

	Question	Answer
<b>SGIP HPWH Program Overview</b>		
1	If TECH and SGIP have different program requirements, how will a customer know which requirements are needed if they are just applying through the one TECH portal? It seems that SGIP has more required than TECH to qualify.	The only additional requirement for SGIP HPWH is the TOU rate and DR enrollment for customers. It will be made clear to contractors that if a TOU and qualifying DR are not available in the customer's area, then they are not required. The Program team will also create a list of which utilities do and do not have TOU and/or qualifying DR.
2	As a local government, should we not promote SGIP as a separate program? It's imbedded under TECH overall?	While the Program is in its regulatory phase, the team has used the name "SGIP HPWH" to reflect the CPUC Decision. As we shift into the implementation phase, we encourage stakeholders to communicate this opportunity as new TECH HPWH incentives. Lead with the TECH Clean California brand.
3	Is there one universal application? Will TECH/SGIP do the sorting of applications internally or does the customer have to opt for TECH versus SGIP?	Yes, it will be one universal application for both TECH Clean California and SGIP HPWH.
4	So is it one application form for contractors, not separate for TECH or SGIP?	Yes, it will be one universal application for both TECH Clean California and SGIP HPWH.
5	So Customers & contractors will only apply to TECH, but behind the scenes the money will come from	Yes, that is correct. It will be one portal regardless of which budget the incentive will be pulled from.
6	So is it one application form for contractors, not separate for TECH or SGIP?	Yes, it will be one universal application for both TECH Clean California and SGIP HPWH.
7	Will current TECH contractors be enrolled for SGIP or do they need to resubmit an application?	TECH Clean California contractors will need to acknowledge an updated agreement reflecting new program rules via the same Formstack mechanism we used to send out the updated TECH Clean California agreement for the relaunch of HVAC incentives.
8	Will the TECH-funded and SGIP-funded rebates have the same amounts?	Yes, it's the same incentive structure and amount regardless of whether the budget is coming from
9	When will the SGIP incentive submittal document be available to submit projects?	Upon program launch, which is currently estimated to be in Q3 2023
10	So, for the overall program marketing/notifications purposes - The difference between TECH Clean California and SGIP is that SGIP focuses mainly on the HPWH vs. TECH campaign is both HPWH+Heat pump Space Heating/HVAC? The single-family Heat Pump HVAC is now available, TECH multifamily will be available June 13th, and TECH (SGIP) HPWH specific will launch Q3 2023., correct?	Yes, that is correct.
11	So this is good for new construction?	SGIP HPWH will only apply to existing building retrofits. For layering with Energy Smart Homes, it will only be a layered option for retrofit projects (alterations) going through that program.
12	What Supply Chain issues are anticipated? Have Suppliers been engaged already to prevent delays with installation?	Yes, the Program team has been engaging manufacturers and distributors throughout California. Based on the feedback received, the Program team does not expect any delays upon launch of the incentives.
13	Would a customer consult any SGIP pages on the 4 IOU websites, or would they only refer to the TECH website for info/applying?	The SGIP HPWH information will be centralized on the TECH Clean California website.
<b>Program Rules: DR &amp; TOU Requirements</b>		
14	For the purposes of meeting load shifting capacity requirements (MF central), how is the kWh storage capacity determined or calculated, particularly for split systems using a stratified tank?	An algorithm built into Ecosizer will calculate Load Shift Capacity, taking into account the storage volume and system systems controls. System controls to be considered include (1) HPWH outlet water temperatures in Load Up and Shed and (2) Position of temperature sensors used to engage the HPWH in load up and shed.
15	So are contractors required to ensure customers complete enrollment to receive incentive? How is this enforced in the short term?	The Program team is responsible for verifying customer enrollment in a DR program and is able to do this via data sharing agreements with any approved DR programs. The incentive cannot be paid until the DR enrollment is confirmed. Therefore, it is ideal that the contractor oversee the customer enrollment, starting this process during the initial site visit when possible. The Program team is working with contractors on best practices for streamlining this step.
16	So, to be clear, customers must both be on a TOU rate and signed up for a DR program, yes?	Yes, that is correct. Please note that not all DR programs are eligible, but we will be sure to communicate which are eligible ahead of launch.
17	If someone is on an EV TOU rate, can they prioritize heating at night when rates are lowest, or will the HPWH be forced to heat during the day during peak rate times?	JA13 programming will be set up by contractors during the installation, and will work with the customer to select whichever TOU rate the customer is on. If they are on a EV TOU rate, then energy usage will be minimized during the peak hours of that EV rate.
18	Do all 3 electric IOUs have a DR program? or is TOU considered a DR program?	TOU is not considered a DR program. There are a range of IOU and third-party programs that meet the current definition. Program providers will need to set up a data sharing agreement with the program team. All eligible programs will be shared in program documentation.
19	What if IOU doesn't have a DR program? I don't know of SDGE having one.	The Program team is continuing to gather input from stakeholders on the proposed definition of demand response. Additionally, availability of and options for different demand response programs are continuing to evolve. There are additionally third-party program providers that may offer program options to customers in IOU territories even though the program is not directly offered by the IOU.
20	What happens if a customer tries to end their demand response prior to the 3 year commitment?	All customers must enroll in a qualified DR program for at least three years to receive SGIP HPWH incentives unless they are already enrolled in a qualifying DR program. Customers will be notified of the requirement to remain enrolled in a qualified DR program for three years and will need to sign off on this requirement. The Program team is working on methods to track enrollment over time.
21	How will this requirement be addressed for rural hard to reach customers that may not have access to cell or broadband service?	There are a variety of DR programs, only a small handful of which require a direct connection to the HPWH unit. Behavioral DR programs actually send messages directly to the customer via text or email to encourage their reduction in energy use. Even for programs that do establish a direct connection, this can be established through radio, cell and other means.
22	Does "enrollment" in a DR program mean just on the customer level? (account number and contact info), but not necessarily ensuring the device is connected?	All customers must be enrolled in a qualifying DR program for at least three years to receive SGIP HPWH incentives. The handbook/decision focuses on the customer enrolling in a DR program rather than the HPWH itself.
23	Incentive recipients must enroll in a DR program but are they required to participate? i.e. may they opt out of events per the general rules of the relevant DR program?	The customer must adhere to the DR program participation requirements specific to whichever DR program they enroll in.
<b>Program Rules: Project and Equipment Eligibility</b>		
24	How do you define small business?	Small Business installations include those that meet the requirements for Residential Unitary system installations—including equipment, installation, and JA13 load shifting requirements—but that serve a customer on a non-residential TOU rate. Therefore, if a business can install a system that meets those residential requirements, it would qualify for the small business incentives. There are no specific business size or type requirements for the small business incentive.
25	Our HPWH is NEEA Tier 2 certified, and is Energy Star. Can a customer get the rebate for this unit? thanks	Units must meet the following requirements: - JA13 compliant and either - NEEA Tier 3 (or higher) with CTA-2045 Compliant Communication Port or ENERGY STAR® Residential WH V4 (or later) with Connected Capability.
26	Will there be QA/QC inspections on the installations?	The Program team will collect key photos to diagnose problems and remedy issues (by working with the contractor and/or manufacturer representative as needed if there are issues).
27	UEF requirements?	There are no UEF requirements beyond what is required in the qualified product lists which units must be on (NEEA or Energy Star). These UEF requirements also match or exceed the Consortium for Energy Efficiency (CEE) UEF requirements which will be used for the upcoming DOE incentives through the Inflation Reduction Inflation Act (so any system eligible for SGIP HPWH incentives will also be eligible for DOE incentives).
28	JA13 requires unit storing of TOU rates? for 1 day, or longer?	JA13 requires the system to be capable of storing a minimum of 5 time-of-use schedules. This information should be stored indefinitely. The user is able to override this operation for a maximum of 72 hours. More information is available here: <a href="https://www.energy.ca.gov/sites/default/files/2022-12/JA13_2022_Qualification_Requirement_HPWH_DM_ADA.pdf">https://www.energy.ca.gov/sites/default/files/2022-12/JA13_2022_Qualification_Requirement_HPWH_DM_ADA.pdf</a>

29	For the SANCO2 (which is the only low-GWP HPWH I am aware of), is there a controller that will be available by the time the incentive rolls out? Currently I don't know of a compliant controller, although Watter-Saver has indicated they expect to have one available in Q3.	The current residential unitary equipment requirements include connected functionality; however the program team is looking into whether there is a procedural pathway to add an alternate equipment qualification pathway based instead on a low maximum total system input power. The viability of this pathway is not yet certain but the program handbook will be updated if it is successful.
30	Is there a list of low-GWP units?	Currently, there is not a list available. However, the program will plan to include this information on the qualified product list for the program.
31	If new wiring/rewiring is needed to accommodate the HPWH, would that be an eligible electrical upgrade cost, or only the panel upgrades itself?	Eligible upgrades include MSP upgrade, installation of a smart load center, installation of a subpanel, and feeder upgrade and/or secondary disconnect are eligible. Branch circuits to the HPWH, including dedicated shared circuits, are ineligible for general market electrical upgrade incentives.
32	Can you speak to the issue of upsizing to meet first hour recovery and the issue of space constrained locations where upsizing is limited without relocation	The current CPUC Decision and associated proposed Program Handbook require that the installed HPWH meet or exceed the first hour rating as specified in the California Plumbing Code and JA-13. This may mean creative installation and equipment selection in order for those challenging locations to be eligible for.
<b>Program Rules: Incentives</b>		
33	Is there a mechanism for 2 contractors to split incentive - e.g. contractor A performs panel upgrade, contractor B performs HPWH install	Unfortunately, the Program cannot support split incentives at this time. The Program team is continuing to investigate how best to support this type of scenario.
34	Thinking of the layering of ESA with TECH/SGIP HPWH, will each program be responsible for reporting participation to the other? so each side knows what the customer is installing?	Claim fields on the contractor HPWH incentive application will ask contractors to report whether the customer pursued any additional incentives and if so, what the total was. The Equity team is coordinating with other incentive programs on additional methods to share this information between programs on the back end.
35	How is the tax liability for the incentives handled both with the instant rebate and the contractor pass-through option?	The TECH Clean California initiative may report contractor incentives as income to payee on IRS Form 1099 depending on their tax status indicated. While it is advised that participating contractors consult a tax advisor for confirmation, incentives may not be considered income if applied after sales tax on qualifying installations. Therefore, the payee is encouraged to consult their tax adviser concerning the taxability of incentives.
36	Did the last slide say that 100 percent of incentive needs to be passed from customer to contractor?	The incentive must be passed down 100 percent from the contractor to the consumer.
37	The \$300K is for each central plant not the entire site? Even \$300K for a replacement of 100 gal. water heaters to heat pumps? So if they had 10 of the 100 gal. water heater plants, they get what in dollars?	Based on the Decision, there is a \$300,000 per project incentive cap for Residential Central HPWHs. A 'project' is defined as a distinct Central HPWH system serving a distinct group of multiple households. There can be multiple Central HPWH systems that each serve their own group of households and that do not share common hot water supply piping across individual Central HPWH systems. In this scenario, each system is considered an individual Project. Also the Multifamily Central HPWH incentive is calculated based on the anticipated kWh of average load shifting performance, at \$900/kWh (or \$1,000/ kWh) for equity eligible projects.
39	Are incentives available to either split systems or tanked version HPWH?	Incentives are available for both split system and tank version HPWHs. All systems must meet the requirements we'll be presenting in a coming slide.
40	When will the incentives become available-- is it a fixed date or dependent on CPUC or other action?	With all of the new requirements both on the equipment and contractor side to account for load shifting and demand response requirements, we are aiming for late Q3 of 2023. We do also need our Handbook to be official approved.
41	To promote these incentives should we send customers/contractors to The Switch Is On?	Yes, that will be the correct place. Updates still need to be made to fully reflect the upcoming HPWH incentives.
42	Is the Unitary HPWH Incentive a flat amount (\$3100/\$4185), regardless of actual size or will it vary by size?	Tank sizes 55 gallons or greater will have a \$700 incentive added to the base \$3,100/\$4,185.
43	If a customer upgraded already to 200 amps in anticipation of needing 200 amp for electrification upgrades with the new federal tax incentives, can they get an incentive for that if it was done in 2023 (even if prior to SGIP program start?)	Unfortunately, the Program is unable to support previously installed electrical systems that were completed prior to SGIP HPWH launch.
44	How do customers promote the incentives if they cannot verify income? Will TECH's recommendation for how contractors can verify income be released before the incentives launch?	A focus team is looking into various pathways to accomplish this right now, collaborating with CPUC and different equity programs. One option for verifying income would be to see whether the customer participated in a different program that required income verification already. Another option is to use CPUC data to verify customer eligibility on the back end.
45	How does the 50% rebate cap on electrical upgrades work with stacked panel rebates with other programs? Will the calculations include the other rebate amount? Or will the cap only be for the TECH/SGIP rebate?	The electrical upgrade cap only applies for TECH Clean California projects. This cap would not be applied to incentives from other programs. The Program team is working out exact configuration for how this would be calculated in the online application processing system.
46	Are there incentive caps for owners or contractors?	There is not currently any anticipated SGIP HPWH incentive caps for owners or contractors. Central MF HPWH incentives will be capped at \$300k per project (Which is currently defined as a distinct Central MF HPWH plant/system). There is an overall program incentive budget cap on Equity and General Market incentives and an overall program incentive budget cap on Central MF HPWH incentives (no more than 40% of overall incentive budget).
47	Are there any exclusions for layering with non-IOU programs such as CCA programs or other?	There are no rules against layering with non-IOU programs, as long as the installation qualifies under the rules of the other program(s) and as long as the sum of layered funds does not exceed the total eligible cost of retrofit.
48	TECH will soon have HPHW incentives for MF. Will SGIP funds just follow the same incentive structure and add more funding?	The SGIP HPWH incentive structure will be different than the current TECH Clean California MF HPWH incentive structure. Once the SGIP HPWH program is live, the role of TECH Clean California MF HPWH incentives may change. The current round of TECH Clean California MF incentives that was discussed in a webinar earlier today will likely be fully reserved before the launch of SGIP HPWH. Once the SGIP HPWH program launches, there will be clear guidelines for how it relates to TECH Clean California's current MF HPWH incentives.
49	Can the SGIP HWPWH in IOU territories (cap and trade) stack with the CA Energy Smart Homes program?	Yes, they can be stacked with Energy Smart Homes, but only for retrofit projects (alterations) going through that program. Incentive layering is encouraged and the Program Team what it can to ensure contractors and customers are leveraging all incentives available.
<b>Program Rules: Participant Eligibility</b>		
<b>Contractors</b>		
50	Among the 5 contractors I contacted from The Switch Is On list, they either are not aware of the incentive or unwilling to pass the incentive to end customer (like me). Is this a common issue? Or local to San Diego?	The Program team has not communicated out these statewide HPWH incentives in detail, so contractors will not be fully aware of them. However, if stakeholders find that they are generally not aware of the TECH Clean California incentives, please reach out to <a href="mailto:TECH.info@energy-solution.com">TECH.info@energy-solution.com</a> .
51	Does an electrician need to be a Tech Clean contractor, does this mean electrician would need to work under a C20 (HVAC) or B General Contractor license? Not likely for individual electricians.	Yes, in order to be enrolled in and eligible to receive the incentive, the contractor would need to work under a C36 (Plumbing), C20 (Warm-Air Heating, Ventilating and Air Conditioning), or a B (General Contractor) license.
52	Would a C10 electrician need another license to be an eligible Tech Clean Contractor? There have been mixed responses above.	Pulling directly from the Program Handbook on page 12: "Contractors must hold one or more of the following CSLB licenses- C36, C20, B or some combination of the above." In addition, "Contractors with C20 or C36 licenses may self-performance or subcontract any incidental electrical work required for the
53	Ok so then if a customer chooses their own electrician for a panel upgrade, and that electrician only has a C10 license, they can apply to be a Tech Clean Contractor without the additional licenses?	Program team is having discussions on which options are available in this scenario. The most straightforward option would be to use a General B contractor enrolled in TECH who is able to
54	Clarifying the response above, a Tech Clean Contractor who only does electrical work / panel upgrades can't just have a C10 license? I thought it was listed different in the program handbook (p.12): "If the installation requires an upgrade or replacement of the main electrical service panel, contractors with a B-General Building license may self-perform or subcontract with a C10. All other main panel upgrades or replacements will require a C10 licensed contractor to perform that work under a separate contract with the customer."	Since a full panel upgrade is outside the scope of a C36 or C20 contractor, an electrician would need to be brought in. The most straight ford forward way to accomplish this is to hire a General B contractor (for any project that requires substantial electrical upgrade). The Program team has been brainstorming ways to facilitate these projects without requiring a General B contractor and hopes to release guidance before launch.

55	How will the Program Implementer ensure that the eligible contractor list tracks participants according to the criteria in the HPWH decision?	The Program team will use the same contractor listing approach as TECH Clean California which collects many workforce data fields (located on The Switch is On website, and maintained by Efficiency First). The SGIP HPWH Decision establishes that CPUC, the implementer and evaluator decide what workforce data is appropriate to collect. However, feedback is welcomed.
56	Guess I am just not convinced that the 3 designated types of contractors would be likely to have someone "on team" able to do a panel or subpanel upgrade. And probably unlikely that a general contractor would be involved if a project were "solely" to do the HPWH as stand alone project.	Yes, the Program team acknowledges that there are barriers that still exist re: electrical panels and incentives, and is continuing to refine the approach to open up the electrical upgrade incentives to as many customers as possible.
57	For electrical upgrades, can a customer use their own electrician? And if so, do they have to be a Tech Clean contractor?	The customer can use their own contractor, but they must be eligible and enrolled through TECH Clean California/the SGIP HPWH Program.
58	How will it prioritize contractors' listings on the eligible contractor list in response to searches and implement the prioritization criteria?	With the Switch is On's "Find a Contractor" tool - <a href="https://switchison.cleanenergyconnection.org/">https://switchison.cleanenergyconnection.org/</a> , there is the ability to filter for contractors by various attributes.
59	How do contractors promote the incentives?	Similar to TECH Clean California incentives, SGIP HPWH can be promoted through the contractor listing and other customer facing tools on The Switch is On website <a href="https://switchison.org/">https://switchison.org/</a>
60	The HPWH decision requires that the eligible contractor list track participants according to specific criteria and prioritize listings in response to searches. How does the Program Handbook and Find a Contractor tool meet this requirement?	Contractor listings via the <a href="https://switchison.org/">https://switchison.org/</a> will include criteria e.g., type of installs performed, approved for other low income programs, etc. as filters and prioritize those that meet the specified requirements.
61	Will SGIP use the "designated applicant" to help contractors?	Yes, designated applicants can continue to be used by contractors.
62	I counted 65 data items including 11 pictures for each residential project. How can you ensure the administrative requirements don't deter contractors from participating?	The TECH Clean California applications collected a similar level of data. These application fields are currently subject to edits and the Program team is continuing to gather feedback from application processors, contractors, manufacturers etc., and any opportunities for simplification will be taken into account.
63	Are there workforce or prevailing wage requirements for participation?	There are no prevailing wage requirements.
<b>Customers</b>		
64	Does Commercial include public sector?	Yes, "commercial" includes any customers on non-residential electricity rates.
65	Does Non-IOU mean CCA customers or Municipal Utility customers?	"Non-IOU" does not include CCA customers. Since CCAs receive distribution services from an IOU, they are still eligible for SGIP HPWH incentives. Muni customers however, are not currently eligible due only to the qualifying DR rules, which are under investigation. Otherwise, as long as an electric Muni customer is still an IOU gas customer, they would be eligible.
66	So customers outside of IOU territories can utilize TECH for HPWH incentives?	Yes, that is correct
67	When you say IOU, does that mean EITHER gas or electric IOU? Or just gas IOU.	Either gas, electric, or both.
68	Where you refer to the Customer, is that the IOU customer regardless of homeownership?	For multifamily buildings, the property owner is considered the customer as long as the tenant is a renter (as opposed to HOA structure. Otherwise it is the IOU customer.
69	For equity customers, are there specific strategies specifically funded through the program to achieve the 50% equity goal?	The Program will conduct outreach via a variety of channels including other low-income programs, solar/storage programs, contractors organizations and community-based organizations.
70	Clarify when the income verification by other programs expire?	There will be no requirement for how recently a customer was deemed eligible for another program.
71	Can you clarify what commercial population will qualify as "disadvantaged?" Will it include just DAC, or low income populations as well?	There is no separate equity budget for commercial customer incentives. The equity budget applies to qualifying residential customers.