

# El Paso Electric

Residential & Income Qualified Solutions Programs  
STEPS TO SUCCESS: WALL 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-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 insulation value of R-0 to R-4. There should be little or no wall insulation in the wall cavity.
- Wall construction should be 2x4 or 2x6.
- Post R-values should be as follows,

Insulation Material	2x4 wall	2x6 wall
Fiberglass batt or cellulose	R-13	R-17
Closed-cell spray foam	R-21	R-33

## 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 – be sure to document heating and cooling type
  - Applicable pre/post photographs (if wall cavity exposed)
  - Invoice - showing EPE incentive and customer out-of-pocket cost
  - Income Eligibility Form and supporting documentation (Income Qualified only)

## 6. Quality Control/Quality Assurance

- Maintain program compliance – see Probationary Policies & Procedures document

CLEARresult at [epe.residential@clearesult.com](mailto:epe.residential@clearesult.com) or (915) 255-4300

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

REV 01/2025