

2023 El Paso Electric

Residential & Income Qualified Solutions Programs
STEPS TO SUCCESS: WATER HEATER PIPE INSULATION



1. Confirm Customer Eligibility

- Customer must reside in Texas and receive electric service from El Paso Electric
- 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 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 be an electric water heater with no heat traps.
- New construction and water heater replacements are not eligible.
- Must be a typical electric water heater with no heat traps and no insulation on the water heater pipes.
- Minimum insulation of R-3 to qualify
- All visible hot water piping must be insulated.

5. Complete Incentive Form

- Provide Recovery Efficiency (RE) or COP, if available, Pipe length insulated (feet) and the pipe surface are insulated in square feet or at least the pipe diameter in inches

6. Submit Required Documentation for Payment of Each Project

- Contractor must submit within 45 days of completion to: 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 (if Income Qualified)

7. Quality Control/Quality Assurance

- Maintain program compliance – see Probationary Policies & Procedures document