

2020 Energy Efficient Products Program

Frequently Asked Questions (FAQs) 2020



1. I want to apply for a rebate for an ENERGY STAR/Most Efficient appliance. How do I apply?

Please apply using our new Online Application. The Online Application can be found on the PSEG Long Island website [here](#).

2. Do I have to apply online? I thought I could apply through mail or e-mail.

You don't have to apply online, but it is encouraged. If you apply online, the rebate processing timeline should be faster and if we need any additional information, or extra validation, from you regarding your application, we can contact you sooner to keep the process expedited.

If you can't apply online, please fill out the hard copy paper application found at your local applicable retailer or on the website and either email your application and required documentation to MyRebateli@pseg.com or mail to:

PSEG Long Island: Energy Efficient Products Program
395 N Service Rd
Suite 409
Melville NY, 11747

Please note, rebate processing for mailed applications and e-mailed applications will take longer than processing through the Online Application.

3. What do I need to complete the Online Application?

You will need your PSEG Long Island Residential Electric Account Number that can be found on your bill or through the My Account portal, found [here](#), and a digital copy of the invoice.

If you cannot locate your Account Number, please call the Energy Efficiency Infoline 1.800.692.2626 for assistance.

4. What are the steps necessary to complete the Online Application?

- Complete the Customer Information page
 - Your Account Number will be validated at this stage
- Acknowledge the Terms and Conditions
- Complete the Product Input page
- Upload the Appliance(s) invoice
- Review/submit all application data and verify you are the Customer of Record

Once you submit the Online Application, our team will review the Online Application and begin processing.

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5. Why do I have to check off and digitally initial the Terms and Conditions page?

Because the new Online Application does not require a signature, we require all customers who wish to receive a rebate to acknowledge the Terms and Conditions by checking off the statement box.

6. How will I know my Online Application was received?

You will receive a confirmation e-mail from PSEG Long Island confirming receipt of your Online Application, upon submittal.

7. Will I be contacted if there is a problem with my Application?

Yes. Upon receipt of your Application, our team will review and validate all inputs and supporting documentation. If the team is unable to validate an input or the invoice is not legible, a PSEG Long Island representative will contact you to resolve the issue.

8. How long does rebate processing take? Will I receive the rebate in the form of a check?

Rebate processing takes approximately 6-8 weeks. We anticipate the processing timeframe to be even faster for those customers who apply using the new Online Application.

Customers can select either a check for rebate payment or on-bill credit. If the customer selects on-bill credit, the rebate will be applied to an upcoming electric bill and visible as a credit.

9. Can I check the status of my rebate?

Yes. You can check the status of your Online Application rebate either through the My Account portal (click "Ways to Save" on the tool bar and "Rebates"), click "Check Your Rebate Status" on the Online Application homepage, or you can call the Energy Efficiency Infoline at 1.800.692.2626 or e-mail myrebateli@pseg.com. Please have your Online Application ID "OLAXXXXXX" available.

If you submitted your application through e-mail or mail, you can call the Energy Efficiency Infoline at 1.800.692.2626 or e-mail MyRebateli@pseg.com. Please have your Project ID available. The Project ID, pending you provided your e-mail address, was e-mailed to you upon project creation.

10. What other appliance rebates are available through PSEG Long Island's Energy Efficient Products Program?

- ENERGY STAR Room Air Purifier (3/year)

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- ENERGY STAR Dehumidifier (2/year)
- ENERGY STAR Freezer (1/year)
- Most Efficient 2020 Dishwasher (1/year)
- ENERGY STAR Heat Pump Water Heater (1/year)
- Most Efficient 2020 Electric Dryer (1/year)
- ENERGY STAR Electric Dryer (1/year)
- Most Efficient 2020 Clothes Washer (1/year)
- ENERGY STAR Two Speed Pool Pump
- ENERGY STAR Variable Speed Pool Pump
- Electric Lawn Mower (No ENERGY STAR requirement)
 - <4 Amp-Hours (aH)
 - 4-5 Amp-Hours (aH)
 - >5 Amp-Hours (aH)
- Electric Operated Leaf Blower (No ENERGY STAR requirement)
- Electric Operated Weed Trimmer (No ENERGY STAR requirement)
- Heat Pump Pool Heater (No ENERGY STAR requirement)
- Smart Charger Station (1/year)

11. What are the eligibility requirements for the electric lawn equipment?

All Electric Lawn Equipment must be battery operated. The battery and charger for the battery must be purchased with the equipment. All equipment charging should be performed during off-peak hours. The equipment does not have to be ENERGY STAR listed.

12. What are the eligibility requirements for the Heat Pump Pool Heater?

All Heat Pump Pool Heaters must be the primary pool heater and have a COP of 5 or more. The equipment does not have to be ENERGY STAR listed.

13. I was told my appliance has an ENERGY STAR rating but my Appliance Rebate Application/Online Application was rejected citing the appliance is not eligible. Why is the appliance not eligible? Will I receive a rebate?

PSEG Long Island offers rebates for ENERGY STAR products and ENERGY STAR Most Efficient 2020 products (which is the highest tier within the ENERGY STAR program), as well as non-ENERGY STAR equipment such as Electric Lawn Equipment, Heat Pump Pool Heaters, and Smart Charger Stations. Customers should read all product information and review the qualifying product lists available on the PSEG Long Island [website](#) before making a purchase to confirm eligibility.

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14. The Appliance Rebate Application/Online Application states customers have 45 days to apply for a rebate from day of purchase but I missed the deadline. Can I still apply for a rebate?

PSEG Long Island encourages all customers to submit their rebate applications within 45 days to ensure eligibility.