



# TRADE NEWS

## Quality Pays Off

Your participation in our Trade Ally program lets us know that you take pride in your work. That's the type of contractor our customers are looking for, particularly when making a significant investment in a central air conditioner (CAC) or heat pump. With incentives for contractors and customers, LIPA's Cool Homes program can help your business while ensuring that a CAC or heat pump investment pays off for everyone.

Even the most efficient CAC can lose 30% of its efficiency when not sized and installed properly. Cool Homes promotes the use of industry-standard diagnostic tools and equipment sizing and installation techniques to capture the most savings and provide the most comfort. Our customers can receive rebates of up to \$700 on a new system – but only when installed by a Cool Homes contractor.

LIPA provides training and guidelines for equipment purchases. Cool Homes installations ensure quality by taking the time to properly size equipment and using Air Conditioning Contractors of America (ACCA) approved software based on the "Manual J" industry-standard procedures.

In 2011, LIPA is offering valuable incentives to participating Cool Homes contractors.

LIPA will reimburse:

- Up to 75% of the cost of eligible tools purchased as part of the program.
- Up to 50% of the cost of eligible Manual J software.

You can also receive up to \$100 per new CAC installation, with additional incentives for multiple units.

If you are interested in becoming a LIPA Cool Homes contractor, call the Infoline at 1-800-692-2626, or visit [www.lipower.org/efficiency](http://www.lipower.org/efficiency).



If you'd like your name added to our Trade News mailing list, please call the Energy Infoline at:

**1-800-692-2626**

or visit us at: [www.lipower.org/commercial/trade/news.html](http://www.lipower.org/commercial/trade/news.html)

### Now Available!

Be in the know, on the go, with Trade eNews. To join, send us an e-mail to:

[LIPATradeAlly@service.lipower.org](mailto:LIPATradeAlly@service.lipower.org)

For updates, links and additional information, visit the Trade Ally area of our Web site at: [www.lipower.org/commercial/trade](http://www.lipower.org/commercial/trade)

The local chapter of the International Association of Electrical Inspectors meets on the first Wednesday of each month (except July & August).

### Time:

7:30 PM - 9:30 PM

### Location:

LIPA/National Grid  
175 E Old Country Road  
Hicksville

For more information, call the Infoline above.

## Our Team is Here for Yours

As we mentioned in the last issue, LIPA began a process last year to improve our service to you when you're establishing new service and for other projects. We're pleased to let you know that the transformation of LIPA's new Customer Order Fulfillment department has been completed. Our team of dedicated professionals can handle all your project needs and are just a phone call or e-mail away.

### What can Customer Order Fulfillment do for you?

- Expedite New Service
- Temporary Service
- Service Upgrade
- Demolition / Removal
- Underground Commercial Development
- Facility Relocations

Customer Order Fulfillment is your one stop for virtually anything LIPA can help you with. Visit [www.lipower.org/trade](http://www.lipower.org/trade) for complete details or contact us at [LIPACOF@service.lipower.org](mailto:LIPACOF@service.lipower.org).



## LIPA's Trade Ally Recognition Breakfast



On February 9th, 2011, LIPA acknowledged outstanding professional organizations and energy efficiency program participants from across Long Island at our annual Trade Ally Recognition Breakfast. Our Trade Ally partners in attendance were able to network with LIPA and their peers and join in congratulating all the award winners. This year's turnout was our largest ever. Over 340 contractors, electricians, and trade association partners participated in the event. We hope to see even more of you there next year!

**Dan Zaweski,**  
AVP of Energy Efficiency, LIPA



**Michael Deering,**  
VP of Environmental Affairs, LIPA

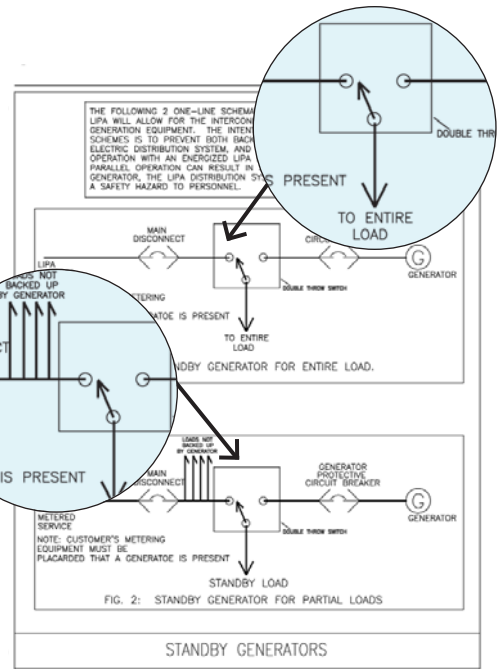
## Do You Have *the* Back Up Plan?

What is the correct way to connect a back-up generator to a customer's electric service so it meets all of LIPA's requirements?

LIPA requires a transfer switch be installed per figure D35 in Section 11 of LIPA's Red Book (available online at [lipower.org/trade](http://lipower.org/trade)). That figure depicts proper generator connections for both the *entire load* and *partial (critical) load* being put on the generator. LIPA requires a transfer switch so that there is no chance of a back feed into the LIPA system, which could energize our secondary lines and in turn back feed the transformer that supplies electricity to the home. At this point the voltage will be stepped up to 13,200 volts. This may pose a safety hazard to anybody that is near wires that have come down as a result of a storm or other event. In the event that LIPA is performing work on the lines in the area, LIPA will install grounds on the lines for our workers safety. Remember the saying: "If it isn't grounded it isn't dead." If this is the case and the generator back feeds into the LIPA system it will be feeding into a solid line to ground fault which will burn out the generator.

Additionally, it should be noted that whenever a transfer switch is installed, LIPA requires that the neutral be continuous and not switched.

**Important Note:** The Transfer Switch shall be a single pole double throw switch (open transition, break before make). No closed transitions are allowed on the LIPA system.



## Partner's Corner: Electrical Training Center, Inc.

This leading vocational school offers curriculums built to enhance knowledge to individuals currently in the workforce, as well as individuals just starting their careers in the electrical and HVAC/R industry. In addition, training is provided for the Department of Labor Workforce. The Electrical Training Center has taken the leadership role in offering a curriculum based on renewable energy and green technology to better enable contractors to work with consumers and improve energy efficiency in homes and businesses. The Electrical Training Center and its instructors are licensed by the NYS Education Department and their entire curriculum is approved by the NYS Department of Education.

Contact Electrical Training Center:  
 Electrical Training Center Inc.  
 65 Elm Street  
 Copiague, NY 11726  
 Phone: 631-226-8021  
 Fax: 631-226-8326  
 Web: [www.electricaltrainingcenterli.com](http://www.electricaltrainingcenterli.com)

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1-800-692-2626

[www.lipower.org](http://www.lipower.org)

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