps subject to the discretion of Con Edison. Material and labor costs submitted are subject to Con Edison review and may be capped for incentive calculations at Con Edison's discretion. See additional invoicing requirements in the "Project Costs and Invoicing Requirements" section of this Program Manual. The W9 submitted must match the name of the payee as indicated on the Program Application. Participating Contractors in good standing may be permitted to receive incentive payments on behalf of the Customer, subject to written authorization by the Customer and approval by Con Edison. Participating Contractors on probation may not be allowed to accept incentive payments on behalf of the Customer.

Account holders may request assignment of incentive payments to an affiliated entity, such as a parent or subsidiary, subject to submission of supporting documentation and approval by Con Edison. In the case of master-metered building scenarios (i.e., where the building owner is the account holder and the tenant undertakes a project), the account holder may request assignment of the incentive payment to a tenant undertaking the project, subject to Con Edison approval.

Incentive payment schedules may be structured based on mutual agreement between the Customer and Con Edison, subject to Program requirements and Con Edison's approval.

1.3 Tax Liability

Incentives may be taxable for most taxpayers. If an incentive is more than $600, it will be reported to the Internal Revenue Service (IRS) and the Customer or other approved incentive recipient will be provided with an IRS form 1099, unless such recipient has submitted documentation demonstrating tax-exempt status as defined by the IRS. Con Edison is not responsible for any tax liability that may be imposed on the Customer or any other recipient of incentive payments as a result of participation in the Program. All incentive recipients must supply a valid Federal Tax Identification number to Con Edison in order to receive program incentives. Customers and incentive recipients are encouraged to consult with a tax professional regarding the tax treatment of incentives.

1.4 Customer and Project Eligibility

- Project eligibility is conditioned on compliance with all steps in the Program Process outlined in Section 1.1 or 2.3 as applicable.
- The Customer must be the Con Edison customer of record listed on the Program Application, must be directly metered, and must have a commercial, industrial, multifamily, or small-medium business account, as applicable.
- The Customer represents and warrants that it has not received and will not receive any financial incentive or rebate from the New York State Energy Research and Development Authority (NYSERDA), Con Edison, another utility, or any other person or entity for the same measures covered by the Program Application, Preliminary Incentive Offer Letter (PIOL), or Notice to Proceed (NTP) with exceptions approved in writing by Con Edison.
- Incentives are not available for maintenance or repairs, or correction of existing equipment sizing.
- Projects must be completed on a timeline consistent with their PIOL. Projects that do not meet the schedule

specified in the PIOL may be subject to a reduction in incentives.

- Con Edison requires demonstration of adequate electric service as a condition of project eligibility for incentives.
- Full-load projects are required to decommission legacy fossil fuel systems unless Program approval is granted under the Critical Facilities exception described below. Table 1 lists eligible critical facilities.

Table 1: Critical Facilities

Critical Facilities		
Airports	Emergency Shelter	Nursing Home
Facility Water Supply System	Cable Television Facility	Fire Facility
Police Facility	Paramedic and Rescue Facility	College or University
Flood Control Structures	Cellular Telephone Facility	Dialysis Facility Hospital
Fuel Transfer/Loading Facility	Prison/Correctional Facility	Radio Broadcasting Facility
Electric Utility Facilities	Landline Telephone Facility	Schools
Emergency Cooling Center	Mass Transit (e.g., tunnels, bridges, ferry terminals, major rail facility)	Television Broadcasting Facility
Emergency Management	Office Military Bases Wastewater	Delivery/Treatment Facility
Emergency Medical Facility (Urgent Care)	Natural Gas Utility or Pipeline	

1.5 Participating Contractor Eligibility

All contractors who participate in the Program must be approved Participating Contractors and meet the following requirements:

- Complete a Participating Contractor application and submit a project to the Program.
- Provide a current IRS Form W-9 and a Certificate of Insurance (minimum $1 million coverage) with the Participating Contractor application.
- Provide three (3) customer references.
- Maintain workers' compensation coverage as required by New York State law.
- Attend Program-related training, as required by Con Edison.
- Comply with all Program requirements, including Participating Contractor requirements set forth in this Program Manual.
- Maintain approved Participating Contractor status in good standing with the Program.

Only Participating Contractors in good standing and in compliance with Program requirements may be permitted to receive incentive payments on behalf of a Customer, subject to written authorization by the Customer and approval by Con Edison.

1.6 Participating Contractor Participation Requirements

Participating Contractors are subject to the terms of this Program Manual and the applicable Participating Contractor Agreement. These requirements are intended to ensure that projects comply with Program requirements and that Participating Contractors perform work in a professional and satisfactory manner.

Probation and Expulsion Procedure

Based on the findings of Con Edison's quality assurance and quality control activities, Con Edison may identify deficiencies in Participating Contractor performance and require corrective actions. Participating Contractors exhibiting repeated or significant deficiencies may be subject to probation or expulsion, in accordance with the applicable Participating Contractor Agreement
. Program expulsion is defined as the **permanent removal** of a Participating Contractor from the Program, resulting in the revocation of all participation privileges, including, without limitation, the use of Program-related materials. Additional details regarding disciplinary procedures are set forth in the Participating Contractor Agreement.

Disclaimer and Code of Conduct for Participating Contractors

- Safety Access: Participating Contractors must maintain a safe, unobstructed, and accessible environment for inspections. Participating Contractors are responsible for identifying and addressing any safety hazards prior to site visits.
- Professional Conduct: Participating Contractors must act professionally at all times when interacting with Con Edison representatives, including maintaining respectful communication and appropriate conduct.
- Discussion Limitations: Con Edison inspectors are not authorized to discuss incentive amounts or energy savings determinations. Such matters must be directed to appropriate Con Edison personnel and representatives. Participating Contractors must not attempt to influence or pressure inspectors regarding these matters.

Failure to comply with the standards described above, including unprofessional conduct or attempts to improperly influence inspection activities, may be considered a breach of the Participating Contractor Agreement and may result in corrective action, probation, expulsion, or other remedies as provided in such agreement.

Participation by a Participating Contractor in any project under the Program constitutes acknowledgement and agreement to comply with the requirements of this Program Manual and the Participating Contractor Agreement.

1.7 Scope of Work Change

A *Scope of Work* change occurs when the Customer or Participating Contractor modifies the approved Scope of Work after receipt of a Preliminary Incentive Offer Letter or completion of a *Pre-Installation Inspection*, whichever occurs first. If the Customer or Participating Contractor determines that the Scope of Work has changed from the original application, the Customer or Participating Contractor must notify Con Edison and submit a *Scope of*

Work Change Form[2] to confirm that the revised scope remains eligible for incentives under the Program. The Scope of Work Change Form must describe the revised Scope of Work and include all relevant supporting documentation.

A Scope of Work Change Form may be submitted at any time up to submission of the project Completion Certificate. Failure to disclose and submit a Scope of Work change may result in reduction or loss of incentive eligibility. Upon review of a Scope of Work change, Con Edison may revise project eligibility, energy savings estimates, project costs, and incentive amount. Con Edison may also require a secondary pre-Installation Inspection to verify existing conditions and confirm continued Program eligibility.

2.0 Ground-Source Heat Pump Electrification Incentive Rates

The incentive rates listed below apply to eligible GSHP electrification projects within Con Edison's electric service territory and are subject to compliance with all Program requirements, including review, verification, and approval by Con Edison.

Incentive rates listed below are subject to change at Con Edison's discretion and are subject to project-level caps as set forth in Section 1.2. To be eligible for the 'Space Heating Electrification and Envelope' incentives, new construction and gut renovation projects must lower dominant load (heating or cooling, as applicable) by at least 10% relative to the applicable code minimum. To be eligible for 'Space Heating Electrification and Envelope' incentives, existing building projects must reduce dominant load by at least 30%.

All incentive amounts described in this section are subject to compliance with Program requirements and are contingent upon Con Edison's review, verification, and approval. Final incentive amounts are determined based on Con Edison reviewed energy savings calculations and may differ from preliminary estimates.

2.1 Custom Incentive Rates (C&I & MF)

Custom incentive amounts are calculated based on estimated energy savings using applicable methodologies such as those in the New York State Technical Resource Manual, or alternative custom calculations, subject to the approval of Con Edison and are listed in Table 2.

Table 2: Custom Incentive Rates

Measure	New Construction ($/MMBtu)	Existing Building ($/MMBtu)
Space Heating Electrification	$175	$400
Space Heating Electrification and Envelope	$200	$425
Domestic Hot Water Electrification	$175	$400

[2] https://cdne-dcxprod-sitecore.azureedge.net/-/media/files/coned/documents/save-energy-money/rebates-incentives-tax-credits/rebates-incentives-tax-credits-for-commercial-industrial-buildings-customers/commercial-and-industrial-program/scope-of-work-change-order-form.pdf?rev=88b3a3de69c54477b58b8e84085291f4&hash=FAAD06E12E81968E76ACF84A81A48D7B

2.2 Prescriptive Incentive Rates (MF Only)

Only multifamily building projects with more than four dwelling units are eligible for prescriptive incentive rates. For information on eligibility for residential projects serving one to four dwelling units, please refer to the NYS Clean Heat Program Manual, as amended from time to time.[3]

Table 3: Prescriptive Incentive Rates

Measure	New Construction ($/apartment (dwelling unit))	Existing Building ($/apartment (dwelling unit))
Space Heating: Full Building Load Electrification	$2,000	$10,500
Space Heating: Full Building Load Electrification and Envelope	$4,000	$13,000
Domestic Hot Water Electrification	$1,000	$2,000

2.3 Thermal Conductivity Testing Incentive

Prospective commercial and multifamily geothermal heat pump projects may be eligible for a Thermal Conductivity Testing (TCT) Incentive. Incentives are subject to compliance with Program requirements and to Con Edison's review, verification, and approval. The TCT Incentive is capped at 50% of eligible thermal conductivity test costs or $40,000, whichever is lower.

TCT Application Steps:

1. Submit Pre-Testing Application Package
   a. Prior to any thermal conductivity testing, the Customer or a Participating Contractor acting on the Customer's behalf must complete and submit a pre-testing application package, including the Thermal Conductivity Testing Incentive Application.
   b. Con Edison will review the pre-testing application package to determine eligibility.
   c. The pre-testing application must include:
      i. Thermal Conductivity Testing Incentive Application
      ii. Executive summary of the prospective geothermal heat pump project, including:
         1. Project narrative and Scope of Work
         2. Project type (e.g., new construction, existing building or gut renovation)
         3. Building type
         4. Description of existing systems
         5. Existing heating fuel type
         6. Conditioned square footage and number of dwelling units
         7. Project timeline
      iii. Itemized list of expenses, including:
         1. Drilling
         2. Thermal conductivity testing
         3. Solids/fluids disposal
         4. Permitting
         5. Site rehabilitation

[3] Nyscleanheat.com

iv. Testing plan, including:
    1. Testing timeline
    2. Drilling program
    3. Applicable drilling, excavation and waste handling permits
    4. Site plan

2. Application review
    a. Con Edison will review the pre-testing application package and provide a written determination regarding eligibility.
3. Thermal Conductivity Testing
    a. Thermal conductivity testing is performed by or on behalf of the Customer.
4. Submit post-testing application package
    a. After testing has been completed, the Customer or a Participating Contractor acting on the Customer's behalf must submit a post-testing application package.
    b. Con Edison will review the post-testing application package to determine final eligibility and incentive amount.
    c. The post-testing application must include:
        i. Final itemized invoice
        ii. Thermal conductivity testing results, well completion reports, and associated findings
        iii. Updated executive summary reflecting testing results
5. Receive Incentive Payment
    a. Upon completion of review and verification, Con Edison may issue the incentive payment to the Customer, or to a Participating Contractor if authorized by the Customer and approved by Con Edison.

Thermal Conductivity Testing – Guidelines

1. Thermal conductivity testing must be conducted at the same site as a prospective geothermal heat pump project. The prospective project must be eligible for incentives under this Program, subject to Con Edison's review and approval.
2. Thermal conductivity testing must adhere to the ASHRAE Handbook – HVAC Applications: Ground-Source Heat Pumps and Geothermal Energy, Thermal Property Testing.
3. Thermal conductivity testing must be performed after January 1, 2026.
4. Each prospective geothermal heat pump project is eligible for a maximum of one Thermal Conductivity Testing incentive.
5. Con Edison may disseminate testing results in aggregated or anonymized form, or otherwise in accordance with applicable law or regulatory requirements.

3.0 Eligible GSHP Systems and Technical Requirements

All systems described in this section must comply with Program requirements and are subject to Con Edison's review, verification, and approval as a condition of incentive eligibility.

Heat pump systems used for space heating must be designed for either heating-only operation or combined heating and cooling operations. Cooling-only systems are not eligible for Building Electrification incentives under the Program.

Installed heat pump and associated components must be installed in accordance with manufacturer specifications and installation requirements and in compliance with all applicable laws, regulations, codes, licensing, and permit requirements, including but not limited to those of the United States Environmental Protection Agency (EPA), New York State Environmental Quality Review Act, the Statewide Uniform Fire Prevention and Building Code, the State Energy Conservation Construction Code, the National Electrical Code,

applicable fire codes, and all applicable state, city, town, or local ordinances and/or permit requirements. For each project, the most stringent applicable requirements shall govern.

Installation shall follow applicable industry best practices, including maintaining the condition and appearance of the project site upon completion. Con Edison may verify compliance with these requirements and determine incentive eligibility based on its findings. Systems must be installed and completed in compliance with all applicable Program requirements, including decommissioning, inspections, and oversight processes. Refer to applicable Con Edison program materials for inspection and oversight requirements for multifamily, small business, and commercial and industrial projects.

GSHP systems achieve high efficiency by exchanging thermal energy with the ground or with groundwater rather than outside air. These systems are well suited for cold climates due to their ability to maintain capacity at low ambient air temperatures and are intended to serve the building's heating load.

GSHP systems may distribute heating and cooling through ducted air systems, water loops, refrigerant lines, or a combination thereof. System performance depends on proper ground heat exchanger design and installation, which may vary based on site-specific conditions affecting ground conductivity and loop configuration.

Projects participating in Utility Thermal Energy Network (UTEN) systems are not eligible for incentives under this Program.

Vertical Loop systems

Any vertically bored, closed-loop GSHP system must be designed to provide a minimum entering water temperature of 30°F in heating mode and a maximum entering water temperature of 90°F in cooling mode. Systems must be designed in accordance with manufacturer specifications and installation requirements.

Closed-Loop Systems

Unless otherwise specified in this Program Manual, closed-loop GSHP systems must comply with the most recent edition of the Closed-Loop/Geothermal Heat Pump Systems: Design and Installation Standards published by the International Ground Source Heat Pump Association (IGSHPA), as amended from time to time. These standards are available online on the IGSHPA website

Open-Loop Systems

All projects must comply with ANSI/CSA/IGSHPA C448.6 (Installation of Open-Loop Ground Water Heat Pump Systems).

Direct Exchange Systems

Direct exchange (DX) heat pumps, which circulate a refrigerant typically through a closed-loop copper pipe system (whereas most systems utilize plastic pipes that circulate water or a water-antifreeze mixture), must meet the following requirements:

- DX systems must have a minimum loop field length of 100 feet per 12,000 Btu/h of heating capacity,
- DX wells require cathodic protection ensuring a minimum expected well life of 25 years.
- Owners of DX systems must certify that end-of-life decommissioning will include full refrigerant recovery.
- Refrigerant must comply with IGSHPA requirements (ANSI/ASHRAE 34) and all applicable EPA and New York State Department of Environmental Conservation requirements related to Global Warming Potential.
- The full well depth must be grouted with thermally enhanced grout with hydraulic conductivity below 1 x 10^{-7} centimeters per second.
- A permanent placard must be affixed to the heat pump unit specifying:
  - Loop field refrigerant type and volume
  - Loop location description

  - Loop piping material
  - Maintenance requirements
  - Planned decommissioning method and timing
- DX systems must comply with ANSI/CSA/IGSHPA C448.8 (Installation of Direct Expansion Heat Pump Systems).
- DX GSHP systems must use ACR B280 copper piping for underground loop fields.

3.1 GSHP Equipment Requirements and Performance Standards

All systems must meet the requirements described in this section as a condition of incentive eligibility and are subject to Con Edison's review, verification and approval. Where applicable, single-phase GSHP systems must meet or exceed the ENERGY STAR® geothermal heat pump specifications in effect at the time of application.[4] These systems must utilize either a closed-loop ground heat exchanger circulating a water/antifreeze solution or a direct expansion (DX) heat exchanger. ENERGY STAR eligibility is based on the following test procedures to determine Energy Efficiency Ratio (EER) and Coefficient of Performance (COP):

- Closed Loop Systems:
  - ISO 13256-1-1998 for water-to-air and brine-to-air heat pumps; OR
  - ISO 13256-2-1998 for water-to-water and brine-to-water heat pumps.
- Direct Exchange Systems:
  - AHRI 870 (I-P/2016) and AHRI Standard 871 (SI) – 2016.

Eligibility for GSHPs with cooling capacities less than 135,000 Btu/h may be demonstrated by an AHRI rating certificate. For units larger than 135,000 Btu/h that are not rated by AHRI, manufacturer specification sheets may be used, provided the units have been tested in accordance with the applicable test procedure.

For multi-stage systems for which AHRI certificates are not available, applicants must provide manufacturer performance data or third-party test results demonstrating EER and COP at applicable rating conditions, along with supporting engineering documentation.

3.2 Console GSHPs

Console GSHP systems must meet or exceed the minimum efficiencies listed in Table 4 below. GSHP console units must have an AHRI-rated EER and COP. These systems are not required to meet ENERGY STAR geothermal heat pump specifications.

Table 4: Console GSHP Minimum Efficiencies

System Type	EER	COP
Water-to-Air		
Closed-Loop Water-to-Air	14.0	3.0

Use AHRI certificate values where available; otherwise submit manufacturer test data.

[4] ENERGY STAR references: https://www.energystar.gov/products/heating_cooling/heat_pumps_geothermal/key_product_criteria
https://www.energystar.gov/sites/default/files/specs/private/Geothermal_Heat_Pumps_Program_Requirements%20v3.1.pdf
https://www.energystar.gov/productfinder/product/certified-geothermal-heat-pumps/results

3.3 Non-Console GSHPs less than 24,000 Btu/h (2 tons)

GSHP systems that are not console units and have AHRI-rated cooling capacities less than 24,000 Btu/h (2 tons) must meet or exceed the efficiencies shown in Table 5. These systems do not need to meet or exceed the ENERGY STAR Geothermal heat pump specification efficiency requirements.

Table 5: Efficiency Requirements for Non-Console Units

System Type	EER	COP
Water-to-Air		
Closed-Loop Water-to-Air	15.0	3.2
Water-to-Water		
Closed-Loop Water-to-Water	16.6	3.1

3.4 Ground-Source Variable Refrigerant Flow Systems (GSVRFs)

GSVRF systems must meet or exceed applicable building code requirements, including the New York City Energy Conservation Construction Code (NYCECC), as amended. Where applicable, updated codes shall supersede the information in this section.

Table 6: NYC ECC 2020 Efficiency Requirements for GSVRF (AHRI 1230)

Equipment Type	Cooling Capacity (Btu/h)	Minimum EER at 77°F EWT	Minimum COP at 32°F EWT
GSVRF	<135,000	13.4	3.1
	≥ 135,000	11.0	2.8
GSVRF with heat recovery	<135,000	13.2	3.1
	≥ 135,000	10.8	2.8

Table 7: NYC ECC 2020 Efficiency Requirements for Water Source VRF

Cooling Capacity (Btu/h)	Cooling Capacity (Btu/h)	Minimum EER at 77°F EWT	Minimum COP at 32°F EWT
< 135,000	12.0 EER 16.0 IEER	11.8 EER 15.8 IEER	4.3
≥ 135,000 < 240,000	10.0 EER 14.0 IEER	9.8 EER 13.8 IEER	4.0
≥ 240,000	10.0 EER 12.0 IEER	9.8 EER 11.8 IEER	3.9

EER and COP calculations for such systems must be based on full-load values.

GSHP systems may have additional requirements depending on the type of ground heat exchanger used. Systems must be installed and verified in accordance with the Con Edison Field Inspections and Oversight Program and associated inspection requirements.

4.0 Heat Pump System Sizing and Design Requirements

All design, sizing, and installation requirements set forth in this section are conditions of incentive eligibility and are subject to Con Edison's review, verification, and approval.

4.1 System Sizing

System performance, occupant comfort, and energy efficiency can be significantly impacted by equipment sizing and selection. Heat pump equipment and any connected ductwork must be sized in accordance with applicable standards and Program requirements to meet building heating loads and optimize system performance and energy savings. All heat pump systems must comply with applicable state and municipal codes.

Equipment installed in commercial and large multifamily buildings must be sized using heating and cooling load calculations in accordance with ANSI/ASHRAE/ACCA Standard 183, as updated or amended from time to time, or other code-approved equivalent procedures. Where required by applicable code, systems must also be sized to meet calculated building cooling loads.

Heat pump equipment capacity shall not exceed the smallest available equipment size that meets or slightly exceeds the dominant calculated load (i.e., the greater of the building heating load (BHL) or building cooling load (BCL)).

Con Edison reserves the right to request additional justification or documentation where equipment capacity exceeds the dominant calculated load. Limited oversizing may be approved by Con Edison where necessary to comply with code, equipment availability, or site-specific design constraints.

4.2 System Sizing Definitions

The definitions set forth in this section clarify sizing approaches for full-load, phased-load, and domestic hot water (DHW) systems.

Space Heating Full Building Load Electrification:
Full-load space heating projects must be designed and sized to meet at least 100% of the building heating load at design conditions.

To qualify for full-load electrification incentives, existing heating systems must be decommissioned, unless the building qualifies as a Critical Facility, as defined in Section 1.4. Customers and Participating Contractors must submit a completed Decommissioning Checklist upon installation completion and refer to the *Non-Residential Decommissioning Photo Guide* for guidance.

Phased Load Electrification:
Projects that do not electrify the entire building may qualify as phased projects if they:

1. Include new electrically powered heating equipment utilizing geothermal systems, air-source heat pumps, or recovered waste heat; and
2. Permanently reduce fossil fuel or district steam use for space, water, or process heating through disabling, disconnecting, or controlling legacy systems.

Projects may permanently reduce fossil fuel or district steam use, together with legacy systems, either by disabling or disconnecting the heating equipment or system, or through the application of control systems that pass Con Edison engineering review.

Example phased projects include:

1. Electrification of specific areas (e.g., floor, wing)
2. Electrification of specific systems (e.g., DHW, ventilation)
3. Heat recovery systems
4. Buildings with hydronic distribution systems electrifying a central plant in stages.
5. GSHP systems connecting spaces to a shared borefield incrementally.
6. Partial electrification of domestic hot water systems.

Buildings using hydronic systems that rely exclusively on fossil fuel or steam boilers to heat the water loop without the addition of heat pump equipment are not eligible for electrification incentives.

Buildings that fully electrify heating or water loads but maintain backup fossil systems for resilience or reliability (e.g., hospitals or critical facilities), remain eligible.

4.3 Load Calculation

- For commercial spaces & buildings, BHL and BCL shall be calculated using ANSI/ASHRAE/ACCA Standard 183-2024, as amended, ACCA Manual N (5th ed.), or other code-approved methods.
- BHL calculations must use the 99% dry bulb heating design temperature.
- BCL calculations must use the 1% dry bulb cooling design temperature.
- Con Edison may request software files supporting load calculation analyses.
- Load calculation reports must include a completed and signed ASHRAE 183 compliance form.
- The responsible heat pump system designer must perform and approve the load calculations.
- Where required, load calculation documentation must be provided to licensed Professional Engineers (P.E.) and Registered Architects (R.A.).
- Technical requirements:
  A. Load calculation must use an approved methodology, including but are not limited to:
     1. Cooling load temperature difference/cooling load factor (CLTD/CLF) methods,
     2. Total equivalent temperature difference/time averaging (TETD/TA) methods,
     3. Transfer Function Methods (TFMs),
     4. Radiant Time Series (RTS), and
     5. Heat Balance (HB) methods.
  B. Load calculations must be conducted on a zone-by-zone or room-by-room basis. Block load calculations are not acceptable unless specifically approved by Con Edison based on project-specific constraints.

4.4 Decommissioning Requirements

For decommissioning projects, existing heating systems must be fully removed, disabled, or disconnected as a condition of incentive eligibility, unless a Critical Facility exception applies. Supporting documentation must be submitted using the required Decommissioning Checklist. Participating Contractors must provide time- and date-stamped photographs in accordance with Program requirements and the *Con Edison Non-Residential Decommissioning Checklist*.[5]

[5] https://www.coned.com/en/save-money/rebates-incentives-tax-credits/rebates-incentives-tax-credits-for-commercial-industrial-buildings-customers/electric-heating-and-cooling-technology-for-commercial-industrial-buildings/c-and-i-heat-pump-incentives

5.0 Engineering Savings Analysis Requirements

All engineering savings analyses are subject to Con Edison's review, verification, and approval and are used to determine final energy savings and associated incentive amounts.

Custom applications must include a detailed engineering analysis demonstrating energy savings in net MMBtu associated with the project measures. Savings may be calculated through one of the following methods:

1. Statewide Custom Building Electrification Program Savings Calculator
2. Statewide Heat Recovery Chiller Calculator
3. Domestic Hot Water Savings Calculator
4. Engineering Modeling
5. Temperature Bin Method
6. Alternative savings calculation method, subject to Con Edison review and written approval

Where applicable, the most recent version of the New York State Technical Resource Manual (TRM), as amended from time to time, may be used to calculate energy savings.

All calculations must be clear and transparent, utilizing standard engineering methodologies and including a listing of source values.
Energy savings analyses may be accepted in the following formats:

- Unlocked Microsoft Excel spreadsheet (PDFs not accepted) showing all equations, parameters, formulas, and assumptions used to calculate savings.
- Energy modeling for entire buildings should be conducted using approved simulation software listed in Section 5.2.

5.1 Custom Building Electrification Program Savings Calculators

Use of the Program Savings Calculators and any resulting savings outputs are subject to Con Edison's review, verification, and approval.

The Custom Building Electrification Program Savings Calculator[6] is an Excel-based tool used by the Customer or a Participating Contractor acting on the Customer's behalf to calculate energy savings and incentives for various heat pump technologies. The applicable user guides in effect at the time of application identify the technologies supported by the Program Savings Calculators.

The following Program Savings Calculators are currently available for specific electrification measures:

- Statewide Custom Building Electrification Program Savings Calculator – air-source heat pumps (ASHPs), ground-source heat pumps (GSHPs), water-source heat pumps (WSHPs), building envelope measures, and energy recovery ventilators (ERVs)
- Domestic Hot Water Savings Calculator – air-source and ground-source heat pump domestic hot water systems
- Statewide Heat Recovery Chiller Calculator–heat recovery chiller (HRC) and heat pump chiller (HPC) applications

The Program Savings Calculators shall be used as the default method for calculating energy savings for custom building electrification projects.

[6] https://cleanheat.ny.gov/resources-for-applications/

The Customer or a Participating Contractor acting on the Customer's behalf may calculate savings using an alternative custom bin analysis or energy modeling approach in place of the Program Savings Calculators, subject to compliance with Program requirements.

If submitted analyses are not auditable or lack sufficient supporting documentation, Con Edison may use the applicable Program Savings Calculator to estimate energy savings.

For projects without an existing cooling system, the baseline shall be established using the capacity of a single unit of the proposed heat pump system.

5.2 Energy Modeling

All energy modeling analyses are subject to Con Edison's review, verification, and approval and are used to determine final energy savings and associated incentive amounts.

Whole-building energy models shall be prepared using approved modeling software and must be developed in accordance with one of the compliance paths prescribed in NYS ECC 2025. Approved modeling software suites include, but is not limited to: DOE2.1E, DOE2.2, EnergyPlus, eQuest, IESVE, Trane TRACE 3D Plus, OpenStudio, TREAT, NEO and Carrier HAP.

The model must use a "stacked" parametric approach in which energy savings are calculated by starting with the proposed design model and sequentially removing Energy Efficiency Measures (EEMs) to derive a minimally code-compliant baseline model. EEMs must be removed in the following order:

- HVAC measure(s)
- Base load measure(s), including lighting, process loads, and plug loads
- Envelope measure(s)
- Non-interactive measures, such as service water heating

Where multiple EEMs of the same type are included (e.g., multiple HVAC measures), the sequence of removal among those measures is not prescribed and may be determined based on project-specific considerations, subject to Con Edison's review and approval.

Under the stacked approach, differences between the sum of EEM savings and total modeled savings are attributed to interactions among system components not represented as discrete EEMs.

5.3 Establishing Baselines

Selection and application of energy savings baselines are subject to Con Edison's review, verification, and approval and are used to determine final energy savings and associated incentive amounts.

Establishing the baseline equipment type and efficiency is necessary for calculating energy savings for any project, particularly custom projects. Baselines depend on facility type, building vintage and the Scope of Work. In all cases, the applicable baseline must be the more stringent of the New York State Technical Resource Manual (TRM) baseline or the applicable building or energy code in effect at the time of permitting (including ECCCNYS or NYCECC).

5.3.1 Baseline Equipment Types

Equipment baselines represent the type of equipment that would reasonably have been selected by the

Customer in the absence of the Program. The baseline should reflect typical market practice and not optimal or policy-driven outcomes.

5.3.1.1 Existing Facilities

The default baseline equipment type for existing facilities is the existing system, adjusted to meet minimum code efficiency requirements. The Customer or a Participating Contractor acting on the Customer's behalf may select an alternative baseline based on contemporary construction practice and cost effectiveness. In such cases, the applicant must provide a separate analysis demonstrating that the selected baseline is consistent with current market practice and is cost-effective from both installation and lifecycle perspectives.

5.3.1.2 New Construction and Gut Rehabilitation

For new construction or gut rehabilitation projects, the default baseline heating fuel type is natural gas. The Customer or a Participating Contractor acting on the Customer's behalf must select an alternative fuel only where natural gas service is unavailable or not economically feasible.

5.3.2 Baseline Efficiencies for Building Electrification Projects

Baseline system efficiencies must be based on minimally code-compliant equipment in accordance with the applicable ECCCNYS or NYCECC prescriptive requirements in effect at the time of permit submission, whichever is more stringent.

Exceptions:

1. Projects classified as Special Circumstance Replacements (e.g., Early Replacement or Extended Life) in accordance with the TRM must use existing equipment efficiency as the baseline condition in accordance with TRM two-step analysis.
2. For new construction or gut rehabilitation projects demonstrating compliance with the applicable energy code's prescriptive pathway, baseline system efficiencies must be established at a level at least 10% above minimum code requirements.
3. Low to Moderate Income projects must use existing equipment type and efficiency as the baseline condition.

The Customer or a Participating Contractor acting on the Customer's behalf is responsible for applying the applicable building and energy codes in effect at the time of permitting, including any amendments enacted through applicable legislation.

5.4 Additional Requirements for New Construction and Gut Rehab

All eligibility determinations, energy savings analyses, and baseline assumptions described in this section are subject to Con Edison's review, verification, and approval.

5.4.1 New Construction and Gut Rehabilitation Eligibility

All projects must comply with all applicable minimum code requirements, including federal, state, and local codes. GSHP and heat pump water heater projects in new construction are eligible for building electrification incentives. For other building electrification measures, only existing buildings, including gut rehabilitation

projects, are eligible for incentives under the Program.

Refer to this Program Manual for GSHP-specific eligibility requirements and to Section 1.4 for Customer and Project Eligibility.

5.4.2 Energy Code Compliance

New construction and gut rehabilitation projects must demonstrate compliance with the applicable energy code in effect at the time of permitting (e.g., ECCCNYS or NYCEEC).

Compliance may be demonstrated through:

- Prescriptive compliance (each discrete component complies with specific requirements)
- Component performance alternative compliance (a prescriptive approach that allows trade-offs among certain components, where permitted by code)
- Total building performance compliance

When total building performance is used, trade-offs between building systems and components may be permitted in accordance with code. In such cases, savings must be calculated based on the proposed heat pump design net of any trade-offs. Where trade-offs are used, the Customer or a Participating Contractor acting on the Customer's behalf must submit a side-by-side comparison of proposed and baseline conditions, identifying:

- Non-compliant components
- Components exceeding code requirements
- Components providing offsetting energy savings

Projects that use the total building performance path must establish baseline efficiencies based on minimally code-compliant prescriptive values. ASHRAE 90.1 Appendix G or Section 11 baseline models may be used for eligibility demonstration but shall not be used for calculating savings.

Con Edison may modify energy savings baselines for projects incorporating trade-offs, based on written determination.

5.4.3 New Construction and Gut Rehab Energy Savings Analysis

Projects using prescriptive compliance (e.g., COMcheck or tabular analysis) may submit energy savings calculations using Program calculators, Excel-based analysis, or a whole building energy model.

Projects utilizing a total building performance compliance or trade-offs must submit a whole-building energy model for review. Excel-based calculations are not acceptable for such projects.

5.5 Early Replacement Projects

Projects may qualify for early replacement if they meet the criteria defined in Appendix M of the TRM.

To qualify:

1. The project must involve a retrofit or substantial improvement to an existing facility.

2. The energy savings baseline must be based on existing equipment.
3. Existing equipment must not exceed its Effective Useful Life (EUL) and must have at least one year of remaining EUL at the time of application.
4. Existing equipment must be fully functioning.

Cooling and heating systems must be evaluated independently for early replacement eligibility.

5.5.1 Required Project Documentation

Projects must submit:

- Existing equipment capacity, supported by manufacturer data or performance testing
- Equipment age supported by invoice, permit, service log, or nameplate

5.6 Special Circumstance

Special circumstance replacement eligibility is determined in accordance with Appendix N of the TRM and may affect the energy savings baseline.

Only projects in existing buildings are eligible for special circumstance treatment.

5.6.1 Age Rule

1. Baseline must be based on existing equipment.
2. Equipment must exceed its EUL by at least 25%.
3. Equipment below 125% of EUL is not eligible.
4. Equipment must have a history of significant repair or replacement.
5. Equipment must be fully functional.

5.6.2 Energy Use Rule

Where equipment age cannot be determined:

- Existing equipment must exceed new equipment consumption by:
  – 35% for chillers
  – 20% for other HVAC equipment

Heating and cooling systems must be evaluated separately.

5.6.3 Required Project Documentation

Minimum documentation includes:

- Equipment capacity and performance
- Equipment age
- Repair cost history (minimum three years), including:
  – Supporting invoices
  – Summary of total repair costs

Early Replacement and Extended Life provisions do not affect prescriptive incentive calculations.

6.0 Project Costs and Invoicing Requirements

All project costs and invoices are subject to Con Edison's review, verification, and approval and are used to determine eligible project costs and applicable incentive amounts.

Material and labor costs submitted to Con Edison may be reviewed and capped for incentive calculations at Con Edison's discretion. Internal labor costs will not be included in the total project cost when calculating incentive caps. When submitting invoices with completion certificates, the Customer must provide detailed invoices that include the following:

1. Project Identification
   Invoices must reference the project, including the project address, and correspond to items included in the approved Scope of Work. Any changes to the Scope of Work must be submitted to Con Edison for review and approval pursuant to Section 1.7.
2. Equipment Identification
   All installed equipment must be identified by make and model number to verify eligibility for incentives.
3. Quantity and Invoice Dates
   Invoices must reflect the quantity and installation dates of equipment to confirm consistency with the Program Application.
4. Itemized Costs
   All invoices must include itemized labor and material costs for installed equipment.
5. Panel and Service Upgrades
   Costs related to panel or service upgrades must be listed as separate itemized categories.
6. Invoice Consistency
   The invoice submitted to Con Edison must match the invoice provided to the Customer and align with the Completion Certificate.
7. Eligible Cost Definition
   Unless otherwise specified, total project cost is limited to equipment and labor costs for personnel performing work within the approved scope of the project. Labor costs can include installation, testing, commissioning, and other hands-on activities necessary to complete the project. The following costs are not eligible for inclusion in total project cost for purposes of incentive calculations: taxes, labor related to system maintenance, shipping, training, engineering, surveying, administrative costs, and similar costs.
8. Line Item Descriptions
   Each line item must include a clear description of work or equipment. For example, equipment tags (e.g., "AHU 13B"), along with make and model numbers, must be provided.
9. Incentive Credit Requirement
   Where a Participating Contractor receives incentive payments on behalf of the Customer, the invoice must include a line item labeled "Con Edison Incentive Credit" reflecting the incentive amount. The credit must match the incentive amount as determined and approved by Con Edison.
10. Partial Project Cost Allocation
    For projects that represent a portion of a larger scope of work, the Customer or a Participating Contractor acting on the Customer's behalf must provide invoices clearly identifying the relevant project scope and allocating costs to the applicable Program application.

7.0 Measurement & Verification (M&V)

All Measurement and Verification (M&V), Quality Assurance and Quality Control (QAQC), and Program Evaluation activities are conducted at Con Edison's discretion and are subject to the requirements of this Program Manual.

Measurement and Verification (M&V) may be required at Con Edison's discretion for projects above a certain size or for projects involving a high degree of savings uncertainty, unique applications, or complex measures. The purpose of M&V is to improve accuracy of reported energy savings through metering and data collection and to mitigate program risk. M&V may include enhanced measurement, monitoring, and reporting requirements. Where required, detailed M&V requirements, including triggers, protocols, and reporting obligations, will be provided on a project-specific basis to the Customer or a Participating Contractor acting on the Customer's behalf.

8.0 Quality Assurance Quality Control (QAQC)

In addition to Con Edison's standard review processes, a portion of projects may be selected for QAQC activities, including secondary inspections or additional engineering review. Projects may be selected on a random basis, regardless of project size, savings, or incentive amount. QAQC activities are conducted to prevent fraud, ensure compliance with Program requirements, and support ongoing program improvement. QAQC activities are mandatory. The Customer and any Participating Contractor must cooperate fully with Con Edison and its contractors in connection with QAQC activities, including providing site access, supporting documentation, and participation in follow-up inspections or reviews. QAQC activities may be performed by third-party consultants on behalf of Con Edison. If a project is selected for QAQC, a representative of Con Edison or its contractor will contact the Customer or Participating Contractor to coordinate activities. For questions regarding QAQC activities, the Customer or Participating Contractor may contact a Con Edison Business Development Manager or other designated Con Edison representative.

9.0 Program Evaluations

Con Edison engages independent evaluators to assess Program effectiveness through periodic Program Evaluations. Evaluation activities may include on-site inspections, engineering reviews, interviews with facility personnel, and Measurement & Verification activities. Program Evaluations are typically conducted after project completion and involve a limited sample of Program participants.

If a project is selected for evaluation, a third-party contractor authorized by Con Edison may contact the Customer or Participating Contractor to request information or schedule an on-site assessment. Data collected through Program Evaluations will be used for program evaluation, regulatory reporting, and internal program improvement purposes and will be handled in accordance with applicable confidentiality requirements. Program evaluations are not intended to affect the status of completed projects or previously approved incentive payments. For questions regarding Program Evaluations, the Customer or Participating Contractor may contact a Con Edison representative.

10.0 Glossary

Applicant: The Customer or a Participating Contractor acting on the Customer's behalf in connection with submission of an application or administration of a project.

Application: The Program application submitted by the Customer or a Participating Contractor acting on the Customer's behalf to request participation and incentives under the Program.

Building Automation Systems (BAS/BMS): Hardware and software systems that provide integrated control of building HVAC and related systems to manage temperature, humidity, airflow, indoor air quality, and energy use.

Certificate of Insurance (COI): A document verifying the existence and terms of an insurance policy, commonly used to demonstrate coverage to third parties.

Completion Certificate: A document submitted upon project completion confirming that installation work has been completed in accordance with Program requirements.

Custom Path: A project requiring a project-specific engineering analysis to determine energy savings and incentives, including measures not defined under prescriptive approaches.

Customer: The Con Edison account holder of record participating in the Program.

Effective Useful Life (EUL): The expected period during which an energy efficiency measure remains operational and effective before replacement is required.

Energy Conservation Measure (ECM)/ Energy Efficiency Measure (EEM): A technology, system, or operational strategy implemented to reduce energy consumption.

Eligible Customer: A Customer that meets the eligibility requirements set forth in Section 1.4 of this Program Manual.

Heating, Ventilation & Air Conditioning (HVAC): Systems designed to regulate indoor temperature, humidity, airflow, and air quality.

Incentive Cap: The maximum incentive a measure or project is eligible to receive, as described in Section 1.2 of this Program Manual.

Master Case ID (MCID): A Con Edison identifier assigned to projects that apply through Project Center to increase electrical load.

Measurement & Verification: A process used to quantify energy savings associated with implemented energy efficiency measures. M&V may include metering, monitoring, and data analysis and is conducted at Con Edison's discretion to verify savings and reduce Program risk.

New York State Research and Development Authority (NYSERDA): A New York State public-benefit corporation , technical expertise, and funding for energy efficiency and clean energy initiatives.

Non-Wires Solutions (NWS) Adder Incentive Program: A Con Edison program offering incentives for energy efficiency, distributed energy resources, and advanced technologies to defer traditional infrastructure investments.

Notice to Proceed (NTP): A written authorization issued by Con Edison permitting the Customer to begin work. Work performed prior to issuance of an NTP is not eligible for Program incentives.

On-site Inspections: A pre-installation or post-installation inspection conducted by Con Edison or its representatives to verify project eligibility, installation, and performance.

Participating Contractor (PC): A contractor approved by Con Edison to implement or facilitate energy efficiency projects under the Program. Participating Contractors may, subject to Customer authorization and Con Edison approval, receive incentive payments on behalf of the Customer.

Participating Contractor Agreement: The agreement governing the participation of Participating Contractors in the Program, including performance, compliance, and disciplinary requirements.

Post-Installation Inspection: An inspection conducted after project completion to verify installed conditions and determine final eligibility and incentive amounts.

Preliminary Incentive Offer Letter (PIOL): A non-binding document issued by Con Edison identifying estimated energy savings and incentive amounts for a proposed project.

Program: The Con Edison Commercial & Multifamily Geothermal Heat Pump Program.

Program Manual: This document, which defines Program rules, requirements, and procedures.

Quality Assurance and Quality Control (QAQC): A mandatory process conducted by Con Edison or its representatives to verify compliance with Program requirements, prevent fraud, and improve program performance. QAQC activities may include inspections, engineering reviews, and documentation verification.

Scope of Work (SOW): A detailed description of project activities, equipment, and deliverables associated with a Program application.

Technical Resource Manual (TRM): The New York State standard for estimating energy savings from energy efficiency programs, providing methodologies and assumptions used to calculate program impacts.