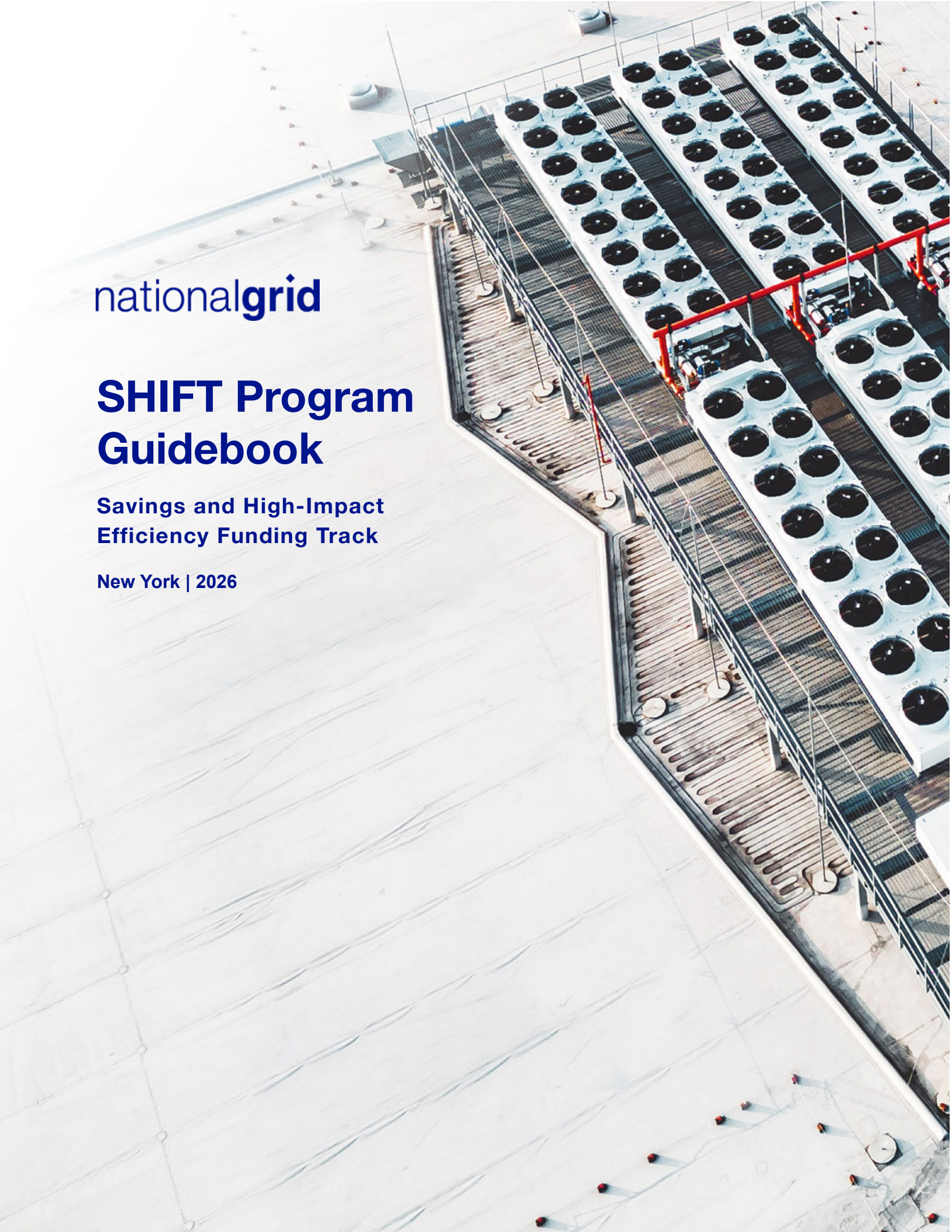




national**grid**

SHIFT Program Guidebook

Savings and High-Impact
Efficiency Funding Track

New York | 2026

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1. Program Overview & General Eligibility

Instructions

This guidebook contains program eligibility criteria, participation requirements, and incentive information for the Savings and High-Impact Efficiency Funding Track (SHIFT) offerings available to qualifying National Grid commercial and industrial customers in New York. This information can be used to determine customer and project eligibility, estimate potential incentives, support application development, and explain post-installation verification and quality assurance requirements.

Customer Eligibility

The following baseline eligibility requirements apply across all SHIFT program tracks. Individual program sections may contain additional eligibility criteria, technical requirements, or participation thresholds.

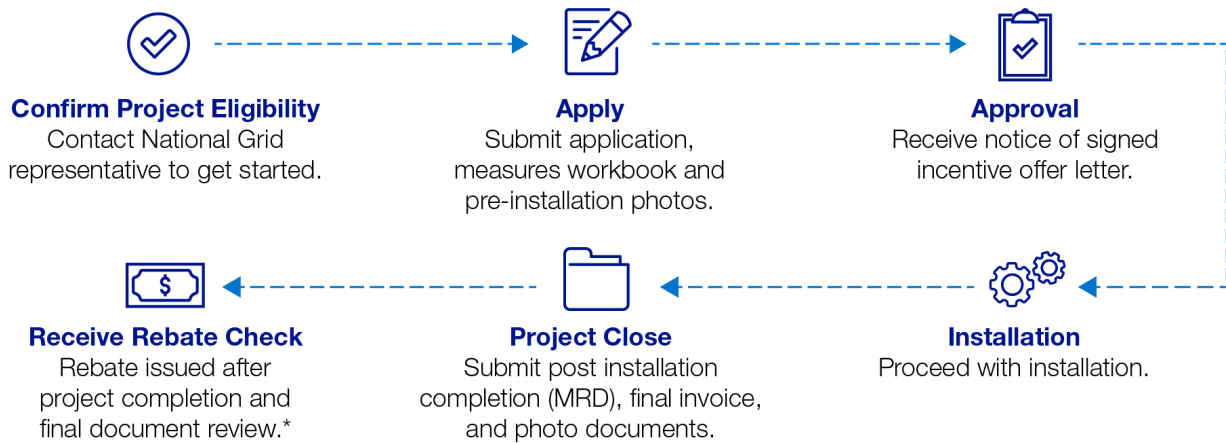
- Customer must be a National Grid electric and/or natural gas customer that pays the System Benefits Charge (SBC) or other applicable program funding mechanism.
- Customer must have annual usage of at least 250 kW of electricity and/or 50,000 therms of natural gas.
- Project must occur in an existing building, facility, or operating site unless the applicable SHIFT track expressly permits an alternative project type.
- Customers may not apply for or receive multiple incentives for the same EEM from other SBC funded and/or rate based funded New York State utilities, or from other National Grid energy efficiency programs, or the New York State Energy Research and Development Authority (“NYSERDA”). Equipment must be purchased and installed only after the customer has received and signed an Incentive Offer Letter, if required by the applicable program track.
- The customer is responsible for ensuring compliance with all applicable federal, state, and local codes, standards, and permitting requirements.
- National Grid reserves the right to request additional documentation to confirm eligibility, project scope, baseline conditions, projected savings, and installed conditions.

Disadvantaged Communities (DAC)

Customers located in Disadvantaged Communities (DAC) are eligible for increased project cost caps of 85% of project costs, subject to applicable program requirements and project maximums. Customers should work with their program representative to check

[Disadvantaged Communities | NYSERDA](#)

How to Participate



Planning

- Contact your National Grid representative first to confirm project eligibility.
- National Grid may schedule a pre-inspection, site visit, or technical review to document existing conditions and confirm the appropriate participation pathway.

Project Approval

- Email your completed application package to your National Grid representative.
- The following required documents should be included in the application package, unless otherwise directed by the program.
 1. Completed and signed application
 2. Detailed description of the facility, project scope, operating conditions, and affected equipment or systems
 3. Account numbers for all project installation sites
 4. Existing equipment or system information, including nameplate data where applicable
 5. Specification sheets or technical documentation for proposed equipment, controls, or measures
 6. Pre-inspection photos or other documentation needed to establish existing conditions, including equipment, affected areas, and project locations
 7. Total project cost supported by contractor quote, proposal, invoice, or other cost backup
 8. Federal Tax ID and Customer W-9 and Incentive Recipient W-9, if different from the customer
- National Grid will review the application to determine preliminary eligibility, savings, and incentive amounts.
- If approved, National Grid will send an Offer Letter or equivalent approval document describing the approved scope, incentive amount, and project requirements.

- Customer signs the Offer Letter and any required project documents and returns them to the National Grid representative.
- Share any project scope changes with your National Grid representative immediately. Further review of project eligibility, savings, and incentive amounts may be required.

Completed Construction

- Notify your National Grid representative when the approved project scope has been installed or implemented.
- Submit final paid-in-full invoices, including material and labor costs, and any required close-out documentation.
- Provide geotagged installation photos or other documentation needed to confirm the installed condition, as requested by the program.

Final Review and Incentive Payment

- National Grid will review the final documentation to confirm the approved scope was completed and that incentive requirements have been satisfied.
- A post-installation inspection, technical review, documentation review, or other verification activity may be required before payment is issued.
- Energy savings and incentive amounts may be adjusted based on verified installed conditions, final project costs, or other program review findings.
- Following approval of all required documentation, the incentive will be processed in accordance with program payment procedures.

Complementary Resources

Low-Cost Financing

National Grid public program materials indicate that qualifying agriculture customers may have access to low-cost financing options. Financing availability, terms, and eligibility may vary by region and should be confirmed with the program representative.

Economic Development Program

Grant opportunities may also be available to support energy efficiency, productivity improvements, renewable energy installation, and utility infrastructure upgrades for agricultural customers for existing buildings. Current program materials are available on shovelready.com. Customers should confirm current availability and applicability with their program representative.

NYSERDA Energy Audit Support

The Flexible Technical Assistance (FlexTech) Program supports New York State commercial, industrial, institutional, and multifamily customers who pay into the Systems Benefit Charge by providing a cost-share for credible, objective technical assistance services, such as energy audits, that help businesses make more informed energy decisions. A dedicated team of engineers, technology experts, and energy consultants work with customers to create a customized assessment that identifies clean energy investment opportunities for reducing energy consumption and costs. Inquiries about the program can be made at flextech@nyserda.ny.gov

2. Real-Time Energy Management & Retro-Commissioning

Fuel Type: Electric & Gas

Program Summary

The Real-Time Energy Management (RTEM) and Retro-Commissioning (RCx) offerings are part of National Grid's Existing Building Commissioning approach and are designed to help commercial and industrial customers optimize energy performance in existing facilities. Although they are related offerings, RTEM and RCx follow different participation models, technical requirements, and incentive structures.

Real-Time Energy Management (RTEM)

RTEM supports ongoing monitoring and analytics through an installed software platform that works with the existing building automation system (BAS). The offering is intended to identify operational improvements, support continuous optimization, and sustain energy savings over time.

Retro-commissioning (RCx)

RCx focuses on identifying and implementing no- and low-cost operational improvements through a one-time assessment and implementation process. Typical RCx opportunities include scheduling changes, economizer controls, reset strategies, and other operational adjustments that reduce energy use without adversely affecting operations or occupant comfort.

Note: This program is administered through approved Qualified Service Providers (QSPs), and additional implementation support may be provided by National Grid's program partners. Customers work directly with an approved QSP to scope the project, install monitoring tools where applicable, identify low- and no-cost operational improvements, and support savings persistence.

Customer Eligibility

Territory Applicability: RTEM and RCx are currently available only in Upstate New York.

RTEM Eligibility

- Facility must be located in National Grid's Upstate New York service area.
- Participant must generally have an average annual peak demand greater than 300 kW.
- Facility must have an existing, functional Building Automation System (BAS).
- Customer must select and work with an approved Qualified Service Provider from the current program list.

RCx Eligibility

- Facility must be located in National Grid's Upstate New York service area.
- Participant must generally have an average annual peak demand greater than 110 kW.
- An existing, functional BAS is recommended but not required.

- Customer must select and work with an approved Qualified Service Provider from the current program list.

Additional technical fit, metering capability, and participation requirements may apply based on facility type and project scope.

How to Participate

Step 1 — Choose a Qualified Service Provider (QSP)

Select an approved QSP to help determine eligibility, develop project scope, and enroll in the program. The QSP will guide the customer through screening, technical review, and the application process.

RTEM Participation

Step 2 — Site Survey

For RTEM, the QSP performs a site survey to document building systems, controls infrastructure, operating schedules, monitoring opportunities, and software installation needs.

Step 3 — Software Installation and Verification

The QSP installs or configures the monitoring software platform and integrates the system with the existing BAS where appropriate. The QSP then supports verification of savings so incentives can be redeemed based on verified results.

RCx Participation

Step 2 — Facility Assessment

For RCx, the QSP performs a facility assessment or no-cost energy audit to identify no- and low-cost energy conservation measures (ECMs) and operational improvements.

Step 3 — Implement Improvements and Verify Results

The QSP helps implement selected improvements identified through the facility assessment and supports verification of savings so incentives can be redeemed based on verified results.

Both offerings use performance-based incentives tied to verified energy savings, but the support provided before implementation differs between RTEM and RCx.

Incentive Structure

RTEM Incentives

RTEM includes a site survey, incentives for monitoring software installation based on energy savings target, and performance-based incentives of \$0.02 per verified kWh saved and \$0.15 per verified therm saved. RTEM incentives are currently capped at up to 85% of total project cost.

RCx Incentives

RCx includes a fully funded site survey or facility assessment covering the engineering services used to identify potential energy conservation measures, along with performance-based incentives of \$0.02 per verified kWh saved and \$0.15 per verified therm saved, up to 85% of implementation cost.

Offering	Incentive Component	Structure	Rate / Value	Notes
RTEM	Site Survey	Per project	\$5,000	Supports RTEM site survey and scoping activities.
RTEM	System Install Incentive	Per project	\$15,000 to \$25,000	Higher incentive applies where verified savings exceed 300,000 kWh.
RTEM	Customer Incentive — Electric	\$/verified kWh saved	\$0.02	Performance-based incentive paid on verified electric savings.
RTEM	Customer Incentive — Gas	\$/verified therm saved	\$0.15	Performance-based incentive paid on verified gas savings.
RCx	Site Survey / Facility Assessment	Fully funded	No customer cost	Covers engineering services used to identify potential energy conservation measures.
RCx	Customer Incentive — Electric	\$/verified kWh saved	\$0.02	Performance-based incentive paid on verified electric savings.
RCx	Customer Incentive — Gas	\$/verified therm saved	\$0.15	Performance-based incentive paid on verified gas savings.

Incentive cap: Up to 85% of total project costs. **Maximum project incentive:** \$100,000.

3. Agriculture Program

Program Summary

The Agriculture Program supports farms, dairies, and controlled environment agriculture (CEA) operations, including greenhouses and vertical farms, in reducing energy consumption and operating costs. By improving equipment efficiency and maintaining healthy environments for livestock and crops, participants can simultaneously reduce expenses, improve yields, and meet sustainability goals.

The program offers both prescriptive incentives for common energy-efficiency upgrades and custom incentives for projects not covered by the prescriptive offering.

Customer Eligibility

Territory Applicability: Electric Agriculture measures are available in Upstate New York, including Central/Eastern and Western divisions. Gas Agriculture measures are available in Upstate New York Central/Eastern and Long Island. Accordingly, Western New York is electric-only for this offering, while Long Island is gas-only.

- Customer must operate an agricultural facility including dairy farms, livestock operations, crop production, greenhouse, or controlled environment agriculture (CEA) operation.
- Customers must be on a qualifying electric or gas commercial rate code that pays the SBC or a residential rate code that can demonstrate production of an agricultural commodity or service on-site.
- Greenhouse-only measures (glazing, perimeter insulation, thermal curtain) are applicable only to greenhouse structures.

Electric Agriculture Measures & Incentives

Measure	Incentive Structure	Incentive
High Speed Fan (8"–48" diameter)	\$/fan	\$175/fan
High Speed Fan (>48" diameter)	\$/fan	\$225/fan
High Speed Fan — VFD controlling 1–5 motors	\$/VFD	\$200/VFD
High Speed Fan — VFD controlling >5 motors	\$/VFD	\$350/VFD
Livestock Waterer — Energy Efficient w/ Heater	\$/waterer	\$100/waterer
Livestock Waterer — Energy Free	\$/waterer	\$200/waterer
Milk Pre-Cooler Heat Exchanger	\$/milking cow	\$15/milking cow
VFD on New or Existing Milk Transfer Pump	\$/milking cow	\$5/milking cow

Refrigeration Heat Recovery*	\$/milking cow	\$10/milking cow
Scroll Compressor	\$/milking cow	\$12/milking cow
Variable Frequency Drive — Vacuum Pump	\$/milking unit	\$250/milking unit
PEI Rated Clean Water Pump — Constant Speed	\$/pump HP	\$60/pump HP
PEI Rated Clean Water Pump — Variable Speed	\$/pump HP	\$180/pump HP
Custom	\$/kWh saved	\$0.20/kWh

**Refrigeration Heat Recovery: incentive based on type of fuel used for water heating.*

Incentive cap: Up to 50% of total project costs. Projects located in a Disadvantaged Community (DAC) have an increased incentive cap of 85% of total project costs. **Maximum project incentive:** \$100,000.

Gas Agriculture Measures & Incentives

Measure	Incentive Structure	Incentive
Refrigeration Heat Recovery	\$/milking cow	\$10/milking cow
Glazing — Double Polycarbonate*	\$/sq ft	\$0.25/sq ft
In-Ground Perimeter Insulation — 1" thickness*	\$/linear ft	\$1.75/linear ft
In-Ground Perimeter Insulation — 2" thickness*	\$/linear ft	\$2.25/linear ft
Thermal Curtain*	\$/sq ft	\$1.25/sq ft
Custom	\$/therm saved	\$3.00/therm

**Greenhouse only.*

Incentive cap: Up to 50% of total project costs. Projects located in a Disadvantaged Community (DAC) have an increased incentive cap of 85% of total project costs. **Maximum project incentive:** \$100,000.

Custom Agriculture Projects

For equipment or process upgrades not covered by the prescriptive measures above, custom financial incentives are available. Custom incentives of \$0.20 per kWh saved for electric projects and \$3.00 per therm saved for gas projects. Custom incentives may cover up to 50% of project costs, 85% for customer located in DACs, with a maximum incentive of \$100,000 per project. All custom projects require pre-approval before installation begins.

4. TRM — All Customers

Program Summary

This program track covers prescriptive energy efficiency measures available to all qualifying commercial customers, calculated per the NY Technical Resource Manual (TRM). Measures span heat and energy recovery systems and ventilation controls, delivering savings on both electric and gas consumption.

TRM Governing Requirements: Eligibility requirements, baseline assumptions, savings methodologies, and measure-specific parameters for TRM-based measures are governed by the current effective version of the New York Technical Resource Manual and any applicable amendments. **If TRM requirements change between guidebook update cycles, the current TRM and applicable amendments supersede the measure descriptions and requirements in this guidebook.** Resource: [Technical Resource Manual \(TRM\) | Department of Public Service](#)

Territory Applicability: This TRM track is currently available in Upstate New York. Downstate New York Territory is only eligible for gas measures, excluding Kitchen Demand Control Ventilation measures.

Eligible Measures & Incentives — Upstate New York

Measure	Incentive Structure	Electric Incentive	Gas Incentive	Combined (Gas & Electric Customer)
Drain Water Heat Recovery*	\$/unit	\$1,500	\$1,500	\$1,500
Energy/Heat Recovery Ventilators	\$/CFM	\$2.00	\$1.00	\$3.00
Demand Control Ventilation — Electric	\$/kWh	\$0.25	—	\$0.25
Demand Control Ventilation — Gas	\$/therm	—	\$2.50	\$2.50
Kitchen Demand Control Ventilation	\$/HP	\$1,000	\$400	\$1,400

**Drain Water Heat Recovery (DWHR): customer may receive an electric incentive or a gas incentive, not both.*

Incentive cap: Up to 50% of total project costs. Projects located in a Disadvantaged Community (DAC) have an increased incentive cap of 85% of total project costs. **Maximum project incentive:** \$100,000.

Eligible Measures & Incentives — Downstate New York

Measure	Incentive Method	Incentive Rate
Drain Water Heat Recovery	\$/unit	\$1,500
Energy/Heat Recovery Ventilators	\$/CFM	\$1.00
Demand Control Ventilation	\$/Therm	\$2.50

Incentive cap: All incentives will be capped at 50% of project costs. Projects located in a Disadvantaged Community (DAC) have an increased incentive cap of 85% of total project costs.

Maximum project incentive: \$100,000.

Measure Specifications

Drain Water Heat Recovery (DWHR)

Qualifying DWHR projects must install a drain water heat recovery unit that captures heat from wastewater and transfers that heat to incoming domestic water in an eligible application. Qualifying projects must be installed on a main drain branch serving eligible wastewater flows and configured to transfer recovered heat to incoming domestic water in accordance with the applicable NY TRM measure methodology. Eligible projects should document the existing water heating fuel, the relevant drain and domestic water piping configuration, the main drain branch installation location, and the proposed heat recovery unit specifications. The installed unit must be new, permanently installed, and sized appropriately for the intended application. Incentive treatment should follow the applicable fuel savings path, and a project may receive either the electric or gas DWHR incentive, but not both.

Energy Recovery Ventilators (ERV) & Heat Recovery Ventilators (HRV)

Qualifying ERV and HRV projects must install new energy recovery ventilation equipment that recovers exhaust-air energy to precondition incoming outdoor air in accordance with the applicable NY TRM measure methodology. ERV projects generally recover both sensible and latent energy, while HRV projects recover sensible energy only. Eligible equipment should be installed in existing commercial buildings where outdoor air ventilation is required and where the project is not otherwise excluded by code or program rules. Customers should provide manufacturer specification sheets sufficient to confirm equipment type, airflow capacity, and heat recovery characteristics, along with information describing the served space, ventilation configuration, and existing baseline condition. The installed system must be new, permanently installed, and capable of operating as intended with the building's ventilation and HVAC systems.

Demand Control Ventilation (DCV)

Qualifying DCV projects must install new demand control ventilation functionality that reduces outdoor air intake in response to actual occupancy or ventilation demand in eligible commercial spaces, consistent with the applicable NY TRM measure methodology. Eligible projects typically include control sequences using carbon dioxide sensing or other approved occupancy-based control logic integrated with the existing HVAC or ventilation system. The project scope should identify the served space type, existing ventilation control approach, proposed control sequence, and the sensors, controllers, and controlled air-handling equipment included in the project. The installed

controls must be capable of automatically modulating ventilation based on actual operating conditions and must be commissioned to confirm proper control response. Standard DCV should be distinguished from kitchen demand control ventilation, which is addressed separately below.

Kitchen Demand Control Ventilation (KDCV)

Qualifying KDCV projects must install new demand control ventilation functionality on commercial kitchen exhaust systems so that exhaust and associated make-up air are reduced during periods of lower cooking load and increased automatically when cooking activity rises, consistent with the applicable NY TRM measure methodology. Eligible projects should include hood systems, exhaust fans, make-up air systems, sensing technology, and control logic designed to respond to actual cooking activity. The project scope should document the hood type, connected equipment, exhaust fan horsepower, existing control approach, and the proposed sensing and variable-speed control strategy. The installed system must maintain code-compliant kitchen ventilation performance while modulating airflow in response to demand, and it should be commissioned to verify proper operation under representative cooking conditions.

Project Scope Requirements

Project scope documentation must be sufficient to confirm measure eligibility, establish the baseline condition, and support the proposed incentive treatment for the specific TRM measure being submitted. At a minimum, the application package for TRM — All Customers projects should include the following, as applicable to the selected measure:

- Building type, served space type, and a description of the affected ventilation, domestic hot water, or kitchen exhaust system
- Existing equipment or system information, including baseline operating condition, nameplate data, control approach, and relevant configuration details
- Proposed equipment specification sheets, cut sheets, or control package documentation sufficient to confirm equipment type, airflow capacity, heat recovery characteristics, fan horsepower, sensing technology, and other relevant technical details
- For control-based measures, a description of the proposed control sequence identifying the sensors, controllers, variable-speed components, and controlled equipment included in the project
- For DWHR, documentation of the applicable water heating fuel, main drain branch installation location, piping configuration, and the proposed heat recovery unit
- Photos or equivalent documentation necessary to confirm existing conditions, installation location, and installed equipment or controls, if requested by the program
- Contractor quote, project cost backup, and any commissioning or startup documentation needed to confirm the installed measure is operating as intended

5. TRM — Industrial & Manufacturing

Program Summary

This program track delivers prescriptive incentives for industrial and manufacturing facilities targeting compressed air system efficiency — one of the largest opportunities for electric energy reduction in industrial settings. Measures are offered for Upstate New York industrial and manufacturing electric customers.

Compressed air systems typically account for 20–30% of industrial electricity use. Prescriptive incentives are available for system-level equipment upgrades; larger or more complex projects may qualify under the Custom Measures track (Section 6).

Note: Prescriptive incentives for air compressors are only available for locations with one air compressor system. For locations that contain more than one air compressor system, projects will need to be submitted as Process Custom projects under Section 6.

TRM Governing Requirements: Eligibility requirements, baseline assumptions, savings methodologies, and measure-specific parameters for TRM-based measures are governed by the current effective version of the New York Technical Resource Manual and any applicable amendments. **If TRM requirements change between guidebook update cycles, the current TRM and applicable amendments supersede the measure descriptions and requirements in this guidebook.** Resource: [Technical Resource Manual \(TRM\) | Department of Public Service](#)

Customer Eligibility

- Qualifying industrial or manufacturing facility on an electric rate code.
- Facility operates a compressed air system that is the primary end-use of the equipment being upgraded.
- Air compressor prescriptive incentives apply to units ≤ 75 HP. Units > 75 HP are custom-only (see Section 6).
- Project scope must be limited to qualifying compressed air system measures installed in an existing facility and supported by sufficient system documentation to confirm baseline conditions and proposed improvements.

Eligible Measures & Incentives — Upstate NY (NIMO-E)

Measure	Incentive Structure	Incentive Rate
Air Compressor	\$/HP	\$150/HP
Refrigerated Air Dryers	\$/CFM	\$2.50/CFM
Compressed Air Flow Controller	\$/HP	\$40/HP
Low Pressure Drop Filters	\$/HP	\$5.50/HP
Zero Loss Condensate Drains	\$/unit	\$120/unit

Incentive cap: 50% of total project costs. Projects located in a Disadvantaged Community (DAC) have an increased incentive cap of 85% of total project costs. **Maximum project incentive:** \$100,000.

Measure Specifications

Air Compressors

Qualifying air compressor projects under this prescriptive measure must install a new air compressor serving an existing compressed air system at a qualifying industrial or manufacturing facility. Prescriptive treatment is limited to locations with a single air compressor system. Projects at locations with more than one air compressor system, or projects involving broader compressed air system optimization, should be submitted through the Custom Measures track.

Projects must provide sufficient documentation to support the applicable NYS TRM savings methodology, including the proposed compressor horsepower, compressor type, control strategy, annual operating hours, and manufacturer performance information. Customers should provide manufacturer specification sheets and, where available, CAGI data sheets or equivalent performance documentation to confirm compressor characteristics and operating performance.

The project scope should identify the existing compressor configuration, the proposed replacement equipment, and the basis for applying the prescriptive air compressor measure. Compressor replacement should support compressed air system efficiency and should not be used solely to support capacity expansion, production growth, redundancy, or like-for-like replacement without a documented efficiency basis.

Refrigerated Air Dryers

Qualifying refrigerated air dryer projects must install a new refrigerated dryer serving an existing compressed air system in a qualifying facility. Eligible projects should document the existing dryer or baseline drying approach, the proposed dryer capacity, and the relationship between the dryer and the connected compressed air load. Customers should provide specification sheets sufficient to confirm airflow capacity, operating characteristics, and the dryer type being installed. The installed dryer must be new, permanently installed, and appropriately matched to the served system.

Compressed Air Flow Controller

Qualifying compressed air flow controller projects must install a flow control device on an existing compressed air system to improve pressure stability and enable reduced system operating pressure. Eligible projects should document the existing system configuration, receiver storage arrangement, baseline operating pressure, and the proposed control strategy. Customers should provide technical documentation sufficient to confirm the controller type, the location within the compressed air system, and the associated controlled equipment. The project should be designed to support measurable system optimization rather than simple pressure regulation without demonstrated efficiency benefit.

Low Pressure Drop Filters

Qualifying low pressure drop filter projects must install compressed air filtration equipment designed to reduce system pressure losses relative to the baseline condition. Eligible projects should document the existing filter arrangement, the proposed filter type, and the relevant compressed air

system characteristics needed to confirm applicability. Customers should provide specification sheets or manufacturer data sufficient to confirm the filter configuration, rated flow capacity, and the pressure-drop-related performance information used to support eligibility. The installed equipment must be new and permanently installed as part of the operating compressed air system.

Zero Loss Condensate Drains

Qualifying zero loss condensate drain projects must install electronic demand or other zero-loss condensate drain equipment at appropriate points within an existing compressed air system, such as compressors, dryers, filters, or receiver tanks. Eligible projects should document the existing condensate drain approach and the proposed drain locations and equipment type. Customers should provide technical documentation sufficient to confirm that the installed drain equipment minimizes compressed air loss during condensate removal. The installed equipment must be new, permanently installed, and matched to the applicable condensate load and operating conditions.

Project Scope Requirements

Project scope documentation must be sufficient to confirm measure eligibility, establish the existing compressed air system baseline, and support the proposed prescriptive incentive treatment. At a minimum, the application package for TRM — Industrial & Manufacturing projects should include the following, as applicable to the selected measure:

- Facility description and identification of the affected compressed air system or end use
- Existing system information, including equipment nameplate data, compressor horsepower, operating profile, and baseline equipment configuration
- Proposed equipment specification sheets, cut sheets, and other manufacturer documentation sufficient to confirm eligibility
- For compressor projects, CAGI data sheets or equivalent performance documentation where available
- For flow controller or other system-optimization measures, documentation of the relevant system pressure conditions, storage configuration, and proposed control approach
- Photos or equivalent documentation necessary to confirm existing conditions and installed equipment, if requested by the program
- Contractor quote, project cost backup, and any commissioning, startup, or measurement documentation needed to confirm the installed measure is operating as intended

6. Custom Measures

Fuel Type: Electric & Gas

Program Summary

In addition to the Prescriptive SHIFT Track incentives listed above, National Grid may offer custom incentives for more complex projects. Incentives are performance-based and calculated on demonstrated energy savings.

All custom measures must:

- Align with the Strategic Framework established in the 2025 EE/BE Orders ¹
- Include detailed engineering calculations to determine projected energy savings and incentive amounts

All custom applications require written pre-approval via a signed Offer Letter before any construction or installation may begin. Custom measure eligibility, savings calculations, and incentive amounts are determined at program discretion. Pre-approval is mandatory no retroactive incentives will be issued.

Custom Incentive Rates — Upstate New York

Fuel Type	Incentive Structure	Incentive Rate
Electric	\$/kWh saved	\$0.20/kWh
Gas	\$/therm saved	\$4.00/therm

Incentive cap: 50% of total project costs. Projects located in a Disadvantaged Community (DAC) have an incentive cap of 85% of total project costs. **Maximum project incentive:** \$250,000.

Custom Incentive Rates — Downstate New York

Fuel Type	Incentive Structure	Incentive Rate
Gas	\$/therm saved	\$3.00/therm

Incentive cap: 50% of total project costs. Projects located in a Disadvantaged Community (DAC) have an incentive cap of 85% of total project costs. **Maximum project incentive:** \$250,000.

¹ Case 18-M-0084, In the Matter of a Comprehensive Energy Efficiency Initiative (“EE/BE Proceeding”), Order Authorizing Non-Low- to Moderate-Income Energy Efficiency and Building Electrification Portfolios for 2026-2030 (“2025 Non-LMI EE/BE Order”) (issued May 15, 2025)

Custom Project Documentation Requirements

All custom projects must include a common documentation package sufficient to confirm eligibility, establish the baseline condition, support the proposed savings treatment, and verify installed operation. The requirements below apply to all custom pathways unless otherwise specified. Individual pathway sections identify additional documentation needed for that specific project type.

- Description of the facility, affected system, existing operating approach, and proposed improvement
- Existing equipment information, proposed equipment specifications, and supporting technical documentation
- Photos, nameplates, system diagrams, controls screenshots, trend data, metered data, or operating logs where applicable
- Applicable calculator, approved savings method, or custom savings analysis
- Project cost backup, including contractor quote, proposal, or other cost support
- Baseline and proposed operating assumptions, including hours, loads, setpoints, schedules, production data, or other inputs used to support savings
- Confirmation that savings are not duplicated through another measure or program pathway
- Commissioning, functional testing, trend data, screenshots, metered data, post-installation measurements, or other verification documentation sufficient to confirm that the approved scope was installed and is operating as intended

Eligible Custom Project Categories

Advanced Controls/Building Optimization

Advanced Controls/Building Optimization projects support control strategies that reduce energy use by improving how existing building systems operate. Eligible projects must implement control sequences that automatically adjust HVAC, pumping, fan, or central plant operation based on building needs, system conditions, occupancy, outdoor air temperature or equipment performance.

This category is intended for projects where savings are created by the control strategy itself, not simply by installing, replacing, or expanding an EMS, BMS, or BAS. Eligible projects may include new control sequences, optimization of existing control logic, or controls added as part of a broader building optimization project.

Eligible control strategies may include:

- Optimal start/stop
- Chilled water temperature reset
- Static pressure reset
- Boiler or hot water temperature reset
- Economizer optimization
- Supply or discharge air temperature reset
- Condenser water temperature reset

Projects may include supporting equipment or programming needed to implement the eligible sequence, such as sensors, controllers, actuators, VFDs, control wiring, programming, testing, balancing, commissioning, and operator training. Supporting components must be tied to a defined energy-saving sequence and may not serve as the basis for eligibility on their own.

General Eligibility Requirements

- Project must serve an eligible National Grid commercial or industrial, customer, subject to applicable program rules.
- Project must be installed on an existing building system unless otherwise approved by the program. Gut rehabilitation projects are allowed; however, savings must be calculated using the current Energy Conservation Code of New York State (ECCNYS) as the baseline. For a definition of gut-rehab, please refer to the glossary of terms.
- Project must implement a new or improved control sequence that reduces energy use.
- Project scope must identify the affected equipment, equipment size, fan horsepower, heating and or cooling capacity, served area, existing control approach, and proposed control sequence.
- The installed sequence must automatically adjust system operation based on building load, occupancy, system temperature, system pressure, valve or damper position, return-water conditions, equipment performance, or other monitored operating conditions.
- Project must be commissioned or functionally tested to confirm the control sequence is operating as intended.
- Project must receive written pre-approval before installation where required by program rules.

Ineligible Standalone Measures

- Basic 7-day scheduling
- Basic occupied/unoccupied scheduling
- Night setback only
- Manual setpoint changes
- Fixed setpoint changes
- Read-only monitoring
- Alarms or dashboards
- General EMS/BMS/BAS installation without an active energy-saving sequence
- Installation of control points without a defined energy-saving sequence
- Like-for-like control replacement without improved control logic

These items may be included as supporting components of an eligible project, but they may not serve as the basis for eligibility or claimed savings.

Advanced Controls Measure Descriptions

Optimal Start/Stop

Optimal Start/Stop projects adjust HVAC equipment start and stop times based on actual building operating needs rather than relying only on fixed schedules. Eligible projects should reduce unnecessary equipment runtime while still allowing the building to meet occupied comfort requirements.

Qualifying projects include control sequences that account for building recovery time, indoor conditions, occupancy schedules, equipment performance, or other operating conditions. Basic schedule changes, manual start-time adjustments, or standard occupied/unoccupied scheduling do not qualify on their own.

Chilled Water Temperature Reset

Chilled Water Temperature Reset projects adjust chilled water supply temperature to better match cooling demand. Eligible projects should allow the chilled water system to operate at a higher supply temperature when full cooling is not needed, improving chiller or plant efficiency while maintaining space conditions.

Qualifying projects should identify the affected chilled water system, existing control approach, proposed reset sequence, and operating conditions used to adjust chilled water temperature. Manual setpoint changes or fixed seasonal setpoint adjustments do not qualify on their own.

Static Pressure Reset

Static Pressure Reset projects reduce fan energy by adjusting duct static pressure based on system demand. Eligible projects typically apply to VAV air handling systems or other ducted systems where fan operation can be adjusted as airflow needs change.

Qualifying projects should include a control sequence that lowers static pressure when full duct pressure is not required. The sequence may use VAV box position, damper position, airflow demand, or similar system feedback. Fixed pressure setpoint changes, manual balancing, or VFD-only installations without active pressure reset logic do not qualify on their own.

Boiler Temperature Reset

Boiler Temperature Reset projects adjust boiler water supply temperature to better match heating demand. Eligible projects should reduce heating energy by improving how the heating system responds to building needs and operating conditions.

Qualifying projects may include reset sequences based on heating demand, return-water conditions, zone feedback, valve position, other system operating inputs, or outdoor air temperature. Basic manual setpoint changes, fixed seasonal adjustments, or like-for-like control replacement without improved control logic do not qualify on their own.

Economizer Optimization

Economizer Optimization projects improve air-side economizer operation so outdoor air can be used more effectively for cooling when conditions allow. Eligible projects should reduce mechanical cooling by improving how the system determines when and how to use economizer operation.

Qualifying projects may include improved economizer control logic, sensor calibration, lockout refinement, integrated economizer operation, damper operation improvements, or correction of control issues that prevent effective economizer performance. Basic economizer enable/disable

logic, sensor replacement alone, or repair-only work without an improved energy-saving sequence does not qualify on its own.

Supply/Discharge Air Temperature Reset

Supply/Discharge Air Temperature Reset projects adjust supply air or discharge air temperature based on building load or system operating conditions. Eligible projects should help the air-side system better match delivered air temperature to actual building needs.

Qualifying projects may use zone demand, terminal feedback, heating/cooling load, return air conditions, or other system feedback to adjust the supply or discharge air temperature. Manual setpoint changes, fixed discharge air temperature changes, or basic control point additions without active reset logic do not qualify on their own.

Condenser Water Temperature Reset

Condenser Water Temperature Reset projects optimize condenser water temperature for water-cooled chiller plants or cooling tower systems. Eligible projects should improve total plant operation by balancing chiller performance, cooling tower operation, and system load.

Qualifying projects should include an active reset sequence that adjusts condenser water temperature based on cooling demand, plant conditions, condenser water conditions, tower operation, or outdoor air temperature. Static seasonal setpoint changes, manual adjustments, or projects that do not account for overall plant operation do not qualify on their own.

Pathway-Specific Documentation Requirements

In addition to the shared Custom Project Documentation Requirements above, Advanced Controls/Building Optimization projects should include the following pathway-specific documentation, as applicable.

Controls-Specific Documentation Requirements

- Existing control system type, sequence of operations, schedules, setpoints, reset logic, sensors, controlled devices, and operating parameters
- Affected HVAC, pumping, fan, or central plant equipment, including controlled equipment and control inputs or feedback points
- Proposed control sequence or optimization strategy, including reset ranges, operating parameters, setpoint logic, schedules, lockouts, or control limits where applicable
- BAS points, screenshots, interval data, operating logs, or engineering assumptions used to support the controls savings claim. Trend data may be requested to verify runtime reductions or reset schedule operation.
- Functional performance test results or verification showing that the approved control sequence has been enabled and is operating as intended
- Updated sequence of operations, as-built controls documentation, BAS screenshots, or operator training documentation where applicable

Refrigeration Systems

This category provides incentives for refrigeration measures that reduce energy use through improved controls, variable-speed operation, optimized condensing conditions, or refrigeration system conversion. Eligible projects must improve the operation of an existing refrigeration system and include sufficient documentation to verify the existing condition, proposed measure, and savings basis.

This offering is intended for refrigeration projects where savings are created by improved system operation, equipment performance, or controls, not by maintenance, monitoring, or like-for-like replacement alone. Projects should identify the affected refrigeration equipment, existing operating approach, proposed improvement, and expected energy-saving mechanism.

Eligible Refrigeration Measures

- Refrigeration controls
- Variable speed refrigeration controls
- Floating head pressure controls
- Refrigeration economizer strategies
- Refrigeration system conversion
- Evaporator fan controls, where included as part of refrigeration controls scope
- Other refrigeration system optimization measures approved by the program

Projects may include supporting components such as sensors, controllers, VFDs, control wiring, programming, valves, fan controls, commissioning, and operator training where those components are necessary to implement the eligible refrigeration measure.

General Eligibility Requirements

- Project must serve an eligible National Grid commercial and industrial, customer, subject to applicable program rules.
- Project must be installed on an existing refrigeration system unless otherwise approved by the program.
- Project must reduce refrigeration energy use through improved controls, equipment efficiency, refrigerant/system performance, or overall system operation.
- Project must identify the affected refrigeration system, baseline equipment, existing control approach, and proposed improvement.
- Project must include sufficient documentation to verify existing conditions, proposed equipment, and installed operation.
- Project must receive written pre-approval before installation where required by program rules.
- Project must comply with applicable codes, refrigerant handling requirements, manufacturer requirements, and program rules.

Ineligible Standalone Measures

- Like-for-like equipment replacement with no efficiency improvement
- Refrigeration system repairs or maintenance sensor replacement only
- Monitoring-only projects
- Alarm-only or dashboard-only projects
- Manual setpoint adjustments
- Refrigerant replacement or tune-up performed solely for maintenance, leak repair, regulatory compliance, availability, or end-of-life reasons without an approved efficiency basis
- Projects that duplicate savings claimed through another measure or program pathway

These items may be included as part of an eligible refrigeration project, but they may not serve as the sole basis for eligibility or claimed savings.

Eligible Measure Descriptions

Refrigeration Controls

Refrigeration Controls projects improve how refrigeration equipment is controlled during normal and part-load operation. Eligible projects may include new or improved control strategies that reduce compressor, condenser, evaporator fan, or auxiliary equipment energy use. Basic monitoring, alarms, dashboards, or control point additions do not qualify on their own unless tied to a defined energy-saving refrigeration control strategy.

Variable Speed Refrigeration Controls

Variable Speed Refrigeration Controls projects reduce energy use by allowing refrigeration equipment to operate at lower speed when full output is not required. Eligible projects may include variable speed control for compressors, condenser fans, evaporator fans, or other refrigeration system components where the controlled equipment serves a varying load.

Floating Head Pressure Controls

Floating Head Pressure Control projects reduce refrigeration system energy use by allowing condensing pressure to decrease during lower ambient or lower load conditions. Eligible projects should improve compressor operation by reducing the pressure the compressor must work against when full head pressure is not needed. Manual head pressure adjustments or fixed seasonal settings do not qualify on their own.

Refrigeration Economizer Strategies

Refrigeration Economizer projects reduce mechanical refrigeration energy by using favorable operating conditions to reduce compressor load or improve system efficiency. Eligible projects may include refrigeration-side economizer strategies, control improvements, or system modifications that allow the refrigeration system to operate more efficiently during favorable ambience or load conditions.

Refrigeration System Conversion

Refrigeration System Conversion projects replace the existing refrigerant with an alternative

refrigerant and any associated system modifications needed to improve refrigeration system performance under the site's actual operating conditions. This measure should be treated as a refrigeration system performance measure, not as a refrigerant-only measure. Energy savings may result from the improved operating characteristics of the replacement refrigerant and, where applicable, from documented equipment or system modifications required to support the conversion and improve system efficiency. These modifications may include adjustments to controls, valves, heat exchange components, compressor operation, or other affected refrigeration system components. Savings must be demonstrated at the refrigeration system level and supported by an approved analysis that reflects the existing system configuration, required equipment changes, and proposed post-installation operating conditions.

Pathway-Specific Documentation Requirements

In addition to the shared Custom Project Documentation Requirements above, Refrigeration/Refrigeration System Optimization projects should include the following pathway-specific documentation, as applicable.

Refrigeration-Specific Requirements

- Existing refrigeration equipment inventory and applicable equipment capacities or ratings, including compressors, condensers, evaporators, fans, motors, controls, and served loads where applicable. Capacity information may include horsepower (HP), airflow (CFM), refrigeration capacity, pump flow (GPM), motor size, connected load, or other system-specific rating information needed to confirm the existing condition and support the savings analysis.
- Existing refrigerant type, operating approach, control sequence, head pressure strategy, fan operation, defrost strategy, operating setpoints, temperatures, pressures, and runtime where applicable
- Proposed refrigeration measure, control sequence, refrigerant condition, equipment specifications, or system configuration
- Expected operating changes, including head pressure control, variable speed operation, fan operation, refrigerant performance, economizer operation, or control logic changes where applicable
- For refrigeration system conversion projects, documentation showing system-level energy savings, required system modifications, and expected post-installation operating impacts
- Verification that refrigeration controls, floating head pressure controls, variable speed operation, economizer strategy, refrigerant system conversion, or other approved measures were implemented and are operating properly

Process/Process System Optimization

Process/Process System Optimization supports projects that reduce energy use in industrial, manufacturing, and other process-driven facilities through equipment optimization, compressed air system improvements, waste heat recovery, and production efficiency measures. This category is intended for projects that are more site-specific than standard prescriptive measures and require an approved savings analysis to document the existing condition, proposed condition, and expected energy savings.

Eligible projects must reduce energy use through a defined process improvement, operating change, equipment upgrade, system optimization, or other measurable efficiency improvement. Projects should identify the affected process system, existing operating conditions, proposed improvement, and the basis for claimed savings.

Eligible Process Measures

- Air compressors in multi air compressor systems
- Air storage and storage optimization, including proper receiver sizing
- Pressure optimization
- Waste heat recovery, excluding projects involving fuel switching
- Production efficiency gains
- Other process system optimization measures approved by the program

Projects may include supporting components such as controls, sensors, receiver tanks, pressure/flow controllers, sequencing controls, VFDs, heat recovery equipment, ductwork, fans, piping, valves, system programming, metering, commissioning, and operator training where those components are necessary to implement the eligible measure.

General Eligibility Requirements

- Project must serve an eligible National Grid commercial, industrial, institutional, or manufacturing customer, subject to applicable program rules.
- Project must be installed on an existing process system unless otherwise approved by the program.
- Project must reduce energy use through improved equipment efficiency, system control, operating pressure, storage strategy, heat recovery, production efficiency, or other approved process improvement.
- Project must identify the affected process equipment, existing operating approach, proposed improvement, and expected energy-saving mechanism.
- Project must include sufficient documentation to verify existing conditions, proposed conditions, and the savings basis.
- Project must receive written pre-approval before implementation where required by program rules.
- Project must comply with applicable codes, safety requirements, manufacturer requirements, and program rules.

Ineligible Standalone Measures

- Like-for-like equipment replacement with no efficiency improvement
- Repairs or maintenance with no documented energy savings
- Redundant or backup equipment with no demonstrated operating savings

- Monitoring-only projects
- Alarm-only or dashboard-only projects
- Manual operating changes without verified savings
- Production increases without reduced energy intensity
- Fuel switching projects
- Projects where savings are not tied to the process system being improved
- Projects that duplicate savings claimed through another measure or program pathway
- Load-No Load Air Compressors

These items may be included as part of an eligible process project, but they may not serve as the sole basis for eligibility or claimed savings.

Eligible Measure Descriptions

Air Compressors in multi compressor systems

Multi-compressor compressed air projects support custom improvements to larger compressed air systems where two or more compressors operate as part of an interconnected system. Eligible projects may include replacement, retrofit, sequencing, controls optimization, storage improvements, pressure reduction, leak reduction, or other system-level changes that reduce electric energy use and are supported by an approved savings analysis.

Qualifying projects should identify each existing compressor, compressor horsepower, control type, operating pressure, annual operating hours, load profile, existing storage, and the proposed system configuration. Replacement of an operating compressor should not qualify solely because the new compressor is newer or more efficient on a standalone basis. The project should demonstrate measurable system-level savings through improved compressor sequencing, reduced unloaded runtime, reduced operating pressure, improved part-load performance, better use of storage, or other operational improvements across the compressed air system.

Air Storage and Storage Optimization

Air Storage and Storage Optimization projects improve compressed air system performance by adding, resizing, relocating, or better integrating air receiver storage. Eligible projects should help stabilize system pressure, reduce compressor cycling, improve compressor loading, support pressure/flow control, or reduce the need to operate additional compressors during short-duration demand events.

Qualifying projects should identify the existing storage capacity, proposed storage capacity, compressor configuration, operating pressure, demand profile, and how the storage improvement will reduce energy use. Storage projects are strongest when paired with compressor sequencing, pressure optimization, or a pressure/flow controller. Storage added without a demonstrated effect on compressor operation, pressure stability, or system energy use should not qualify on its own.

Pressure Optimization

Pressure Optimization projects reduce compressed air energy use by lowering system operating

pressure, improving pressure stability, reducing artificial demand, or using pressure/flow control to better match supply pressure to end-use requirements.

Eligible projects may include system pressure reduction, pressure/flow controller installation, compressor sequencing adjustments, pressure band optimization, distribution improvements, or other measures that allow the compressed air system to operate at a lower or more stable pressure while meeting production needs. Projects should not qualify where the scope is limited to a manual setpoint change without documentation of system performance, end-use requirements, and savings.

Waste Heat Recovery

Waste Heat Recovery projects capture usable heat that would otherwise be exhausted, rejected, drained, or lost from a building or process system and use that heat to reduce an existing on-site heating, domestic hot water, ventilation, or process load. Eligible projects may include heat recovery from process equipment, compressed air systems, exhaust air, wastewater, refrigeration systems, ovens, dryers, boilers, chillers, or other site-specific waste heat sources where the recovered heat is used for a defined on-site purpose.

Projects may produce electric savings, gas savings, or both, depending on the baseline load being reduced. Gas-saving projects should demonstrate that recovered heat reduces an existing natural gas load, such as process heating, water heating, ventilation preheat, space heating, or steam/hot water demand. Electric-saving projects should demonstrate that recovered heat reduces an existing electric load or improves the operation of an electric process or building system.

Qualifying projects should identify the waste heat source, recovered heat application, baseline energy source, heat recovery equipment, operating hours, coincident load, and savings methodology. Projects would not qualify under this pathway where there is no usable recovered heat application, no coincident load, no documented savings basis, or where the project is primarily a fuel switching project; however, fuel switching projects may be eligible under other applicable program offerings.

Production Efficiency Gains

Production Efficiency Gain projects reduce energy use per unit of production by improving the efficiency of an industrial or manufacturing process. Eligible projects may include process equipment upgrades, process control improvements, production line optimization, reduced scrap or rework energy, improved throughput using the same or lower energy input, or other site-specific improvements that reduce energy intensity.

Qualifying projects should identify the affected process, baseline production output, baseline energy use, proposed process improvement, proposed energy use, and the method used to normalize savings for production changes. Production increases alone should not qualify unless the project demonstrates a reduction in energy intensity or avoided energy use relative to the baseline production process.

Pathway-Specific Documentation Requirements

In addition to the shared Custom Project Documentation Requirements above, Process/Process System Optimization projects should include the following pathway-specific documentation, as applicable.

Process-Specific Documentation Requirements

- Description of the affected process system, process load, production output, production schedule, shifts, operating hours, or annual runtime where applicable
- For compressed air projects, compressor horsepower, control type, operating pressure, storage capacity, pressure profile, flow profile, load profile, supply-side configuration, and CAGI data sheets or equivalent performance documentation where applicable
- For air storage and pressure optimization projects, existing and proposed storage capacity, pressure setpoints, pressure/flow control strategy, sequencing approach, and end-use pressure requirements
- For waste heat recovery projects, waste heat source, heat recovery equipment, heat sink, recovered heat application, coincident load, operating hours, and baseline energy source being offset
- For production efficiency projects, baseline production output, baseline energy use, proposed production process, proposed energy use, and method used to normalize savings for production or operating changes
- Verification that compressor controls, storage changes, pressure settings, heat recovery systems, production process changes, sensors, VFDs, valves, fans, piping, or other approved components were implemented and are operating properly

Additional Categories

Additional custom project categories may be considered if the measure:

- Aligns with the Strategic Framework established in the 2025 EE/BE Orders¹²
- Is not captured by the prescriptive SHIFT tracks
- Is not included in the NY TRM,
- and energy savings can be supported through defensible energy savings analysis.

Examples may include process improvements, system optimization, and other building or process efficiency projects approved by the program on a case-by-case basis. Final custom measure eligibility, savings and incentives are determined at the sole discretion of National Grid.

Ineligible Custom Measures

Custom incentives are generally not available for measures that are included in the NY TRM unless the measure is offered through an applicable prescriptive SHIFT program pathway. Custom incentives are also generally not available for measures already covered under a prescriptive SHIFT offering, projects that are primarily fuel switching where handled under a separate program pathway, new construction projects unless expressly permitted by program rules, like-for-like replacement

² 5Case 18-M-0084, In the Matter of a Comprehensive Energy Efficiency Initiative (“EE/BE Proceeding”), Order Authorizing Non-Low- to Moderate-Income Energy Efficiency and Building Electrification Portfolios for 2026-2030 (“2025 Non-LMI EE/BE Order”) (issued May 15, 2025)

without demonstrated incremental efficiency improvement, routine maintenance or repair activities, projects required solely for code compliance, or projects that cannot support a defensible baseline and verifiable savings methodology. The program may also determine that certain technologies or project types are ineligible where savings are too uncertain, non-energy benefits are the primary driver, or another National Grid or NYSERDA offering is the more appropriate pathway.

Appendix: General Provisions & Definitions

Program Modifications

All incentive measures, eligibility rules, and incentive amounts listed in this guidebook are subject to change at the discretion of the program administrator without prior written notification. Issuance of incentives for completed applications is contingent upon program availability, funding availability, and satisfaction of all applicable program requirements. The incentive amount for any project will be based on the offering, rules, and approvals in effect at the time of the signed Offer Letter or other formal project approval document.

Incentive Limitations & Stacking

Customers may not apply for or receive multiple incentives for the same EEM from other SBC funded and or rate based funded New York State utilities, or from other National Grid energy efficiency programs or the New York State Energy Research and Development Authority (“NYSERDA”). Where a project includes both electric and gas savings, both fuel types may be eligible for incentives when each savings stream is supported by an approved savings analysis. For cost allocation, approved savings should be converted to dollar values using the applicable blended utility rates, such as \$/kWh and \$/therm. Costs should be split between electric and gas components in proportion to each fuel’s share of total monetized savings, unless the program determines that another allocation method is more appropriate for the project.

Post-Inspection & Quality Assurance

The program reserves the right to conduct pre-installation and post-installation inspections, technical reviews, documentation reviews, metered or monitored performance verification, and other verification activities as applicable to the specific SHIFT track. These activities are used to confirm that approved measures or operational strategies have been installed or implemented in accordance with program requirements and all applicable codes and standards. The program may delay or withhold incentive payment until required verification is complete. If the program determines that installed measures or implemented strategies are inconsistent with approved project scope or program requirements, the program may require corrective action before any incentive is released. The cost of required corrective action is the responsibility of the customer.

Photo documentation, if required for the applicable SHIFT track, must be clear and sufficient to document existing and installed conditions, equipment characteristics, locations, and any other information necessary to support eligibility, savings calculations, and project approval. Geotagged photos are required for virtual post-inspections only and may be requested to verify equipment location, installation site, and project completion when an in-person inspection is not performed.

Glossary of Key Terms

Key terms used in this guidebook are defined below. These definitions are intended to support consistent interpretation across SHIFT program tracks and may be supplemented by track-specific technical requirements.

Term	Definition
Energy Efficiency Measure (EEM)	A technology, equipment upgrade, operational strategy, or building improvement that reduces energy consumption or demand relative to an established baseline condition.
Qualified Service Provider (QSP)	An approved third-party firm authorized to provide specified technical and implementation services under a program offering, such as scoping, analytics, monitoring, retro-commissioning support, or project development.
Disadvantaged Community (DAC)	A community identified under the applicable New York State framework for environmental justice or climate-related program targeting and potentially eligible for enhanced incentives or additional support.
System Benefits Charge (SBC)	A charge collected through utility service used to support approved public policy programs, including energy efficiency and related clean energy initiatives in New York.
Gut Rehabilitation	A major reconstruction of an existing building or interior space involving removal of materials, systems, and equipment to the structural load-bearing elements, or another program-approved equivalent threshold.
Retrofit	An improvement made to an existing building, system, or process without constituting new construction and without meeting the threshold for gut rehabilitation.
Offer Letter	The formal project approval document identifies the approved scope, applicable terms and conditions, and the incentive amount or incentive methodology available for an eligible project.
Technical Resource Manual (TRM)	The <i>New York Standard Approach for Estimating Energy Savings from Energy Efficiency Programs - Residential, Multi-Family, and Commercial/Industrial</i> , known as the <i>Technical Resource Manual</i> (TRM), provides a standardized, fair, and transparent approach for measuring energy savings across New York State's energy efficiency programs."
Measurement & Verification (M&V)	The process used to determine, and document achieved energy savings through calculation, monitoring, metering, inspection, or other accepted protocols.

NIMO-E	Niagara Mohawk electric service territory or the associated electric program designation used for eligible Upstate New York National Grid offerings.
Controlled Environment Agriculture (CEA)	Agricultural production conducted within an enclosed or semi-enclosed environment where temperature, humidity, lighting, ventilation, or other growing conditions are actively managed, including greenhouses and vertical farms.
Baseline	The reference case used to determine eligible incremental savings, typically representing existing conditions, code-minimum conditions, or another approved alternative depending on the program track.
Fuel Switching	The conversion of an existing fossil fuel delivered fuel, or district steam end use to electric equipment, where the project permanently reduces fossil fuel or district steam consumption and meets applicable EE/BE electrification requirements.

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