

2024 Residential Energy Efficiency Program

Frequently Asked Questions (FAQs) 2024_Final

1. What documentation do I need to complete the Online Application (OLA)?

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](#). For most applications, you need only that and a digital copy of the invoice, and in some cases may require photos. For all, there are some additional eligibility requirements. We encourage you to check the list of eligible products found [here](#).

If you are applying for a non-cold climate air source heat pump rebate, you will also need a copy of the AHRI certificate for the equipment.

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

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

Gather your documents and account number, then access the Online Application:

- *Complete the Customer Information page*
 - *Your Account Number will be validated at this stage, and you will be asked to input information on the residence, how you want your rebate, and the year you bought the equipment*
- *Click "I Agree" after reading the Rebate Requirements*
- *Complete the Product Input page*
 - *You will see drop down lists to select your Product and model*
 - *You will be asked for some details about the Product and where it was purchased*
- *Upload project documents (I.E Invoice and proof of purchase if purchased online)*
- *Review/submit all application data and verify you are the Customer of Record*

Once you submit the Online Application, our team may reach out for additional information.

3. 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.

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

Yes. Upon receipt of your Online 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.

2024 Residential Energy Efficiency Program



Frequently Asked Questions (FAQs) 2024_Final

5. Someone contacted me saying they need to inspect the equipment. What is that?

We may reach out to ensure the equipment is installed. You can always call the Energy Efficiency Infoline 1.800.692.2626 to confirm it was one of us. We may ask for photos, for a virtual inspection (via FaceTime or similar app), or we may visit your residence.

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

Online Applications received with errors or during peak submittal periods can take up to 10 weeks to process.

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 will be visible as a credit.

7. 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 Residential Online Application homepage, or you can call the Energy Efficiency Infoline at 1.800.692.2626 or e-mail MyRebateli@pseg.com for appliances and HomeComfortLI@pseg.com for air source heat pumps. Please have your Online Application ID "OLAXXXXXXX" available.

8. The 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.

9. Why do I have to check off and acknowledge the "Rebate Requirements" page?

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

10. What products are available for rebates through the PSEG Long Island Residential Online application, and what are the requirements?

Full terms and conditions and a list of all eligible products can be found at psegliny.com/rebates.

Eligible Products (appliances/equipment):

Note that in parentheses is information on limits as well (ex: (1/5 year) means 1 every 5 years:

2024 Residential Energy Efficiency Program

Frequently Asked Questions (FAQs) 2024_Final

- ENERGY STAR Electric Heat Pump Water Heater (1/5 year)
- ENERGY STAR Most Efficient 2024 Heat Pump Dryer (1/year)
- ENERGY STAR Electric Dryer (1/year)
- ENERGY STAR Most Efficient 2024 Clothes Washer (1/year)
- Smart Charger Station (2/year)
- Heat Pump Pool Heater (1/5 year) * 1 within 5-year period beginning in 2021

Eligible non-cold climate Air Source Heat Pump equipment:

- Ductless Non-Cold Climate Air Source Heat Pump SEER ≥ 18 & HSPF ≥ 8.5 (per every 5 years)
- Ducted Non-Cold Climate Air Source Heat Pump SEER ≥ 15 & HSPF ≥ 8.5 (per every 5 years)
- ENERGY STAR Smart Thermostat – Learning **Only offered in Home Comfort Program**
- ENERGY STAR Smart Thermostat – Connected **Only offered in Home Comfort Program**

- 11. 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?**

Where PSEG Long Island offers rebates for ENERGY STAR Appliances/Equipment, some, like clothes washers and heat pump dryers, require the additional Most Efficient rating. Standard ENERGY STAR dryers and washers do not qualify.

In addition, there are individual eligibility requirements and quantity limits on each appliance. Customers should read all Appliances/Equipment information and review the qualifying Appliances/Equipment lists (above and available on the PSEG Long Island [website](#)) before making a purchase to confirm eligibility.

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

All Electric Heat Pump Pool Heaters must be the primary pool heater and have a COP of 5 or more.

- 13. I want to apply for a Smart Thermostat rebate. How do I apply?**

2024 Residential Energy Efficiency Program



Frequently Asked Questions (FAQs) 2024_Final

Smart Thermostats are available on the PSEG Long Island Marketplace. Smart Thermostat rebates are not available through the Residential Online Application.

If you would like to purchase a Smart Thermostat through the PSEG Long Island Marketplace please click here: [PSEG Long Island Marketplace](#)

Smart Thermostats can be rebated using the Online Application portal only as a part of a Home Comfort project that includes the installation of an Air Source Heat Pump.

14. I want to apply for a non-cold climate air source heat pump. Can I apply online?

We strongly encourage customers to participate in the Home Comfort program when considering heat pumps. Typically, heat pumps are rebated only when using one of our installation partners. Those rebates are offered in our Home Comfort program. However, if a customer installed a heat pump without a contractor, they may apply for an "Equipment Only" rebate for non-cold climate air source heat pumps through this Residential Online Application.

The Online Application can be found on the PSEG Long Island website [here](#).

When selecting "Rebate Program" on the Online Application, please make sure you select "Air Source Heat Pump".

15. What are the eligibility requirements for the non-cold climate air source heat pump?

The air source heat pump must meet the below system requirements:

- *Ductless Non-Cold Climate Air Source Heat Pump SEER ≥18 & HSPF ≥8.5 (per every 5 years)*
- *Ducted Non-Cold Climate Air Source Heat Pump SEER ≥15 & HSPF ≥8.5 (per every 5 years)*

An AHRI certificate must be provided for each ductless mini-split air source heat pump. The AHRI directory is located [here for your reference](#).

Rebates are limited to one application per every 5 years, an AHRI certificate is required, and the application must be submitted within 90 days of installation.

Note that Cold Climate equipment is not eligible for the Online Application and require an installation contractor. Please refer to the Home Comfort program, found on our [website](#), for more information.

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

2024 Residential Energy Efficiency Program



Frequently Asked Questions (FAQs) 2024_Final

You don't have to apply online for appliances, but it is encouraged. If you are applying for an "equipment only" ductless mini-split air source heat pump rebate, you will have to apply through the Online Application. For 2024, hard copy printed applications will no longer be available in retail locations. If you absolutely require a printed application to complete and mail/email back to MyRebate1@pseg.com. You will need to contact the PSEG Long Island Energy Efficiency hotline and request a copy be sent to you 1-800-692-2626.

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.

Any applications being mailed via USPS, please address 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.

17. Why can't I find the link for a pool pump rebate?

The pool pump rebate program ended on 10/31/2021. Rebate applications are no longer being accepted.