



## Con Edison Heat Pump Water Heater Program - \$1000 Instant Rebate Process Guide

**Program/Promotion:** Con Edison Midstream Heat Pump Water Heater Program – Retail channel

**Promotion Term:** Purchase of equipment must be made **between January 1, 2025 – December 31, 2025**. *This offering does not allow reimbursement after purchases.*

**Who is offering this promotion?** Con Edison is offering rebates for state-of-the-art heating technology through the New York State Clean Heat Program.

**Who is Energy Solutions?** Energy Solutions implements Instant Rebates programs on behalf of Con Edison and other utilities across the nation.

**Promotion Limits:** Eligible customers are limited to one (1) rebate for a qualified HPWH per electric account per calendar year. Purchase of 2 or more units to one installation address requires pre-approval from Con Edison.

### Step 1: Customer Selects Eligible Equipment for Purchase

- Equipment must be an ENERGY STAR® heat pump water heater with  $\leq 120$  gallons of tank capacity.
- Purchase of equipment must be made in a participating Retailer store (online sales do not qualify).
- Special orders made in store at Pro services are eligible.
- Purchase of equipment must be made **between January 1, 2025 – December 31, 2025**.



### Step 2: Customer Confirms Eligibility

- Customer scans QR code on signage with mobile device OR goes to [VerifyConEdRebates.com](https://www.verifyconedrebates.com).
- Customer must have an active, non-NYPA Con Edison electric account.
- Customer enters account info in website to confirm eligibility.

### Step 3: Customer Receives Coupon

- Eligible customer can choose to receive coupon code via email or SMS.

### Step 4: Customer Purchases Qualified Equipment

- Customer shows coupon code at the register in store.
- Retailer scans or manually enters the coupon code at the point-of-sale system to apply the \$1,000 rebate of the qualified equipment as a discount to the customer.
- If qualified equipment is not in stock at the store, customer can make a special order at the Retailer's Pro services. Retailer should assist with the order and apply the coupon to the purchase.
- Customer makes successful purchase of a state-of-the art heat pump water heater!



## FAQ

**Question – What equipment is eligible in this program?**

**Answer** - ENERGY STAR® Certified\* Air Source Heat Pump Water Heaters ≤120 gallons

**Question – Where is the instant rebate available?**

**Answer** – This \$1,000 instant rebate for eligible HPWHs is available at participating Retailer locations in the Con Edison territory (downstate NY). The instant rebate is currently available only for in-store purchases. A list of participating stores is posted on the [Con Edison HPWH website](#).

**Question – How do I get the instant rebate?**

**Answer** – Customer must go to [VerifyConEdRebates.com](#) to confirm eligibility and receive a coupon via email or SMS. Show that coupon at the register in-store while making a qualified purchase.

**Question – I am experiencing issues when validating my information on [VerifyConEdRebates.com](#).**

**Answer** – We recommend trying each of the 3 validation options (Last Name + Service Address; Phone Number + Address; Electric Account Number + ZIP) until the system confirms your information. Enter the service address and electric account number as listed on your Con Edison electric bill.

If the system does not recognize your information, you may reach out to [Heat-NE@energy-solution.com](mailto:Heat-NE@energy-solution.com) for assistance.

**Question – Can I get the rebate if I purchased this online or via phone?**

**Answer** – No, the instant rebate is currently available only for in-store purchases. *The purchase must be made in the store for the coupon to be applied.*

**Question – Are pre-orders of qualified equipment eligible in this program?**

**Answer** – Yes, if a qualified item is not in stock at the store, pre-orders or special orders for pickup or delivery to a home address are eligible for the instant rebate as long as the order is made in store. Customers can make an order at the Pro services department in the store. The coupon code can be applied while making the special order. Delivery times will vary depending on the product model and location.

**Question – How does the incentive structure work?**

**Answer** – This is an instant rebate of \$1,000 for the customer. Once a customer validates their eligibility through [VerifyConEdRebates.com](#), they receive a coupon code that can be scanned at the register at a participating store. If the item is qualified, the retailer deducts \$1,000 instantly from the purchase. This offering does not allow reimbursement after purchase.

**Question – I have a coupon but there are issues applying the coupon to the order.**

**Answer** – There are a few things to check to ensure the coupon can be scanned and applied:

- 1) Product must be an ENERGY STAR® Certified\* Air Source Heat Pump Water Heater ≤120 gallons. If the water heater is not qualified, then the purchase is not eligible for the instant rebate and will not work with a coupon. *Please note that the Qualified Products List is subject to change over time.*
- 2) Purchase is being made in-store. Online purchases are not eligible. The rebate can only be applied to in-store purchases, and not all stores may have items in stock.

If the unit is not currently in stock, customer may place a special order at the store (Pro services) either for pick-up or delivery to their address and apply the rebate during the order. You can see a list of participating stores on the [Con Edison HPWH website](#).

**Question – The qualified heat pump water heater model I want to purchase is not in stock at the participating retailer location. How can I get the equipment with a rebate?**

**Answer** – If your selected heat pump water model is still not available to make a special order at the retailer's Pro Services department, you can work with your chosen contractor to purchase a qualifying unit from a

Con Edison HPWH website: [www.coned.com/en/save-money/rebates-incentives-tax-credits/rebates-incentives-tax-credits-for-residential-customers/electric-heating-and-cooling-technology-for-renters-homeowners/swap-your-water-heater-and-save#](http://www.coned.com/en/save-money/rebates-incentives-tax-credits/rebates-incentives-tax-credits-for-residential-customers/electric-heating-and-cooling-technology-for-renters-homeowners/swap-your-water-heater-and-save#)



participating distributor and receive a \$1,000 rebate. You can see a list of participating distributors on the [Con Edison HPWH website](#).

**Question – I was issued a coupon for Retailer A, but now I would like to make my purchase at Retailer B. Can I get a coupon for that other retailer?**

**Answer –** If you already received a coupon for one retailer and have not redeemed the coupon, you can reach out to Energy Solutions to confirm your desire to switch retailers. Energy Solutions will guide customers through the process of receiving a new coupon.

### **Have Additional Questions?**

Customers who cannot locate their coupon codes or who wish to use a coupon on a purchase of > 1 HPWH unit under the same account can reach out to Energy Solutions at [Heat-NE@energy-solution.com](mailto:Heat-NE@energy-solution.com) or (332) 266-4467 for support 9am-5pm ET Monday through Friday.

