

# 2023 El Paso Electric

Residential & Income Qualified Solutions Programs

**STEPS TO SUCCESS: A/C - Heat Pump - Mini Split – Evaporative Cooler**



## 1. Confirm Customer Eligibility

- Customer must reside in Texas and receive electric service from El Paso Electric
- Air conditioner/Mini Split/Heat Pump upgrade project types:
  - Replace-on-Burnout (ROB)
  - Early Retirement (ER)
  - New Construction and Evaporative to Refrigerated Air Conversions
  - Evaporative Cooling
- Single Family Homes (1-4 units)
- Multifamily Homes (more than 4 units) - Must be individually metered
- For Income Qualified incentives, customer *must* meet Low Income requirements and complete the eligibility for and provide supporting documentation

## 2. Provide a Written Quote

- Contractor must provide the customer with a written quote that includes all work materials before any work is done. <http://www.consumer.ftc.gov/articles/0242-hiring-contractor>

## 3. Project Notification/Schedule Inspections

- Notify CLEAResult and El Paso Electric of upcoming projects before projects are initiated, as well as to schedule pre- and post-installation inspections.
- All contractors must schedule pre- and post- installation inspections for their first three projects annually.
- All contractors must schedule inspections for at least 15% of submitted projects after their initial three inspections.

## 4. To Qualify

- Newly installed units must have a cooling capacity of less than **65,000 Btu/hour (5.4 tons)** and ratings certified by AHRI of **14.5 SEER2, 12.0 EER2** and **8.5 HSPF** (Heat Pumps only)
- AHRI certificates are provided by suppliers and can also be found at <https://www.ahridirectory.org/Search/SearchHome>
- Air conditioning equipment shall be properly sized to dwelling based on ASHRAE or ACCA Manual J standards
- For Early Retirement projects, the unit to be replaced must be functioning at the time of removal with a maximum age of 24 years for A/C and 18 years for Heat Pumps
- New Evaporative Cooling Unit must be listed in the Evaporative Cooler Eligibility List.

## 5. Complete Incentive Form

- Select appropriate incentive form based on project type (NC/Conversion, ER, ROB, Evaporative Coolers)
- Include the manufacturer name and model number of the old A/C unit
- New refrigerated A/C unit information
  - Add A/C manufacturer, condenser and evaporator coil model numbers
  - Circle incentive dollars based on the unit size (tons) and SEER range

## 6. Submit Required Documentation for Payment of Each Project

- Contractor must submit within 45 days of completion to: [epe-portal.clearesult.com/contractor](http://epe-portal.clearesult.com/contractor):
  - Incentive Form (Acknowledgement Form for ER, NC/Conversion and Evaporative Coolers)
  - Applicable pre/post photographs-photo of old AC nameplate (and amp reading for ER projects)
  - AHRI certificate or manufacturer's specification sheet showing evaporator coil and condenser
  - Invoice - showing EPE incentive and customer out-of-pocket cost
  - Low Income Eligibility Form and supporting documentation (Income Qualified only)

CLEAResult at [epeincentives@clearesult.com](mailto:epeincentives@clearesult.com) or (915) 255-4300  
El Paso Electric at [energyefficiency@epelectric.com](mailto:energyefficiency@epelectric.com) or (915) 521-4488

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## 7. Quality Control/Quality Assurance

- Visit NREL Standard Work Specifications at <https://sws.nrel.gov> for guidelines to ensure quality installations based on national best practices.
- Maintain program compliance – see Probationary Policies & Procedures document