

Claim Submission Process Guide



Step 1: Verify Equipment Eligibility

- Confirm that the unit being sold qualifies for a rebate by checking one of the resources below:
 - Qualifying products spreadsheet at nyrebates.com
 - Energy Star's list of eligible equipment: energystar.gov/productfinder
 - Fishnick's list of eligible equipment: fishnick.com/saveenergy/rebates
- Obtain pre-approval for any sale with rebates totaling over \$3,000 by calling the Instant Rebates hotline at (617) 440-5474.



Step 2: Verify Customer Eligibility

- Obtain verbal confirmation from the customer that they are a non-residential National Grid natural gas or electric customer BEFORE offering a rebate.
 - Install site must be in Brooklyn, Queens, Long Island, Staten Island, Rockaway Peninsula, or upstate New York.
- Have customer fill out both sides of the the Customer Eligibility Form (CEF).
 - Account holders who don't know their account number may call (718) 643-4050 for Metro New York service, (800) 930-5003 for Long Island and Rockaway Peninsula service, or (800) 642-4272 for upstate New York service.
 - For dishwasher sales, ensure the customer has National Grid for their installation site water heating and indicate the site water heating fuel (natural gas or electric) on the CEF.



Step 3: Complete the Sale

- Apply sales tax to the full price of the equipment, not to the equipment cost after rebate.
- Ensure rebate amount is correct by referring to the Qualifying Products List.
- Ensure sales invoice includes line item specifying the Instant Rebate.



Step 4: Submit Application for Rebate Reimbursement

- After invoicing the customer, log in to nyrebates.com and submit a new application.
- Application information can be found on the Customer Eligibility Form and the invoice.
- On average, applications are reviewed and approved within two business days.

Reimbursement checks will typically be mailed within two weeks of application approval.

Need Additional Support? Call (617) 440-5466 or email instantrebates-ne@energy-solution.com.