

# NYPA Customer Guidelines

**About 10% of electric accounts in Con Edison territory receive their power from New York Power Authority (NYPA).** NYPA sells electricity to various public, non-profit, and business customers, and these customers are **not eligible** for the Con Edison Instant Rebate. NYPA customers may be unaware that they receive their electricity from NYPA because they receive their electric bill from Con Edison.

Energy Solutions holds a list of all NYPA customers in Westchester and the five boroughs. NYPA customers tend to include state and city-owned buildings such as:

- Board of Education
- CUNY and SUNY schools
- City Government Buildings and Departments (e.g., Department of Health)
- Public Hospitals and Clinics, Public Transportation (MTA, NYCTA, etc.)
- Police and Fire Departments
- Public Libraries
- New York City Housing Authority (NYCHA)
- Other state-run facilities

Private universities and corporations may have buildings or facilities that operate under state partnerships that are covered by NYPA, so it may be helpful to start by asking customers if they have New York state funding or state partnerships.

## Options for Navigating NYPA Customers:

- 1. We have set up a location verification tool on our online application portal at [nyrebates.com](https://nyrebates.com).** You can navigate to the portal and then to the Validate page located in the Locations tab. Input the customer's install address and press the Search button. This is not a complete list, so if the exact address is not found, please call or email Energy Solutions to ensure the customer is eligible before offering an instant rebate.
- 2. Provide Energy Solutions with top 10-15 customer locations for support in confirming eligibility.** By providing us with these exact building addresses, we can help verify whether your customers receive their electricity from Con Edison. This option is a good way to ensure the eligibility of repeat customers or buildings with multiple labs or customer locations that may come up often.

All reps working on quoting or orders for cold storage equipment should confirm that the customer does, in fact, have Con Edison as their electricity provider and not NYPA. However, it is understandable that not all labs or research facilities will know the answer to that.

If you are unsure if the customer could be a NYPA customer, reach out to Energy Solutions for pre-approval at 1-332-266-4461 or [instantrebates-ne@energy-solution.com](mailto:instantrebates-ne@energy-solution.com). You can also reach out directly to Phil Pipitone at 1-510-482-4420 ext. 387 or [ppipitone@energy-solution.com](mailto:ppipitone@energy-solution.com).