

2024 PSEG Long Island Heat Pump Pool Heater Partner Program

How to Submit Customer Rebate Application Forms

Option 1: Submitting via Email/Mail-In

When submitting rebate forms via email/mail-in on behalf of the customer, please include:

1. 2024 Rebate Form
2. Installation/Final Paid Invoice that includes:
 - Customer's Name and Address of Unit Installment
 - Date of Purchase and Installation
 - Installed Unit Model Number
 - Cost of Unit
 - Proof of Customer's Full Payment
3. Photo of Installed Heat Pump Unit in Customer's Permanent Location
4. Photo of Installed Heat Pump Model Number/ Serial Number Tag on the Unit

*Please see page 7 for examples of acceptable installation photos.

All customer rebate applications must be emailed to myrebateli@pseg.com or mailed to the following address:

PSEG Long Island
Heat Pump Pool Heater Rebate
395 North Service Rd, Suite #409
Melville, NY 11747

Please Note: All rebate submissions are subject to post inspection.

Option 2: Submitting via Online Application Portal

When submitting rebate forms on behalf of the customer via PSEG Long Island's Online Application, please follow these steps:

1. Go to the Online Application Portal: [PSEG OLA Application \(capturesportal.com\)](https://capturesportal.com)

How to Apply for Products:

- Locate your PSEG Long Island Account Number on your bill or through the My Account portal
- Online Purchases require proof of delivery/proof of pickup receipt, or the rebate will be denied
- Scan and upload a copy of your paid in full invoice onto your computer
- Select Rebate Program – Appliances/Equipment
- Begin Online Application

How to Apply for air source heat pumps:

- Watch instructional video on how to complete application [here](#)
- Locate your PSEG Long Island Account Number on your bill or through the My Account portal
- Scan and upload a copy of your invoice and equipment AHRI certificate onto your computer
- Select Rebate Program – Air Source Heat Pump
- Begin Online Application

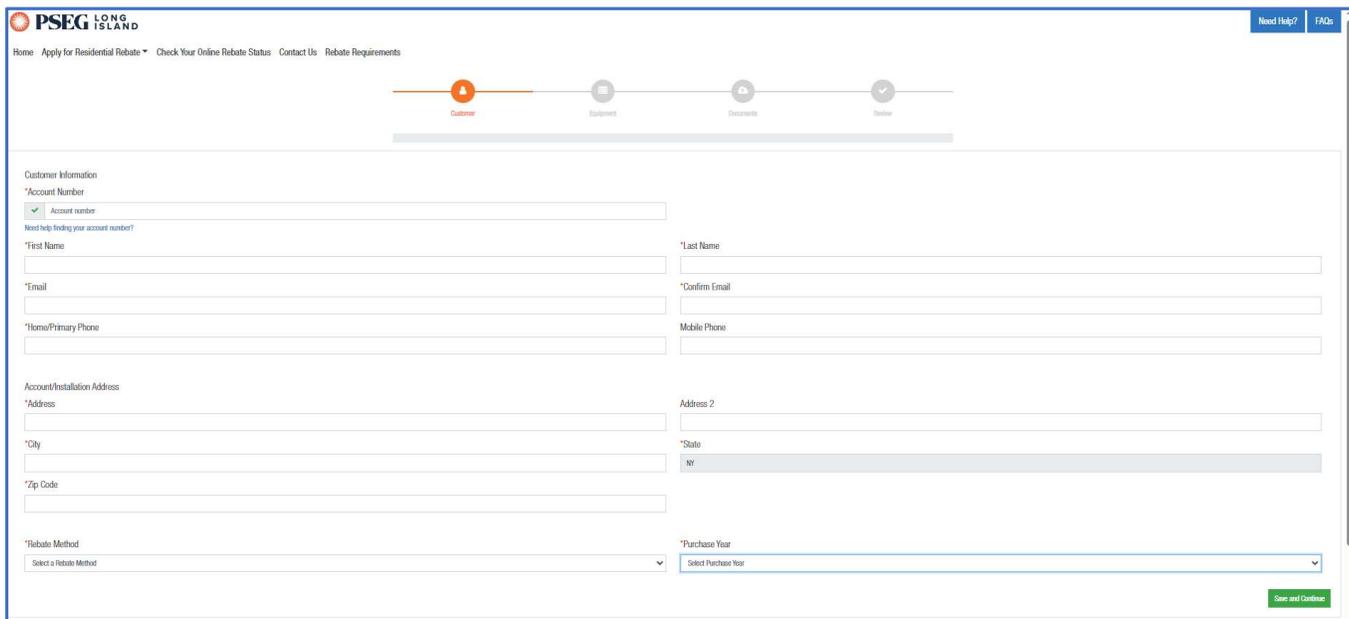
If you have any questions about appliances, please email MYREBATELI@pseg.com

If you have any questions about air source heat pumps, please email HomeComfortLI@pseg.com

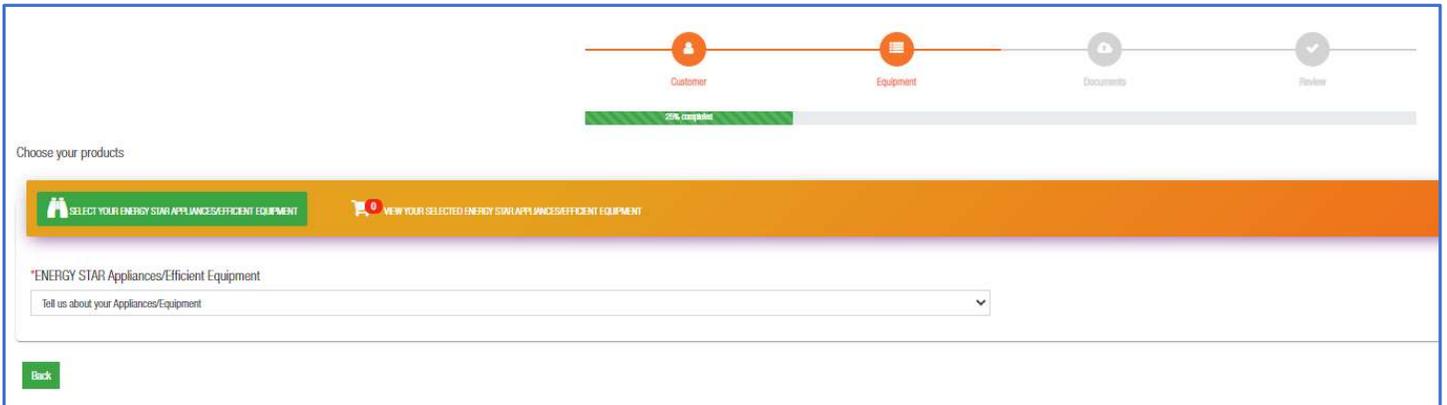
* Please note, applications can also be submitted via email at MYREBATELI@pseg.com



2. Click the drop-down menu where it says, ‘Please Select a Rebate Program’ and select ‘Appliance/Equipment.’



3. On the next page, fill out all required fields with the customer’s information accurately.
 - a. Select the ‘Rebate Method’:
 - Check = Check mailed to customer
 - Bill Credit = Rebate credited to customer’s PSEG-LI bill
4. After filling out the customer’s information, click ‘Save and Continue.’
 - a. A ‘Rebate Requirement’ pop up will appear. Click ‘Read the Rebate Requirement.’ This will open on a separate tab.
 - b. After reading, return to the previous tab and click ‘Agree.’



Customer Equipment Documents Review

25% complete

Choose your products

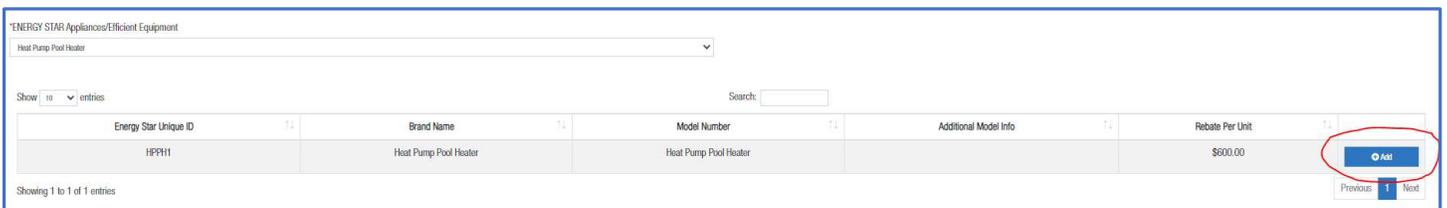
SELECT YOUR ENERGY STAR APPLIANCES/EFFICIENT EQUIPMENT VIEW YOUR SELECTED ENERGY STAR APPLIANCES/EFFICIENT EQUIPMENT

*ENERGY STAR Appliances/Efficient Equipment

Tell us about your Appliances/Equipment

Back

5. On the Equipment page, click the drop-down menu and select, 'Heat Pump Pool Heater.'



ENERGY STAR Appliances/Efficient Equipment

Heat Pump Pool Heater

Show 1 to 1 entries Search:

Energy Star Unique ID	Brand Name	Model Number	Additional Model Info	Rebate Per Unit
HPPH1	Heat Pump Pool Heater	Heat Pump Pool Heater		\$600.00

Showing 1 to 1 of 1 entries

Previous Next

6. When the above appears, click '+ Add' in order to fill out the equipment information.

Product Detail

*Product ID Heat Pump Pool Heater	*Brand Name Heat Pump Pool Heater
*Model Number Heat Pump Pool Heater	*Rebate Per Unit \$600.00
*Store Name Please start typing here... <input type="checkbox"/> Not Listed <small>Type the name to search.</small>	
*Invoice Number	*Additional Model Info

Installation Information

PSEG Long Island reserves the right to conduct an inspection. Photos of installed equipment and nameplate containing model and serial number are required.

*Pool Type Select One	*Pool Size Select One
*Pool Heater Size (BTU)	*COP
*Existing Heating Source Select One	*Purchase Date

Installer Information

***Installation Contractor**
Please start typing here...
Type the installer name to search.

Self Install Not Listed

Product Quantity

*Quantity	*Rebate Per Unit \$600.00
*Total Rebate \$0.00	

7. A pop-up prompt will appear, 'Provide Product Detail' where you will need to fill out all required fields for unit installed accurately.
 - a. Once you've filled out the prompt, click 'Add Product.'
 - b. Please Note: Fields in grey cannot be changed.

SELECT YOUR ENERGY STAR APPLIANCES/EFFICIENT EQUIPMENT VIEW YOUR SELECTED ENERGY STAR APPLIANCES/EFFICIENT EQUIPMENT

Show 10 entries

Brand Name	QTY.	Rebate Amount	Rebate per Unit	Invoice/ Receipt Number
Heat Pump Pool Heater	1	\$600.00	\$600.00	ABCABCABC

Showing 1 to 1 of 1 entries

Previous **1** Next

Back Save and Continue

8. Back on the Equipment Page, click on the shopping cart, 'View Your Selected Energy Star Appliances/Efficient Equipment' then click 'Save and Continue' on the bottom right.

Upload Supporting Documents

Please upload all applicable application documents.

The attached images should be in PDF, XLS(X), DOC(X), PNG, JPG or JPEG and should be no larger than 3 MB. If uploaded invoices are not legible, rebate processing will be delayed until legible invoices are submitted. Customers will be notified via e-mail if their invoice(s) need to be resubmitted.

PSEG Long Island reserves the right to conduct an inspection. Photos of installed equipment and nameplate containing model and serial number may be required.

Please note, for air source heat pump projects a copy of the equipment AHRI certificate must also be uploaded.

The invoice should include:

- Invoice/Receipt Date
- Invoice/Receipt Number
- Place of Purchase
- Quantity
- Appliances
- Purchase Price Paid

The air source heat pump invoice should include:

- Customer name and Installation address
- Equipment Manufacturer
- Condenser model number and serial number
- Coil/Air Handler model number and serial number
- Proof of Payment (reflecting total installed cost)

Choose/Drop Files... Browse

Back Save and Continue

9. On the Documents Page, click 'Browse' and upload the following:
- a. Installation/Final Paid Invoice that includes:
 - Customer's Name and Address of Unit Installment
 - Date of Purchase and Installation
 - Installed Unit Model Number
 - Cost of Unit
 - Proof of Customer's Full Payment
 - b. Photo of Installed Heat Pump Unit in Customer's Permanent Location
 - c. Photo of Installed Heat Pump Model Number/ Serial Number Tag on the Unit
 - Please see page 7 for examples of acceptable installation photos.
10. After uploading all required documentation/photos, click 'Save and Continue' on the bottom right.

Show 10 entries

Brand Name	QTY.	Rebate Amount	Rebate per Unit	Invoice/ Receipt Number
Heat Pump Pool Heater	1	\$600.00	\$600.00	ABCABCABC

Showing 1 to 1 of 1 entries

I have read and understand the Rebate Requirements/Eligibility Requirements found in this Online Application and confirm that I am the Customer of Record/Account Holder.

*Customer Initials

[Back](#) [Complete Application](#)

11. On the Review Page, verify all information is correct.
 - a. Once all looks good, enter 'Customer Initials' then click 'Complete Application.'

Thank you for submitting PSEG Long Island's Online Application and participating in our Energy Efficiency Programs!

Your Application ID is **OLA861162823**

If you have any questions regarding your Application, please call the Energy Efficiency Infoline at 1.800.692.2626 and refer to your Application ID.

An Energy Efficiency Program team member will contact you if there are any questions regarding your Application. Please allow 10 weeks for rebate processing.

12. Once you see the above screen, you have successfully submitted the rebate application.

Examples of Acceptable Unit Photos:



Example of Installed Heat Pump Unit in Customer's Permanent Location



Example of Installed Heat Pump Model Number/ Serial Number Tag on the Unit