

PSEG Long Island Heat Pump Water Heater Partner Program

How to Submit Customer Rebate Application Form

Option 1: 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

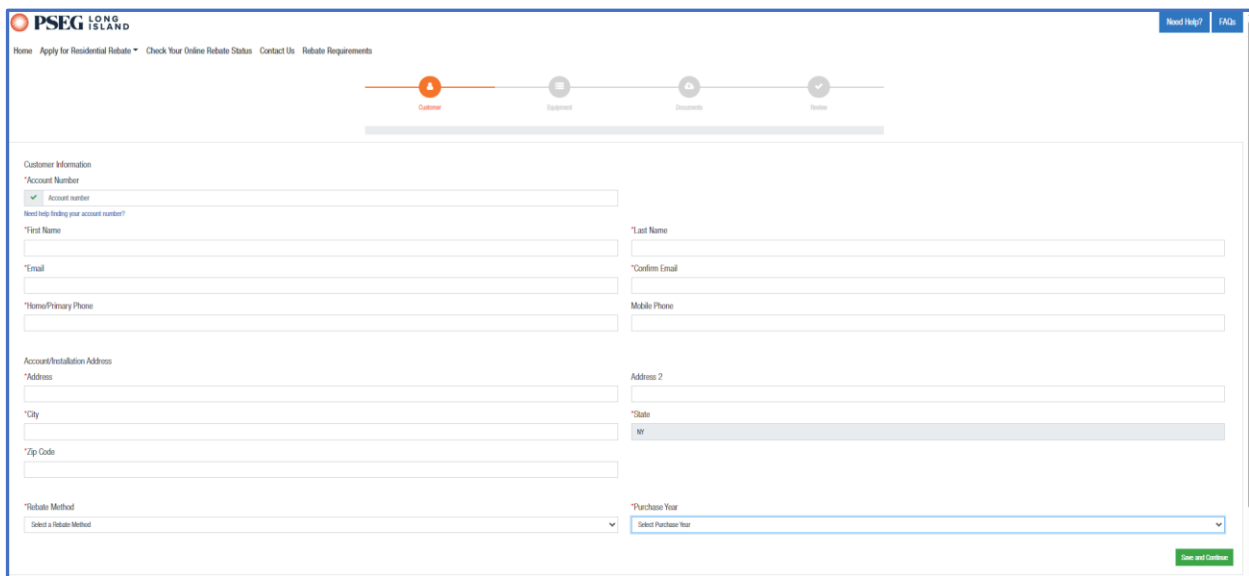
If you have any questions about air source heat pumps, please email HomeComfortLI@pseg.com

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

Appliances/Equipment

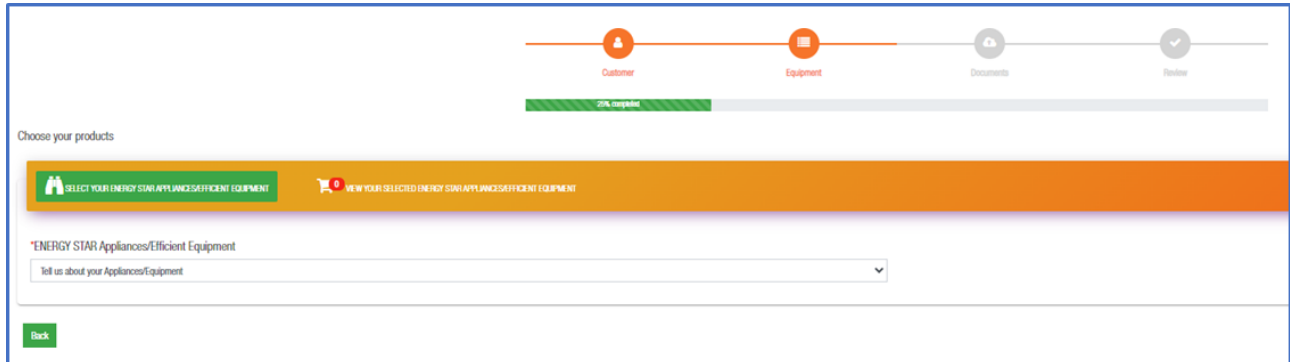
BEGIN ONLINE APPLICATION

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

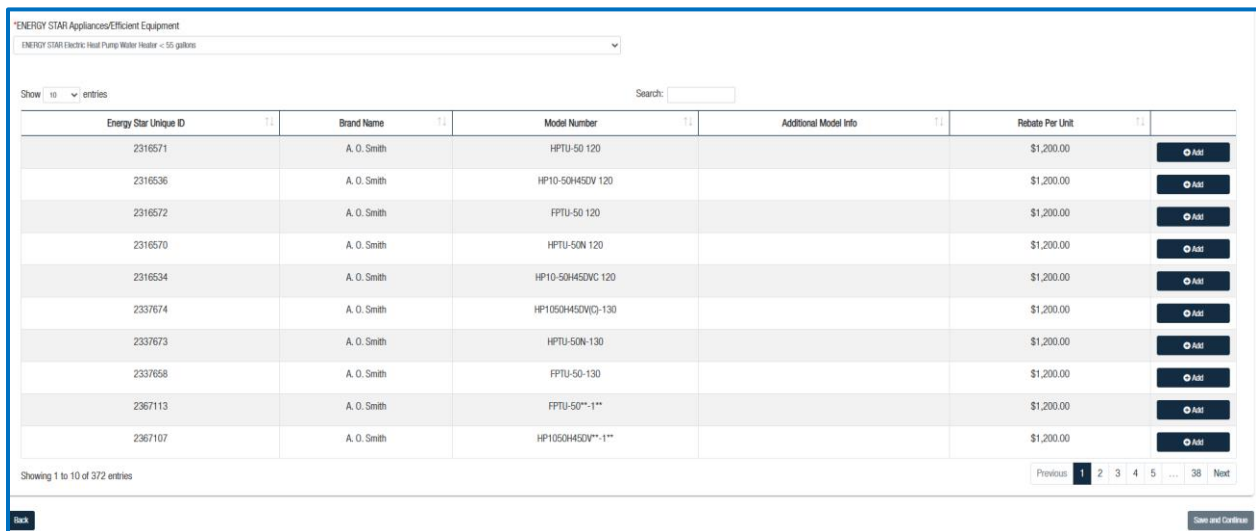


The screenshot shows the PSEG Long Island Online Application Portal. At the top, there's a navigation bar with links: Home, Apply for Residential Rebate, Check Your Online Rebate Status, Contact Us, and Rebate Requirements. A progress bar indicates the current step is 'Customer' (1 of 4). The main form is titled 'Customer Information' and includes fields for Account Number, First Name, Last Name, Email, Confirm Email, Home/Primary Phone, Mobile Phone, Address, Address 2, City, State (dropdown menu), Zip Code, Rebate Method (dropdown menu), and Purchase Year (dropdown menu). A 'Save and Continue' button is at the bottom right.

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 Long Island 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.'



5. On the Equipment page, click the drop-down menu and select the applicable unit:
 - a. ENERGY STAR Electric Heat Pump Water Heater < 55 gallons
 - b. ENERGY STAR Electric Heat Pump Water Heater >= 55 gallons



Energy Star Unique ID	Brand Name	Model Number	Additional Model Info	Rebate Per Unit	
2316571	A. O. Smith	HPTU-50 120		\$1,200.00	+ Add
2316536	A. O. Smith	HP10-SOH4SDV 120		\$1,200.00	+ Add
2316572	A. O. Smith	FPTU-50 120		\$1,200.00	+ Add
2316570	A. O. Smith	HPTU-50N 120		\$1,200.00	+ Add
2316534	A. O. Smith	HP10-SOH4SDVC 120		\$1,200.00	+ Add
2337674	A. O. Smith	HP10SOH4SDV(C)-130		\$1,200.00	+ Add
2337673	A. O. Smith	HPTU-50N-130		\$1,200.00	+ Add
2337658	A. O. Smith	FPTU-50-130		\$1,200.00	+ Add
2367113	A. O. Smith	FPTU-50**-1**		\$1,200.00	+ Add
2367107	A. O. Smith	HP10SOH4SDV**1**		\$1,200.00	+ Add

6. Search for the unit using the Energy Star Unique ID or Model Number. When you have located the unit, click '+ Add' in order to fill out the equipment information.

Provide Product Detail

Product Detail

*Product ID

2337658

*Brand Name

A. O. Smith

*Model Number

FPTU-50-130

*Rebate Per Unit

\$1,200.00

*Store Name

Please start typing here...

Type the name to search.

☐ Not Listed

*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.

*Installation Contractor

Please start typing here...

Type the installer name to search.

☐ Self Install
☐ Not Listed

Product Quantity

*Quantity

*Rebate Per Unit

\$1,200.00

*Total Rebate

\$0.00

Add Product

Close

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.

Choose your products

SELECT YOUR ENERGY STAR APPLIANCE/EFFICIENT EQUIPMENT

VIEW YOUR SELECTED ENERGY STAR APPLIANCE/EFFICIENT EQUIPMENT

Show 10 entries

Brand Name	QTY	Rebate Amount	Rebate per Unit	Invoice/ Receipt Number
A. O. Smith	1	\$1,200.00	\$1,200.00	ABCABC

Showing 1 to 1 of 1 entries

Previous 1 Next

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.

3

V032525

Upload Supporting Documents

Please upload all applicable application documents.
The attached images should be in PDF, XL500, DOCX, PNG, JPG or JPEG and should be no larger than 12 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:

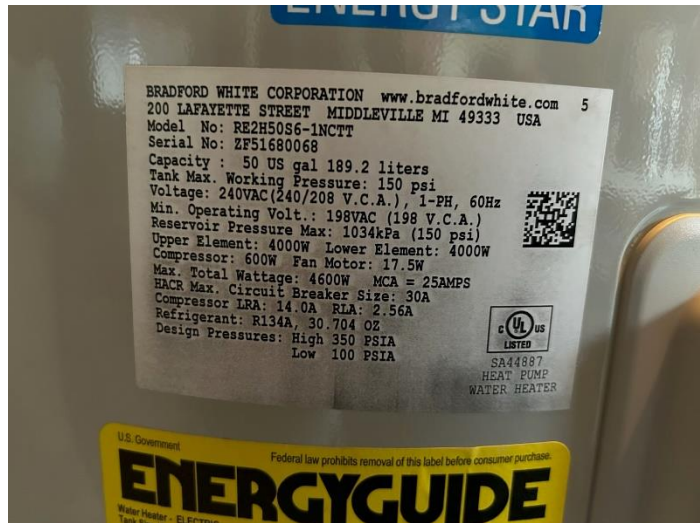
- Installation/Final Paid Invoice that includes:
 - Customer’s Name and Address of Unit Installment
 - Date of Purchase and Installation
 - Installed Unit Model Number
 - Cost of Unit
 - Proof of Customer’s Full Payment
- Photo of Installed Heat Pump Unit in Customer’s Permanent Location
- Photo of Installed Heat Pump Model Number/ Serial Number Tag on the Unit

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



10. After uploading all required documentation/photos, click 'Save and Continue' on the bottom right.

Product Rebate Information

Show 10 entries

Brand Name	QTY.	Rebate Amount	Rebate per Unit	Invoice/ Receipt Number
A. O. Smith	1	\$1,200.00	\$1,200.00	ABCABCABC

Showing 1 to 1 of 1 entries

Previous 1 Next

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.
- 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 screen above, you have successfully submitted the rebate application.

Option 2: Submitting via Email/Mail-In

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

- Rebate Form
- 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 and Proof of Customer's Full Payment
- Photo of Installed Heat Pump Unit in Customer's Permanent Location
- Photo of Installed Heat Pump Model Number/ Serial Number Tag on the Unit

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

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

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