

NYS Clean Heat Program

Frequently Asked Questions

What is a heat pump and how do they work?

Instead of generating heat like conventional systems, electric heat pumps draw heat from the environment and move it indoors to heat or move it outdoors to cool, making them significantly more efficient.

What are the major benefits of heat pump technology?

Heat pumps:

- Can be three to four times more efficient than oil-fueled systems and three to five times more efficient than gas systems
- Provide both heating and cooling
- Offer greater comfort control for your home and individual rooms
- Typically have lower maintenance costs than other types of heating and cooling systems
- Run whisper-quiet
- Reduce harmful carbon emissions in your home
- Have air filtration and dehumidification capabilities

Learn more at cleanheat.ny.gov/benefits-of-switching.

What is the NYS Clean Heat Program?

The New York State Clean Heat Program is an initiative that supports the state's carbon reduction goals by offering financial incentives to reduce the cost of replacing existing heating systems with heat pumps.

How can I access financial incentives for my heat pump project?

Con Edison offers incentives on qualifying projects. You do not need to apply for an incentive. It will be included as a discount on the final invoice from your participating contractor. The participating contractor submits application documentation to Con Edison to be reimbursed for the discount.

Can a heat pump adequately heat my home during cold New York winters?

Yes. The technologically advanced newest generation heat pump equipment offers great performance in cold climates like ours and will keep you and your family warm through the coldest winter days. In fact, in order to qualify for this program, heat pumps must provide heat in temperatures down to 5°F.

Do heat pumps provide cooling?

Yes. Heat pumps provide great air conditioning in the summer and heat efficiently in cold winter climates like New York.

Who installs my new, modern heat pump system?

To qualify for a rebate, your project must be completed by a participating contractor who is qualified by the program to install and offer rebates on heat pumps to Con Edison customers. Find a participating contractor at conEd.com/AirSource. Have a contractor in mind who isn't yet registered as a participating contractor? Have them enroll at cleanheat.ny.gov/contractors.

How do I know which heat pump is right for my home?

The best heat pump solution for your home depends on your heating and cooling needs. Factors like home size, age, insulation, and ductwork will determine which technology is right for you. To schedule an expert assessment of your home and identify the best heat pump solution for you, find a participating contractor at conEd.com/AirSource.

Should I disable my current heating system?

The heat pump(s) will provide heat for your home going forward. Con Edison offers a higher incentive to customers who disable or remove their current heating system.

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Will my contractor need to install ductwork?

Your contractor can install mini-split heat pumps and will not need to install ductwork unless you want them to. If you have existing ductwork, your contractor can install a central air-source heat pump to connect to it.

What will happen to my bills?

Heat pumps are more energy efficient than alternative heating and cooling technologies. However, the overall impact to bills depends on a variety of factors. These include your heating and cooling use, your home's characteristics, the weather, the efficiency of your previous climate control systems, whether your heat pump installation added more heating or cooling than you had previously, and market fluctuations in energy prices. Removing or disabling your existing fossil fuel heating system will reduce or eliminate your existing fossil fuel bills. However, because heat pumps require electricity to run, you will see a higher winter electric bill than you are used to. The increase in your electric bill may be offset by the elimination of your previous fuel bills. Find out more at cleanheat.ny.gov/what-to-expect.

Can I save money by switching to a new electric rate after installing heat pumps?

Yes, depending on your use. Set your heat pump to a more stable temperature, the most efficient way to use heat pumps, and you will use a consistent amount of energy throughout the day. This will make your home a good candidate for the Select Pricing Plan. After one year, 80% of heat pump users who moved to the Select Pricing Plan saved money on electricity compared to what they would have paid if they hadn't made the switch. Air-source heat pump users saved an average of 10% and ground-source heat pump users saved an average of 20%. Learn more at conEd.com/SelectPricing.

Can Con Edison help me make my home weather ready?

Yes. If you own a single-family home or a multiplex of up to four apartments, you can get part of the cost of insulation and air sealing the structure's exterior covered through Con Edison's Weather Ready Program. Learn more at conEd.com/WeatherReady.

You may also be eligible for federal tax credits for insulating your home and sealing air leaks, and for additional incentives from NYSEERDA's Comfort Home Program. Learn more at nyserda.ny.gov/All-Programs/Comfort-Home-Program.

Plus, find out if you qualify for a no-cost energy assessment through NYSEERDA Home Energy Assessment. Learn more at nyserda.ny.gov/Contractors/Find-a-Contractor/Residential-Energy-Assessment.

How do I get started?

Explore the different heat pump options available in the [Con Edison Residential Heat Pump Guide](#) to see how the different technologies work and what to expect from a heat pump project.

Get started in three easy steps:

1. Choose from our list of approved contractors by visiting conEd.com/AirSource, or ask yours to enroll BEFORE they do the job.
2. The contractor will visit your home, recommend equipment, and tell you how much the installation will cost, subtracting Con Edison's contribution. You could be eligible for thousands in incentives.
3. The contractor performs the work and subtracts the incentives from your final invoice. No waiting for rebates!