

WELCOME 2023

**RESIDENTIAL · HOME ENERGY EFFICIENCY & LOW-INCOME WEATHERIZATION
KICK-OFF PRESENTATION**

01/17/2023

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AGENDA

What's new in 2023?

2022 Program Overview

2023 Program Budget & Dates

Program Changes

Important Reminders and Updates

Inspections

Two thick, curved lines in red and dark red sweep across the top of the slide, starting from the left edge and curving downwards towards the right.

WHAT'S NEW IN 2023?

WHAT'S NEW IN 2023?

The Home Energy Efficiency Program is will offer the multifamily option in 2023.

The multifamily option measures include:

- Ceiling Insulation
- ENERGY STAR® Windows
- Water Heater Jackets



Two curved lines, one red and one dark blue, sweep across the upper half of the slide from left to right.

2022 PROGRAM OVERVIEW

2022 LIW OVERVIEW



\$6,350,333

INCENTIVES PAID



15,079

TOTAL kW



154

TOTAL PROJECTS

20,047,868

TOTAL kWh

2022 HEE RESERVE OVERVIEW



7.6

TOTAL kW



\$2,092

INCENTIVES PAID



7

TOTAL PROJECTS

11,073

TOTAL kWh



2023 PROGRAM BUDGET & DATES

2023 BUDGET



PROGRAM	2023 INCENTIVE BUDGET	PR INCENTIVE RANGE (WEEKLY)
Home Energy Efficiency	\$500,000	\$500-\$15,000-Reserve
Low-Income Weatherization	\$2,500,000	\$500-\$15,000-Reserve

Budgets will be adjusted as needed and based on demand.

PROGRAM FUNDING

- Tiers of \$5,000, \$15,000 and \$30,000 will be allotted based on prior year performance.
- Each SP meeting their milestone will receive their tier allocation amount at the beginning of each month (if funding is available and SPs CFR is less than 5%).
- Any SP not meeting their 90% milestone will lose their remaining funding and move to the next lower level of allocation.
- If the SP wants to continue in the program they will be put in the next lower tier.
- If SP misses their milestone in the lowest level of allocation they can continue participation in the program at the Program Managers discretion.

PROGRAM FUNDING



Weekly PR Cap \$15,000			
Allocation Tiers			
	\$ 5,000	\$ 15,000	\$ 30,000
Milestone Dates	Required Submitted Percent		
April 3rd	90%	90%	90%
May 1st	90%	90%	90%
June 5th	90%	90%	90%
July 3rd	90%	90%	90%
Aug 1st	90%	90%	90%
Sept 4th	90%	90%	90%
Oct 2nd	90%	90%	90%

RESIDENTIAL PROGRAM TIMELINE



	Date	Event/Action
STEP 1	February 6	HEE & LIW Programs Open for Applications
STEP 2	February 6- TBD	Oncor reviews all applications and determines funding tier level for each Program Option
STEP 3		Oncor contacts each SP with allotted funding level for each Program Option
STEP 4		HEE & LIW Programs Open

NOTE: Any work or installations completed before the program opens on February 6 will **NOT** be accepted.

PROGRAM CHANGES/INFORMATION

HVAC PROGRAM CHANGES - RADIANT BARRIER



Incentive for Radiant Barrier (per Sq. Ft.)

HEE Incentive

Existing Insulation Level	Gas	Electric Resistance	Heat Pump
\leq R-19	0.25	0.30	0.27
$>$ R-19	0.18	0.25	0.20

LIW Incentive

Existing Insulation Level	Gas	Electric Resistance	Heat Pump
\leq R-19	0.30	0.36	0.32
$>$ R-19	0.22	0.30	0.24

HEE Incentive for Square Footage

			1,800
Existing Insulation Level	Gas	Electric Resistance	Heat Pump
\leq R-19	\$450	\$540	\$486
$>$ R-19	\$324	\$450	\$360

LIW Incentive for Square Footage

			1,800
Existing Insulation Level	Gas	Electric Resistance	Heat Pump
\leq R-19	\$540	\$648	\$583
$>$ R-19	\$389	\$540	\$432

CEILING INSULATION



HEE Insulation Incentives – Flat Rate

HEATING TYPE	INCENTIVE PER SQ. FT.	AVERAGE INCENTIVE FOR A 1,500 SQ. FT. HOME
Electric resistance	\$0.15	\$225.00
Heat pump	\$0.13	\$195.00
Gas	\$0.10	\$150.00

Guidelines and Requirements:

- Incentives based on Sq. Ft. rather than existing insulation level (must report the existing insulation R-Value accurately)
- Existing insulation must be R22 or less
- Required to insulate up to R38

CEILING INSULATION



LIW Insulation Incentives – Flat Rate

Heating Type	Incentive per Sq. Ft.	Average incentive for a 1,500 Sq. Ft. Home
Electric resistance	\$0.46	\$690.00
Heat pump	\$0.21	\$315.00
Gas	\$0.18	\$270.00

Guidelines and Requirements:

- Incentives based on Sq. Ft. rather than existing insulation level (must report the existing insulation R-Value accurately)
- Existing insulation must be R22 or less
- Required to insulate up to R38

Two thick, curved lines in red and dark red sweep across the upper portion of the slide, starting from the left edge and curving downwards towards the right.

INSPECTIONS

AIR INFILTRATION EXPECTATIONS



SINGLE FAMILY AND MULTIFAMILY

Items eligible for improvement:

There are 13 items including “other” within the list of infiltration measures below. We would like to see a minimum of 3 items completed at each customer site not leaving any area in need of improvement.

Never take the CFM reduction below the Building Tightness Limit (BTL)

	Infiltration Measures Installed		
Service Provider Reported	Door Weather-Stripping,		
Actual	<input type="checkbox"/> Attic Access	<input type="checkbox"/> Caulk Base Boards	<input type="checkbox"/> Caulk Ceiling Trim
	<input type="checkbox"/> Door Threshold	<input checked="" type="checkbox"/> Door Weather-Stripping	<input type="checkbox"/> Furnace Closet
	<input type="checkbox"/> Light Switch Outlet Gaskets	<input type="checkbox"/> Exhaust Fan/Light Penetration	<input type="checkbox"/> Sealed Plumbing Penetrations
	<input type="checkbox"/> Window Caulking	<input type="checkbox"/> Window Weather-Stripping	<input type="checkbox"/> Door Sweeps
	<input type="checkbox"/> Other		

AIR INFILTRATION EXPECTATIONS (cont.)



When selecting air infiltration measure improvements you must improve **all** areas.

- If an area is not in need of improvement you must provide a photo clearly indicating no improvement was needed.

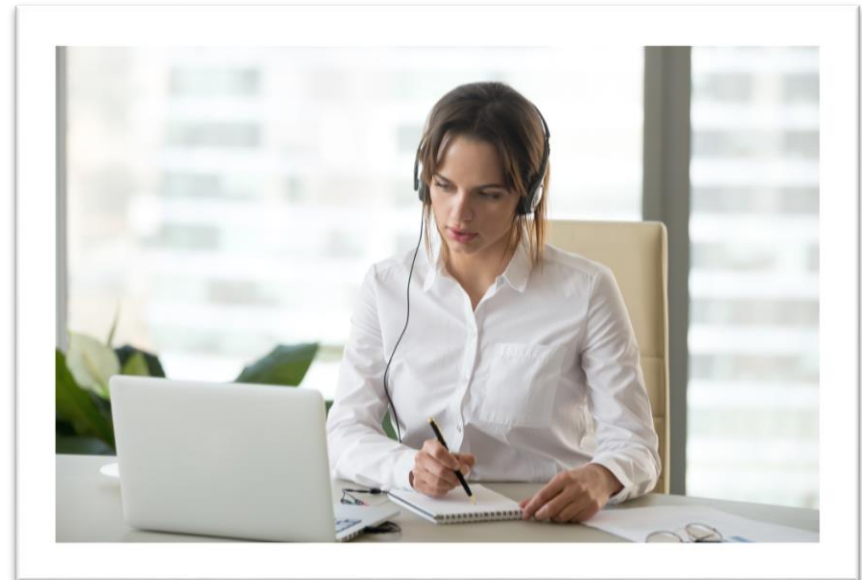
Examples:

- Sealed plumbing penetrations. **All** plumbing penetrations must be sealed (kitchen, bathrooms, etc.) and you must provide pre and post photos of each area improved. This includes interior and exterior walls.
- Window caulking. **All** windows must be caulked and you must provide pre and post photos of each window improved.
- Window weather-stripping. **All** windows must be weather-stripped and you must provide pre and post photos of each window improved.
- Don't leave areas untreated if improvements are needed.
- ****Never take the CFM reduction below the Building Tightness Limit (BTL)****
- If the site is in need of repairs or replacement of materials greater than typical weatherization services can resolve please walk away and/or do not submit the site.

DESK REVIEWS/ON-SITE INSPECTIONS



- We will continue performing desk reviews in 2023.
It is imperative that you provide good quality photos that clearly represent the improvements completed.
- We will continue conducting multi-family onsite pre-inspections.
- We will also conduct random onsite post inspections for single family and multi-family projects. Please make sure you provide a good contact number for the Customer and email address if available.
- If we find issues such as inaccurate reporting, quality of work, work reported that was not actually completed, etc., we will only perform on-site inspections on your projects.



DATA ENTRY ERRORS - CFR

- It's very important to review the data reported within EEPM and photos uploaded for each measure / site before submitting the project
- Data entry errors impact the cumulative failure rate (CFR)
- Should the CFR reach 5%, the number of sites inspected will increase for each project
- Should the CFR reach 10%, EEPM will automatically place the Provider in lockout

Please do not hesitate to contact us with any questions prior to submitting your project. We are here to help. We would much rather discuss questions or potential issues prior to your project submission to assure that we can claim the maximum savings and pay the maximum incentive.

INSTALLATION STANDARDS



Attic Access

Installation must meet the following guidelines:

- The attic access measure is defined as sealing the scuttle hatch or opening (usually a pull-down ladder or push -up hatch that opens to the attic or any other unconditioned space in the home.
- The seal should be continuous and touching. All four sides of the hatch door should be sealed. This includes the hinged side.
- The attic access must be located in the conditioned space.

Caulk Baseboards and Ceiling Trim

Installation must meet the following guidelines:

- If installing this measure all visible cracks around the baseboards and/or ceiling trim must be treated.

INSTALLATION STANDARDS



Door Weather-Stripping

Installation must meet the following guidelines:

- All sides of the door must be treated.
- No outside light should be visible around the treated perimeter of the door when viewed from inside the house.
- When completed, the customer should be able to close and lock the door normally with little to no additional effort.

Door Threshold

Installation must meet the following guidelines:

- Must show that work on the threshold was performed. Explain in detail in the installation report what was done and what measures were performed to the threshold.
- When completed, the customer should be able to close and lock the door normally with little to no additional effort.
- You should not be able to see visible light from underneath the door when the installation is complete.

INSTALLATION STANDARDS



Light Switch and Outlet Gaskets

- Installation must meet the following guidelines.
- All accessible switch plates and electrical outlets must be treated if the measure is claimed.
- You must report the number of switches or outlets **not treated**. This should be included in the installation report sent to the program manager.
- Obstructions by heavy furniture or plug loads or structural damage to a wall such as damage to paint or sealant removal that could result from removing the switch plate or outlet cover are acceptable reasons for not treating the switch or outlet.



INSTALLATION STANDARDS



Sealed Plumbing Penetrations

- Installation must meet the following guidelines:
 - In sealing plumbing penetrations you must use approved materials.
 - If you claim you installed this measure, all plumbing penetrations must be sealed.

Sealed light and Fan Penetrations

- Installation must meet the following guidelines:
 - Must give detailed description of the number and location of the treated penetrations (this measure refers to bathroom light and/or exhaust fans.)

INSTALLATION STANDARDS



Window / Door Frame Caulking

- Installation must meet the following guidelines:
 - The application of sealant around windows and doors must be effective at reducing or stopping air infiltration. If the condition of the surface (window seal or Doorframe) is in poor enough condition that the application of caulk will not be effective, the measure should not be installed.
 - If you treat a window, the whole window should be treated. Do not just seal cracks around one side of the window. If the measure needs to be installed, treat all cracks around the window.
 - If you claim you installed this measure, all windows must be sealed.

Window Weather-Stripping

- Installation must meet the following guidelines:
 - Window weather-stripping should only be applied to a clean, prepared surface and must be installed only where its effectiveness will last for a minimum of 10 years.
 - If you claim you installed this measure, all windows must be weather-stripped.

DIAGNOSTIC TESTING

Diagnostic Testing for Combustion Equipment or Air Filtration Measures

- Oncor requires service providers to perform both carbon monoxide (CO) and air infiltration testing to ensure the health and safety of host customers is not jeopardized by any air infiltration energy-efficient measure installed as part of the LIW program.
- For residences with combustion equipment (e.g., natural gas or propane), service providers must not install any measure or measures that would result in ambient air CO levels exceeding 9 parts per million (ppm) at project completion. Service providers will be required to measure and record pre and post installation CO readings at each installation site.
- For additional details on this requirement, including minimum ventilation rates and testing equipment specifications, please visit [EEPM](#).

DIAGNOSTIC TESTING (cont.)

- Blower door air pressure measurements must also be used to ensure post treatment air infiltration rates are not less than those set forth by the standard in Equation 68, based on floor area and number of bedrooms. These calculated minimum CFM⁵⁰ values assume two occupants for a one-bedroom dwelling unit and an additional person for each additional bedroom.
- Where higher occupant densities are known, the minimum rate shall be increased by 7.5 CFMN at for each additional person. A CFMN at value can be converted to CFM⁵⁰ by multiplying by the appropriate N factor in the table below.

Never take the CFM reduction below the Building Tightness Limit (BTL)

CHECKLIST FOR FIELD TESTING



Checklist for Field Testing		
The intent of this checklist is for reference and informational purposes only. Each premise has unique qualities and characteristics that should be taken into consideration and industry best practices should be used in evaluating a premise and performing work. Completing all items on this checklist does not guarantee that the premise will pass an inspection and/or be eligible to receive an incentive.		
Client Interview		
Allergies ¹	Is there anyone present who has environmental sensitivities (asthma, allergies, chemical sensitivity, etc.)?	
Asbestos/Lead Paint ²	Are they aware of the presence of asbestos, lead, mold and/or other potentially hazardous material is known or suspected?	
Number Occupants/Bedrooms ³	How many bedrooms (physically verify) are there and occupants?	
Equipment	Verify HVAC equipment type (Heating, Tonnage), record label info. Ask if any HVAC work has been performed recently	
Preliminary Set Up		
Building Shell	Verify building shell is complete (not missing wall board, trim, ceilings, doors, window sashes, or glass) If more repairs required than your company is capable of performing, explain the situation to the customer, do not proceed with work and walk away.	
Combustion Appliances (If Applicable) ⁴	Determine if there are any combustion appliances or Combustion Appliance Zones (CAZ) present in the home that would require testing. / Confirm combustion appliances are vented correctly.	
Air Leakage Test - Set Up/Test		
Prepare Home for Pre-Improvement Testing.		
Preparing Home for Air Leakage Test	Look For:	
	- Open, broken or cracked windows	
	- Windows are latched	
	- Windows with only storms installed	
	- Door and window trim in place	
	- Open/missing attic access covers (closets)	
	- Missing drywall (closets, behind furniture, under cabinets)	
	Confirm Prior To and During Testing:	
	- Exterior windows and doors, fireplace and stove doors are closed, but not sealed	
	- Dampers should be closed, but not sealed, including exhaust, intake, makeup air, back draft and flue dampers	
	- Interior doors should be open (including closets)	
	- Exterior openings for continuous ventilation systems should be closed and sealed	
	- Heating, cooling, ventilation system(s) should be turned off	
	- Water heaters (only if in conditioned space) should be set to pilot, DO NOT TURN OFF!	
- HVAC Supply and return registers should not be sealed		
- All exhausting devices (dryer, exhaust fans) should be turned off		
Install Blower Door and Prepare to Test.		
Conduct Pre-Improvement Test	- Set up equipment	
	- Confirm reference hose is five (5) feet to one side, out of fan flow	
	- Set up manometer: FR/FL@50, BD 3, Ring Configuration	
	- Cover fan and perform Baseline (Press - Baseline, Start, Enter)	
	- Turn on fan, bring to approx. fifty (50) PA; If possible use cruise control	
	- Press Long Term Averaging; Allow to run until reading is stable, no more than 5-10 CFM50 change in reading	
	- Take reading and record	
- Calculate Building Tightness Limit (BTL); to determine if work should be performed		
Complete Improvements**		
Conduct Post-Improvement Test	- Repeat previous steps for running test (Note: Baseline should be taken again)	
	- Take readings/photos necessary to enter into ITEC APP	
	Note in EEPM: which door you tested from	
**Consult Equipment Manual for Detailed Instructions		
Disclaimer: The intent of this checklist is for reference and informational purposes only. The participating service provider is still subject to inspection and/or post-testing failures based on inspection results.		

BUILDING TIGHTNESS LIMIT (BTL) CALCULATOR



0.03	X	Floor FT ²	+	(7.5	X	#B+1/P)	=	CFM	X	N Factor	=	BTL (CFM ₅₀)
0.03	X	4,166	+	7.5	X	5	=	162	X	14.8	=	2,405
										Pre Minimum	=	2,645

	Requires input
--	----------------

N-Factor Table 2-136 for Final Ventilation Rate*			
	Number of Stories		
Shielding	Single Story	Two Story	3 or More Stories
Well shielded	22.2	17.8	15.5
Normal	18.5	14.8	13
Exposed	16.7	13.3	11.7

This calculator is available under Resources tab in EEPM.

INSPECTIONS-PHOTO REQUIREMENTS

RESIDENTIAL CEILING INSULATION



Required Documents and Photos


The following documents are required
for all ESIIDs

1	Customer Agreement
2	Tenant Eligibility Certificate for LIW Only
3	Clear photo of the existing insulation level measurement for <u>each</u> measure reported. If reporting all three R-value ranges, (R5-R8 & R9-R14, and R15-R22) <u>3 photos are required</u> with the identification card including the address, date taken, reported R-Value. See example below:



CEILING INSULATION (cont.)

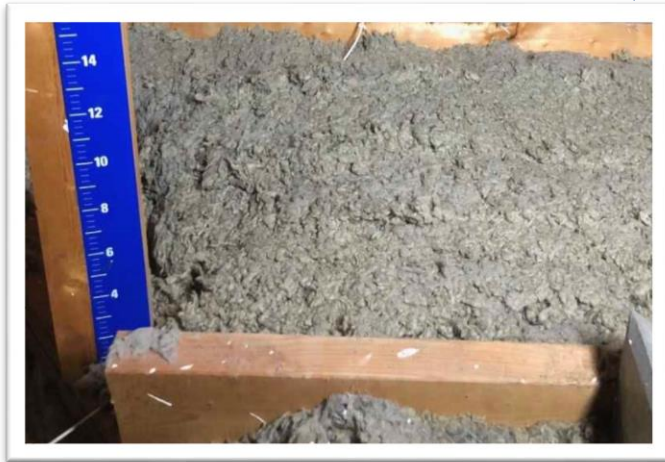


4	Clear photo of the entire attic prior to adding new insulation (existing insulation must be R22 or less). If the entire attic cannot be captured in one photo, please take multiple photos that represent the entire attic.
	 A photograph of an attic space. The ceiling consists of wooden joists. A layer of light-colored, fibrous insulation is visible on the floor. A wooden support post is in the center. The lighting is warm, and the perspective is looking down the length of the attic.
5	Clear photo of the new insulation measurement to identify the number of inches added (Required to insulate up to R38) with identification card of address and date taken.
6	Clear photo of the entire attic after the new insulation is installed (Required to insulate up to R38). If the entire attic cannot be captured in one photo, please take multiple photos that represents the entire attic.
7	Photo of the condenser ID label
8	Photo of the entire furnace indicating no flue or gas line exists if not reporting heating type Gas Furnace. Provide two photos if unable to capture the entire furnace in one.

EXISTING INSULATION



1. In this photo we are unable to determine the number of inches.



2. This is the correct angle to easily determine number of inches.



3. Difficult determining the number of inches in this photo.



4. Try shooting eye level to depth rather than from above.




NEW INSULATION

Below are two good examples of new insulation photos that were taken correctly.



ATTIC--WIDE ANGLE VIEW PHOTO



This is not a wide-angle view photo of an attic. 

TIP: If an attic has limited space take several photos side-by-side.



ATTIC-LIMITED SPACE



If space is limited take several photos side-by-side. As seen in the illustration below:

EXAMPLE 1



EXAMPLE 2



EXISTING INSULATION – BLURRY IMAGE



This photo is blurry at the bottom since the focus was on the top.



TIP: Focus on where the depth meets the ruler.

RADIANT BARRIER



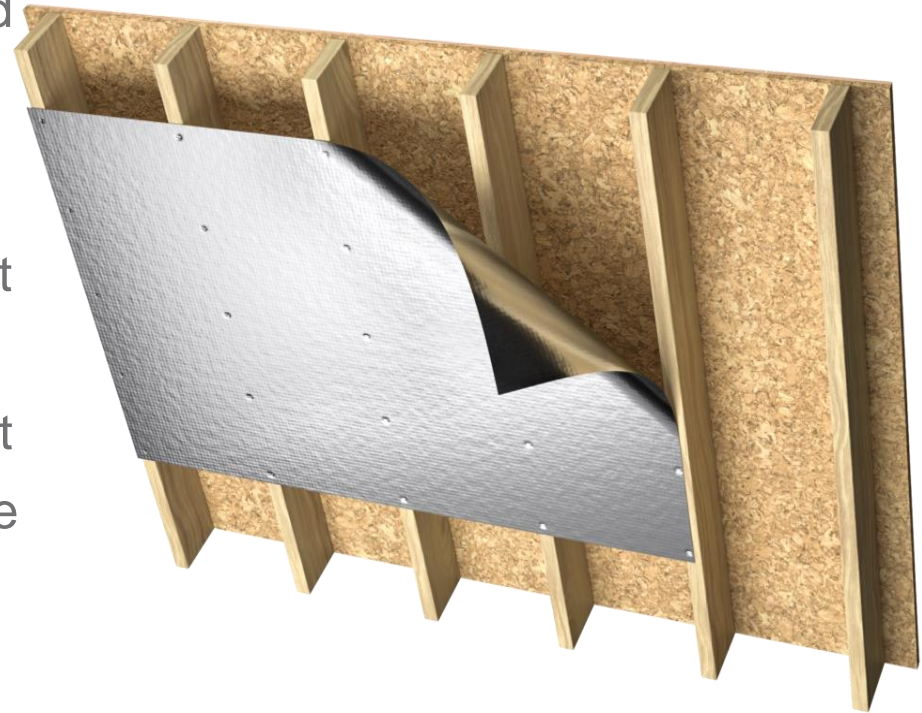
Radiant Barrier typically consist of a metallic foil material (usually aluminum) and are generally installed on the roof decking or beneath roof sheathing.

The radiant barrier must be compliant with the standards set by RIMA-I, including proper attic ventilation. A list of verified products is available on the RIMA-I website.

Sources:

<https://rimainternational.org/technical/testing/>

<https://www.reflectixinc.com/applications/diy/attic/>



RADIANT BARRIER PHOTOS



Information and photos required

- Clear photo of the condenser label to include the model and serial number for every measure submitted. If reporting heating type **Electric Resistance the condenser label must be legible**. If it's not legible, the incentive will be paid equal to heating type Heat Pump rather than **Electric Resistance**.
- Heating type (if reporting heating type **Electric Resistance** a photo of the entire air handler / furnace is required indicating no gas line or flue exists). If unable to capture the entire furnace in one photo, provide two photos.
- Ceiling insulation type.
- Ceiling insulation measurement photo (with ruler) to verify the number of inches of ceiling insulation (only required if reporting less than R19). See ceiling insulation R-value/inch chart.
- Square footage of home (area treated). Only the conditioned space of the area is treated is eligible. Only the original structure is eligible, add-ons and garage space do not qualify.
- Do not report the total square footage for a two-story home. Measure the footprint of the original structure and subtract any garage area / unconditioned space to obtain the reported square footage.
- In most cases reported square footage will be half or less than the total square footage for multi-level structures.
- Wide view photo of attic ceiling before installation and a wide view photo of attic ceiling after installation. If one wide view photo cannot be obtained due to space limitations, provide multiple photos that represent the area treated.

Two curved lines, one red and one dark red, arching across the top of the slide.

IMPORTANT REMINDERS

- No hard copies/paperwork required
- **All paperwork** including the PR Summary, Customer Agreement (CA), and Income verification certificates should be uploaded under “Attachments” for each Production Report
- **E-signature will be offered through an online app for the CA**
 - Customer and Provider will be able to sign CA electronically
 - Customer will need to receive a copy of the signed CA based on their preference
- **PR Summary will be e-signed and uploaded for each PR**



QUICK TIPS

REPORTING AND FAILURES

- **Email addresses** for customers are required
 - If email address is not available enter na@na.com
- **“Primary Language”** on customer tab field should be populated
(Example: English, Spanish, Vietnamese, or Other)
- **Failures** will be classified as “Quality” or “Data entry”
 - Data Entry – human error/entries in EEPM (**Fixable**)
 - Quality – installation issue and/or equipment(**Not Fixable**)



CUSTOMER INFORMATION



Leave a copy with each customer after work is completed!

- Customer Agreement (Electronic)
- Customer Disclosure Notice (Hard copy)
- Invoice from Service Provider
- Energy Efficiency Tips Brochure
- **LIW ONLY - NEW** Income verification forms AND process for LIW SPs.



LIW - DESK REVIEW REQUIREMENTS



Air Infiltration for LIW

- Customer Agreement
- Eligibility Certificate
- Residential Air Infiltration Description Document
- iTEC report required for all single-family locations. **Not required for Multifamily.**
- Photo of the condenser ID label.
- Photos of pre and post manometer, for ALL sites.
- Photos of all improved areas-pre and post photos side-by-side of each improvement.
- Photo of the entire furnace indicating no flue or gas line exists if not reporting heating type Gas Furnace. Provide two photos if unable to capture the entire furnace in one.

LOOK UP TOOL FOR INCOME VALIDATION



Oncor has selected the Easier Energy Efficiency Eligibility for Texas website www.e4-tx.com as it's look-up tool for the Low-Income Weatherization Program's verification source.

How to use the Look Up tool:

Visit www.e4-tx.com

Enter login:

- Username: Oncorverify
- Password: Oncorlowincomeverify

Once logged in follow the below steps:

Enter:

- "Address" and Meter #
- Residence Type
- Utility Co
- SP Name
- SP email


***Please note that these are REQUIRED fields.**

A screenshot of the "Address Verification" form on the E4-TX website. The form has a header with the "E4-TX" logo and the text "Easier Energy Efficiency Eligibility for Texas". Below the header, a paragraph states: "This geo-eligibility tool verifies addresses for LIW reserve program category 1C eligibility. Enter an address, meter number and your information below to verify eligibility and print a certificate of proof". The form contains several input fields, each preceded by a red asterisk indicating it is required. The fields are: "Address" (a dropdown menu with the placeholder text "Please enter a Texas address"), "Meter ID" (a text box containing "123456789LG"), "Confirm Meter ID" (a text box containing "123456789LG"), "Residence Type" (a dropdown menu), "Utility Company" (a dropdown menu), "Service Provider" (a text box), "Service Provider Email" (a text box), and "Customer Name" (a text box with the placeholder text "Firstname Lastname"). At the bottom right of the form is a "Submit" button with a checkmark icon.

LOOK UP TOOL - INCOME VALIDATION (cont.)



Result




This Meter Address **Qualifies** For The LIW Reserve Program
Category 1C: Eligibility Through Geographic Location:

1. It Is **Outside Of** The HUD Texas QCTs Zone
2. It Is **Within** The HUD Texas LMISD Zone
3. It Is **Outside Of** The Opportunity Zone

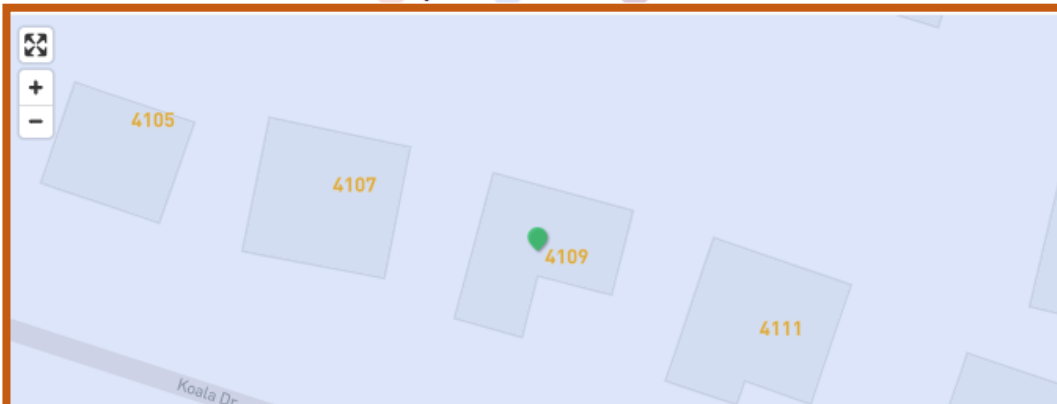
Your unique report ID is:

031A980D-75AA-4C60-BDD3-7C9A12BB65EE

Please download the eligibility certificate by clicking "Print" and save the PDF file into your database to be included in the residence eligibility packet.

 Print

QCTs LMISD Both



Results will produce a **"GREEN"** checkmark if the address Qualifies for the LIW Program.

A unique report ID will be created

A **"Print"** button is ready for accessing the required **"Certificate"**

Map validates the address and is available for looking at surrounding area

LOOK UP TOOL - INCOME VALIDATION (cont.)



✓ Submit

Result

This Meter Address Does Not Qualify For The LIW Reserve Program
Category 1C: Eligibility Through Geographic Location:

1. It Is **Outside Of** The HUD Texas QCTs Zone
2. It Is **Outside Of** The HUD Texas LMISD Zone
3. It Is **Outside Of** The Opportunity Zone

QCTs LMISD Both

013 4017 4021 4025 4029 4033 4035

Engleman St

mapbox Engleman St

30 ft

© Mapbox © OpenStreetMap Improve this map

All locations are approximate and should be used for reference only. Please contact [TEPRI](#) if you find any map errors.

+ New Report

Results will produce a **“RED” X** if the address Does Not Qualifies for the LIW Program.

There is NO “Print” button to access the required “Certificate”

Map available with the address and is available for looking at surrounding area and verifying the location

LOOK UP TOOL - INCOME VALIDATION (cont.)



Certificate from the “Print” button to be uploaded into EEPM



Easier Energy Efficiency Eligibility for Texas

☒ **Approved!**

This Meter Address Qualifies for the LIW Reserve Program

Category 1C: Eligibility through Geographic Location
Low- and Moderate-Income Data

Meter Address: 4109 Koala Dr, Killeen, TX, 76543, USA

Meter ID: 103993522LG

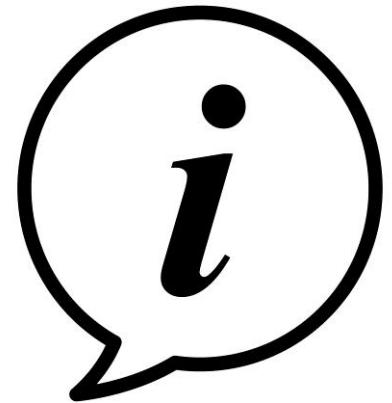
Service Provider: brown

Type of Residence: Single Family

ID: 031A980D-75AA-4C60-BDD3-7C9A12BB65EE
1/14/2022, 4:12:19 PM

THREE-STRIKE POLICY

- The Three-Strike Policy will be enforced
- Failures are Strike 1 offenses
- Failures will be classified as “Quality” or “Data entry”
- Data Entry – human error/entries in EEPM (Fixable)
 - 3+ “Data Entry” failures results in a 1-month lockout
- Quality – installation issue and/or equipment (Not Fixable)
- Major issues identified, such as fraud, improper work or testing protocols may result in permanent termination



SP MARKETING MATERIALS

2023 Marketing Activity

- Any and All marketing activity **MUST** be reviewed and approved by Oncor prior to use.
- Use of the Oncor logo is prohibited.
- **Acceptable marketing activity can include:**
 - Social media
 - TV and/or Radio
 - Postcards
 - Newspaper
 - Other print advertising



Service Providers can request a copy of the EE Marketing Toolkit for more marketing guidance and requirements.

Example: George's Energy Solutions is an approved participating service provider in Oncor's Low-Income Weatherization Program. Through this program, we are able to install energy efficiency upgrades to help our customers reduce energy consumption.

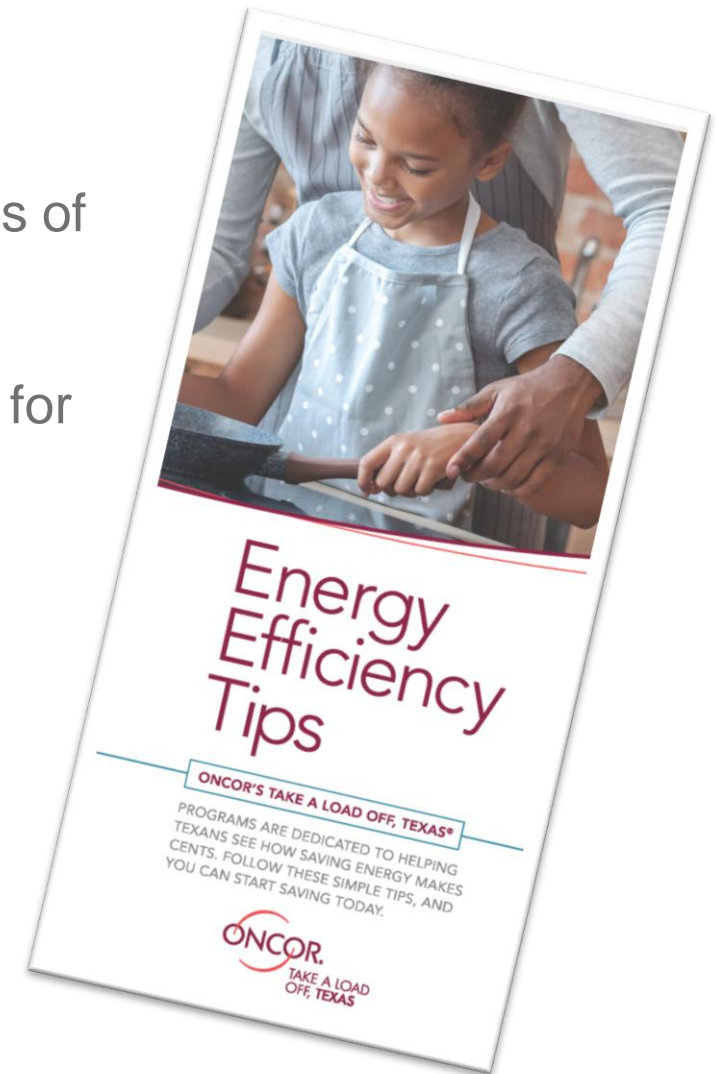
ENERGY EFFICIENCY TIPS BROCHURE



ORDERING MARKETING MATERIALS

Brochures can be ordered online in quantities of 200 brochures for \$28.50 per order or English/Spanish combo pack 300 brochures for \$28.50 per order.

To order, visit: [Oncor E-Store](#)



FINAL TAKEAWAYS...

- **DO NOT** start work until you are “Approved”.
- Keep insurance up to date throughout the ENTIRE year.
- If you change company name or Tax ID, contact the Program Manager immediately.

Read the Program Manual.

- If you discover an error in submitted projects, contact the Program Manager immediately.
- Have a question? Call the Program Manager and ask before proceeding.

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CONTACT INFORMATION

WHO DO I CONTACT?

Question	Program Manager	Inspection Manager	EEPM Help Desk
Unusual situation at customer's house	✓		
How to create a PR			✓
Discuss/Dispute a Failure		✓	
Submit a "Duplicate Measure" request			✓
Request more funding	✓		
Insurance question			✓
Program feedback	✓		
Question about the Program	✓		

CONTACT INFORMATION



Program Manager

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Program Manager

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Inspection Manager

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EEPM Help Desk

(866) 258-1874

EEPMsupport@oncor.com

Insurance

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THANK YOU!

2023 RESIDENTIAL · HOME ENERGY EFFICIENCY & LOW-INCOME WEATHERIZATION
KICK-OFF PRESENTATION

