

El Paso Electric

Residential & Income Qualified Solutions Programs
STEPS TO SUCCESS: CEILING 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 have individual meters
- For Income Qualified incentives, customers *must* meet Low Income requirements and complete an Income Eligibility form 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 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-inspections for their first three projects BEFORE projects are initiated.
- All contractors must schedule inspections for at least 15% of submitted projects after their initial three inspections.

4. To Qualify

- Pre R-value: starting insulation must be less than R-22 to qualify for incentives.
- Confirm sq. ft. values at: <http://www.epcad.org/>
If the square footage does not match the El Paso Central Appraisal District website, an explanation is required on the Incentive Form. Contact CLEARresult or El Paso Electric as an inspection must be scheduled before the work is completed.
- If the starting insulation R-value varies, record the square footage that corresponds to each range.
- Post R-value: final insulation must be at least R-30 to qualify for incentives.

5. Submit Photos/Documentation

- A picture showing the entire attic floor (for R-value less than R-8)
- A close-up picture of a ruler that shows the measurement of the depth of the insulation (for R-value less than R-8)
- A picture of the attic card, attached to site of installation.
- Additional photos are required for, attics with varying R-values, insulated attic access hatch, baffles, non-IC recessed lights and chimneys or metal flues.

6. Submit Required Documentation for Payment of Each Project

- Contractor must submit within 45 days of completion to: <https://www.clearesult.com/trade-ally/epe>
 - Incentive Form – be sure to document heating and cooling type
 - 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)

CLEARresult at epe.residential@clearesult.com or (915) 255-4300

El Paso Electric at energyefficiency@epelectric.com or (915) 521-4488

REV 1/2025

El Paso Electric

Residential & Income Qualified Solutions Programs
STEPS TO SUCCESS: CEILING INSULATION



7. Quality Control/Quality Assurance

- Maintain program compliance – see Probationary Policies & Procedures document

Additional Requirements:

- Insulation must meet federal or ASTM (American Society for Testing and Materials) specifications. Follow the manufacturer's directions for all products. Visit NREL Standard Work Specifications at <https://sws.nrel.gov> for guidelines to ensure quality installations based on national best practices.
- Keep insulation at least three inches away from recessed lighting fixtures and other heat sources. Insulation cannot be placed on top of standard recessed fixtures. Failure to follow these instructions can create a fire hazard.
- Do not cover or pack insulation around bare stove pipes, electrical fixtures, motors or any heat-producing equipment.
- Install blocking (metal flashing) for heat-producing equipment found in an attic, such as flues, chimneys, exhaust fans, and light fixtures.
- Make sure insulation doesn't block soffit vents to allow for attic ventilation. Proper ventilation must be maintained to avoid overheating in summer and moisture build-up year-long. Loose- fill insulation must be prevented from shifting into vents.
- Install baffles or retainers to maintain at least a 1" air space between insulation and roof sheathing to prevent insulation from being blown over eaves.
- Check the attic ceiling for water stains or marks - they indicate roof leaks or lack of ventilation. Wet insulation is ineffective and can damage the home.
- Consult with an electrician if knob-and-tube wiring is present. Do not blow over knob-and-tube wiring.
- Use a mask to prevent inhalation of insulation fibers. If there is vermiculite insulation in the attic, you should assume that it contains asbestos and it should not be disturbed.
- If adding insulation over existing insulation, do not use a vapor barrier between the two layers.