

# 2025 Residential Energy Efficiency Program



## *Frequently Asked Questions (FAQs) 2025\_Version 1*

### **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 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.*

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

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*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 ap), 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](mailto:MyRebateli@pseg.com) for appliances. 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](http://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:*

- *ENERGY STAR Electric Dryer (1/year)*
- *ENERGY STAR Most Efficient 2025 Clothes Washer (1/year)*

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- Heat Pump Pool Heater (1/5 year) \* 1 within 5-year period beginning in 2021
- ENERGY STAR Dehumidifier (2/year)\*\*
- ENERGY STAR Room Air Purifier < 150 CADR (2/year)\*\*
- ENERGY STAR Room Air Purifier >150 CADR (2/year)\*\*
- ENERGY STAR Smart Thermostat – Connected (2/year between Connected and Learning)\*\*
- ENERGY STAR Smart Thermostat – Learning (2/year between Connected and Learning)\*\*
- ENERGY STAR Electric Induction Cooktop (4 to 5 Burners) (1/year)
- ENERGY STAR EV Level 2 Rated Smart Charger (1/year)

*\*\*Please note, Dehumidifiers, Room Air Purifiers, and Smart Thermostats that received point of sale incentives at locations such as Lowe's, Home Depot, True Value etc. or through the PSEG Long Island Marketplace are not eligible for a rebate through the Residential Online Application.*

- 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, require the additional Most Efficient rating. Standard ENERGY STAR 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. Do I have to apply online? I thought I could apply through mail or e-mail.**

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*You don't have to apply online for appliances, but it is encouraged. 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](mailto: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.*

### **14. 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.*

### **15. Where can I apply for a cold climate air source heat pump? I thought there was a rebate.**

*The "Equipment only" cold climate air source heat pump offering has been discontinued. If you'd like to apply for Whole House Cold Climate Air Source Heat Pump rebates, please visit the PSEG Long Island Website to learn more about the Home Comfort Program.*

*<https://www.psegliny.com/saveenergyandmoney/homeefficiency/homecomfort/heatpumps>*

### **16. Where can I apply for Heat Pump Water Heater rebates? I thought there was a rebate.**

*ENERGY STAR Heat Pump Water Heaters will now be incentivized through two "Point of Sale" style channels.*

*Distributor Channel: Work with your Heat Pump Water Heater installer to purchase eligible ENERGY STAR Heat Pump Water Heaters through qualified Distributors. Installers will receive an installation incentive!*

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*Retail Channel: Eligible ENERGY STAR Heat Pump Water Heaters may be purchased directly at Lowe's or Home Depot with a PSEG Long Island voucher. Before you visit the store, please click [here](#) to validate your account and receive your voucher to present at the register.*

- 17. I thought there were rebates for heat pump dryers on the residential online application. Are rebates still available?**

*Rebates for the Most Efficient Heat Pump Dryer have been discontinued in 2025.*

- 18. I saw a rebate for an ENERGY STAR electric induction cooktop. What cooktops are eligible?**

*Eligible ENERGY STAR Induction Cooktops must be 4-5 burner and be ENERGY STAR listed.*