

# 2023 El Paso Electric

Residential & Income Qualified Solutions Programs  
STEPS TO SUCCESS: ENERGY STAR® POOL PUMPS



## 1. Confirm Customer Eligibility

- Customer must reside in Texas and receive electric service from El Paso Electric
- Single Family Homes (1-4 units)
- For Income Qualified incentives, customer *must* meet Low Income requirements and complete an Income Eligibility Form and 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 CLEARresult and/or 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.

## 4. To Qualify

- Must replace a 1-5 horsepower (HP) single-speed pool pump with a 1-5 HP ENERGY STAR® certified variable speed pump (VSP) or ENERGY STAR® certified multi-speed pool pump.
- Multi-speed pumps must have a high-speed override capability to revert back to low speed after a period not to exceed 24 hours.
- Must be a residential in-ground or above ground pool.
- Pools that serve multiple tenants in a common area are not eligible. Pool pumps must be properly calibrated.
- **Residential Appliance Installer license is required.**
- Must be ENERGY STAR® version 3.1. [www.energystar.gov/productfinder/certified-pool-pumps](http://www.energystar.gov/productfinder/certified-pool-pumps)

## 5. Complete Incentive Form

- Select Project Type: New Construction, Early Retirement or Replace-on-Burnout
- Provide Quantity of Pool Pumps Installed and multiply this amount by the Incentive per Pump to calculate the Total Incentive
- Provide Existing and New Pool Pump Information: Pool Pump Manufacturer, Model #, Rated HP and Pool Pump Operating Hours

## 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
  - Applicable pre/post photographs - refer to portal training manual for sample photos
  - Invoice - showing EPE incentive and customer out-of-pocket cost
  - Income Eligibility Form and supporting documentation (Income Qualified only)

## 7. Quality Control/Quality Assurance

- Maintain program compliance – see Probationary Policies & Procedures document

CLEARresult 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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