

# El Paso Electric

Residential & Income Qualified Solutions Programs

**STEPS TO SUCCESS: WINDOWS, SLIDING GLASS DOORS, & SOLAR SCREENS**



## 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 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 inspections.

## 4. To Qualify

### Windows and Sliding Glass Doors

- Contractors must comply with the latest ENERGY STAR® code.
- New windows must have a U-Factor  $\leq 0.28$  and SHGC  $\leq 0.23$

### Solar Screens

- Must be installed on windows or glass doors that face south or west
- Must block at least 65 percent of the solar heat gain

### Storm Windows

- Must have Emissivity  $\leq 0.22$  and Solar Transmission  $\leq 0.55$

## 5. Complete Incentive Form

- Customer contact information and customer signature
- Include **model, dimensions, U-factor, SHGC and quantity**

## 6. 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 select 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)

## 7. 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

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