

Claim Submission Process Guide

Step 1: Verify Equipment Eligibility

- Make sure the model number matches those listed on the qualifying products spreadsheet or the eligible equipment list on nyrebates.com.
- Obtain pre-approval for any sale with instant rebates totaling \$3,000 or more by calling 1-617-440-5466 or emailing InstantRebates-NE@energy-solution.com. Please have equipment make, model, quantity, and customer's installation address.

Step 2: Verify Customer Eligibility

2a. Gas Equipment Sales

- Check NY's Gas Utility Service Territory Map (on.ny.gov/3bE7SCR) to quickly confirm a customer's gas utility service territory.
- Confirm customer is a directly metered non-residential Con Edison or National Grid natural gas customer before offering an instant incentive. Religious and veterans' institutions on residential rate codes are also eligible for instant rebates on gas equipment.
- Some customers have service via a negotiated contract and are not eligible for incentives through this program. This includes service classes 14, 15, 96, 126, 175, 195, and 326. You can check a customer's eligibility in Iris or reach out to Energy Solutions for verification.
- Collect customer's account number if possible. If unable to collect, search for a customer's account within the online system. If no account is found, please call or email us for pre-approval.
- Equipment must be installed within Con Edison's or National Grid's natural gas territory. Customers may not keep equipment in storage or move to a non-participating location.

2b. Electric Equipment Sales

- Check NY's Electric Utility Service Territory Map (on.ny.gov/3oAenMj) to confirm customer is located in Con Edison electric service territory.
- Confirm customer is a directly metered non-residential Con Edison electric customer before offering an instant rebate.

Those customers located in Con Edison electric territory that receive their electricity from the New York Power Authority (NYPA) are ineligible for the program. NYPA customers are often unaware they receive their electricity from NYPA because they receive a Con Edison bill.

To confirm your customer receives their electricity from Con Edison, search Iris, the online claim processing platform, using the customer's install address. This is not a complete list, so if the exact address is not found, please call or email the team to ensure the customer is eligible before offering a rebate.
- Equipment must be installed within Con Edison's electric territory. Customers may not keep equipment in storage or move to a non-participating location.

Step 3: Complete the Sale

- Apply sales tax to the full price of the equipment, not to the equipment cost after rebate.
- Confirm correct instant rebate amount on the qualifying products list.
- Ensure sales invoice includes line item specifying the instant rebate.

Step 4: Submit Claim

- Claims are typically reviewed and approved within two business days and reimbursement checks are typically mailed within two weeks of approval.
- Log in to nyrebates.com to check your application status and track reimbursement checks.