

1. Confirm customer eligibility

- Customer must reside in Texas and receive electric service from El Paso Electric
- Average demand at customer site must be less than 100 kW or 250 kW for multiple sites
- If customer sites exceed the average kW limits, they may qualify for incentives through the Large Commercial Solutions Program
- To confirm customer eligibility, please contact:

Don Johnson

Energy Efficiency Program Coordinator
(915) 351-4237
don.johnson@epelectric.com

El Paso Electric Company

Energy Efficiency Department
(915) 521-4488

Ivan Faudoa

Energy Efficiency Program Consultant
(915) 255-4285
ivan.faudoa@clearesult.com

CLEAResult

(915) 255-4300

2. Complete Customer Acknowledgement Form and the ACE Calculator

- Contractor name, address, signature (Payment information must match W9)
- Customer name, signature, project address, account number, and meter number
- Indicate building type, new construction, replace on burnout, or early retirement
- Existing unit: Type, Make, Model Number if replace on burnout or early retirement
- New unit: Type, Make, Model Number
- AHRI Certificate & Ratings: Heating and cooling capacity, full and part load efficiency ratings

3. Reserve funds and schedule inspections

- Provide a project estimate to the customer utilizing the TX ACE incentive calculator
 - Create the project in the Contractor Portal epe-portal.clearesult.com/contractor
 - Provide AHRI Certificates and new unit manufacturer's specification sheets
 - Provide completed ACE Calculator and signed Customer Acknowledgement Form
 - Provide existing unit and name plate photos
 - Provide estimated project completion date
- CLEAResult will review Contractor Portal submittals and sign and return the Customer Acknowledgement Form within 3 business days to officially reserve funds
- Contact CLEAResult's Ivan Faudoa 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 and projects with greater than 10 kW in estimated peak demand savings

4. Verify and submit required documentation for payment of each project

- Submit final documentation through the Contractor Portal within 45 days of reservation date
 - Completed and signed Customer Acknowledgement Form with ACE Calculator
 - AHRI Certificates (<https://www.ahridirectory.org>)
 - New unit manufacturer specification sheets
 - Required time and date stamped post project photos
 - Signed customer invoice showing EPE incentive amount and customer balance

6. Quality control/quality assurance

- Maintain program compliance – see Probationary Policies & Procedures document