

# El Paso Electric

Residential & Income Qualified Solutions Programs

**STEPS TO SUCCESS: AERATORS, LOW FLOW SHOWERHEADS AND LEDS**



## 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 a Low Income eligibility form and provide supporting documents.

## 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/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.
- All contractors must install/service an additional measure aside from LEDs.

## 4. To Qualify

- **Aerators & Low-Flow Showerheads**
  - Must have an electric water heater or heat pump water heater
  - Flow rating must be legible to be eligible for replacement
  - For aerators - Baseline: 2.2 GPM minimum, Efficiency Standard: 1.5 GPM maximum
  - For low-flow showerheads – Baseline: 2.5 GPM maximum, Efficiency Standard: 1.5 GPM, 1.75 GPM or 2.0 GPM maximum
- **LEDs**
  - Retrofit/New Construction
  - Must be ENERGY STAR® certified, A19, 9W, 800 Lumens, 15,000+ Hours LED bulb
  - Removed bulbs must be collected by the contractor and held for inspection by EPE/CLEAResult

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

- Contractor must submit within 45 days of completion to: [www.clearesult.com/trade-ally/epe](http://www.clearesult.com/trade-ally/epe)
  - Incentive Form
  - Applicable pre/post photographs - Close up picture showing either GPM rating or wattage of replace and newly installed device.
  - Invoice - showing EPE incentive and customer out-of-pocket cost
  - Income Eligibility Form and supporting documents (Income Qualified only)

## 6. 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