

Welcome

2025 RESIDENTIAL (HEE & LIW) KICKOFF PRESENTATION



Joanna Gomez & Tallulah Matthews | 1/22/2025

Meet Your Residential Team:

Paul Jacks
EE Operations
Manager



Joanna Gomez
Sr. Program
Manager



Tallulah Matthews
Program Manager



Terry Manning
Inspections
Manager



2024 Program Overview

What's new in 2025?

2025 Program Budget & Dates

Program Changes

Inspections

Important Reminders and Updates

Agenda

2025 RESIDENTIAL HEE & LIW KICKOFF PRESENTATION

2024 Program Overview

2025 RESIDENTIAL HEE & LIW KICKOFF PRESENTATION

average kW

1.061893



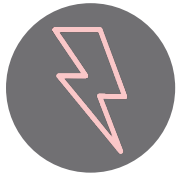
incentives paid

\$7.0M



average kWh

1441.602



total projects

195



2024 LIW Overview

2025 RESIDENTIAL HEE & LIW KICKOFF PRESENTATION

average kW

1.32982



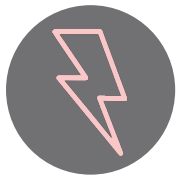
incentives paid

\$8.6M



average kWh

2574.556



total projects

1179



2024 HEE Overview

2025 RESIDENTIAL HEE & LIW KICKOFF PRESENTATION

What's New in 2025?

2025 RESIDENTIAL HEE & LIW KICKOFF PRESENTATION

What's New in 2025?

- Service Providers will only be allowed to submit one (1) Production Report (PR) weekly. The maximum dollar amount per PR is \$40K, and the maximum number of ESI IDs per PR is thirty (30).
- Air Infiltration is now available in the HEE program.
- HEE Reserve has been renamed to HEE Weatherization.
- Lock Out Start Date and End Date have been added to EEPM.
- Higher budget for both HEE and LIW Program.
- Higher incentives for Air Infiltration Measures.

2025 Program Budget & Dates

2025 RESIDENTIAL HEE & LIW KICKOFF PRESENTATION

2025 Budget

Home Energy
Efficiency (HEE)
\$8,000,000

Low-Income
Weatherization
(LIW)
\$5,500,000

Budgets will be adjusted as needed and based on demand.

2025 RESIDENTIAL HEE & LIW KICKOFF PRESENTATION

Residential Program Timeline

	Date	Event/Action
Step 1	January 22	HEE & LIW Program Open for Applications
Step 2	January 23	Oncor reviews all applications and determines funding tier level for HVAC Program Option
Step 3		Oncor contacts each SP via email with allotted funding level for each Program Option
Step 4		HEE & LIW Program Open for PRs
Step 5	*December 5*	HEE & LIW Program End Date. *Program End date is subject to change.

NOTE: All SPs must submit a new application each year. Applications will be available through the SP EEPM dashboard. Before submitting applications, SPs should review emails, contacts, and phone numbers for current status. Please ensure your address in EEPM matches your W9. If not your application will be **rejected**.

Any work or installations completed before the program opens on January 23rd, will **NOT** be accepted.

Program Changes

2025 RESIDENTIAL HEE & LIW KICKOFF PRESENTATION

Program Changes

Air Infiltration (which is also air leakage) is being re-introduced in the HEE Program.



Effect of Infiltration

Infiltration causes air contaminants to enter the room.

Air contaminants will affect the health of occupants.

It also allows hot and cold air to enter. This affects the room temperature.

Air Infiltration

Low Income and HEE Weatherization Air Infiltration Incentives

Air Infiltration		HEE		
		Gas	Electric	Heat Pump
2024 Incentive Rates				
	dollar/kW	\$23.00	\$16.00	\$16.00
	dollar/kWh	\$0.0110	\$0.0074	\$0.0074
2025 Incentives Rates				
	dollar/kW	\$27.60	\$19.20	\$19.20
	dollar/kWh	\$0.0132	\$0.0089	\$0.0089

LIW		
Gas	Electric	Heat Pump
\$35.00	\$24.00	\$24.00
\$0.0165	\$0.0111	\$0.0111
\$42.00	\$28.80	\$28.80
\$0.0198	\$0.0133	\$0.0133

Program Changes

Lock Out Start and End Date Added to EEPM Dashboard

Hover over the Lock symbol to see your lock-out start and end date

The screenshot shows the EEPM dashboard with a navigation bar at the top containing: HOME, MY APPLICATIONS, OPEN CUSTOMERS, MY PROJECTS, and MY ACCOUNT. Below the navigation bar are three filter buttons: ACTIVE PROGRAMS (19), PROGRAM APPLICATIONS (2), and ELIGIBLE PROGR. The main content area displays two program cards. The left card is for '2024 HEE HVAC Program Option' with a CFR % of 33.455 and a red lock icon with a '2' notification. A tooltip is visible over the lock icon, displaying: 'Inspection Failure Lock Out', 'Locked Out On: 12-19-2024 08:53 AM', and 'Lockout Release On: 01-03-2025 08:53 AM'. Below the program name is a 'Program Budget' table with rows for Total, Allocated, and Remaining, each with a yellow bar. The right card is for '2024 Targeted LIW Multi Fami...' and also has a tooltip showing 'Inspection Failure Lock Out', 'Locked Out On: 12-19-2024 08:53 AM', and 'Lockout Release On: 01-03-2025 08:53 AM'. Below this card is another 'My Budget' table with rows for Allocated and Remaining, with a yellow bar for the Remaining value.

Program Funding

- Tiers of \$5,000, \$15,000, and \$30,000 will be allotted based on performance from the previous year.
- Each SP meeting their milestone will receive their tier allocation amount at the beginning of each month (if funding is available).
- The milestone dates will be the first Monday of each month.
- Any SP not meeting its 90% milestone will lose its remaining funding and move to the next lower allocation level.
- 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 allocation level, they can continue participating in the program at the Program Manager's discretion.

2025 AIR INFILTRATION INSPECTIONS

2025 RESIDENTIAL HEE & LIW KICKOFF PRESENTATION

Air Infiltration Measures

- Items eligible for improvement

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

Air Infiltration Expectations

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

Example—Sealed plumbing penetrations. All plumbing penetrations (kitchens, bathrooms, etc.) must be sealed, and you must provide pre- and post-photos of each area improved. This includes interior and exterior walls.

2. If an area does not need improvement, you **must** provide a photo clearly indicating that no improvement was needed.
3. Window caulking. All windows must be caulked, and you must provide pre- and post-photos of each improved window.
4. Window weather-stripping. All windows must be weather-stripped, and you must provide pre- and post-photos of each window improved. The photo must include the entire area improved. **Any dirt and debris must be removed before application.**
5. The list consists of thirteen infiltration measures, including “other.” A minimum of four **measures must be completed for each submitted customer site.**
6. **Three** items listed below **must be** included in the four you select to improve.
 - Door weather-stripping
 - Plumbing penetrations
 - Window caulking
 - Window weather-stripping

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:
- To seal plumbing penetrations, you must use approved materials.
- All plumbing penetrations must be sealed if you claim you installed this measure.

Sealed light and Fan Penetrations

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

Installation Standards

Window / Door Frame Caulking

- Installation must meet the following guidelines:
- Sealant applied around windows and doors must reduce or stop air infiltration. If the surface (window seal or Doorframe) is in poor enough condition that caulk will not be effective, the measure should not be installed.
- If you treat a window, you should treat the whole window. Do not just seal cracks around one side of the window. Treat all cracks around the window if the measure needs to be installed.
- 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 installed where its effectiveness will last a minimum of 10 years.
- If you claim you installed this measure, all windows must be weather-stripped. The photo must include the entire area improved. Any dirt and debris must be removed before application.

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 efficiency measure installed as part of the LIW/HEE SOP.
- 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](#)

Carbon Monoxide Test Equipment Specifications

- CO testing is to be performed with the Bacharach Monoxor II sensor or an equivalent Texas Department of Housing and Community Affairs-approved testing device. CO detectors are not suitable testing devices and are not to be used. The sensing device must have a range from 0-2,000 ppm; accuracy +/- 5% of readout; and readout resolution = 1 ppm adjustable to 0.

Diagnostic Testing

- Blower door air pressure measurements must also ensure that 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:

Air leakage should be assessed through testing following Building Performance Institute (BPI) standards.

Where the presence of asbestos, lead, mold, and/or other potentially hazardous material is known or suspected, all relevant state and federal (EPA) guidelines must be followed to ensure technician and occupant safety. Blower door depressurization tests may not be performed in homes where there is a risk of asbestos becoming airborne and being drawn into the dwelling.

Never have a post-CFM reading less than the Building Tightness Limit (BTL) for the home.

N-Factor Table

$$\text{Min CFM50} = [0.03 \times \text{AFloor} + 7.5 \times \text{OCC}] \times N$$

Minimum Final Air Ventilation Rate*

SHIELDING	1 STORY	2 STORY	3+ STORIES
Well Shielded	22.2	17.8	15.5
Normal	18.5	14.8	13.0
Exposed	16.7	13.3	11.7

* Measured in CFM at 50 pascals (Pa) per square foot

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)*	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.	

BTL Calculator (double click below to activate)

0.03	X	Floor FT²	+	(7.5	X	#B+1/P)	=	CFM	X	N Factor	=	BTL (CFM₅₀)
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

Example Photos – Window Weather-Stripping



Example Photos – Plumbing Penetrations



2025 HVAC INSPECTIONS

2025 RESIDENTIAL HEE & LIW KICKOFF PRESENTATION

HVAC Post-Inspection Common Failures

- Reporting the wrong type of system replaced
- Wrong AHRI number reported
- Entire condenser model number not reported
- Data entry errors
- Provide clear photos – check before leaving site
- Is Multi System Change Out?



Photo Requirements

Existing Air Handler / Furnace

- You must capture the entire furnace top to bottom or side to side. Provide two if you cannot capture the whole furnace in one photo.
- Photo should be taken in its condition upon arrival. Photo should be taken before removing any parts. Photo should be taken from the front not from the side.
- Photos **must be** in color. Black and white photos will not be accepted. Photos must be in JPEG, PDF, or PNG. HEIC files will not be accepted.

Photo Requirements (cont.)

New Air Handler / Furnace

- You must capture the entire furnace top to bottom or side to side. If you are unable to capture the entire furnace in one photo, provide two.
- The photo must be taken after the installation is completed with all parts intact. It should be taken from the front, not from the side.
- Photos **must be** in color. Black-and-white photos will not be accepted. Photos must be in JPEG, PDF, or PNG. HEIC files will not be accepted.

Acceptable Images



Not Acceptable



Photo Requirements

Existing Condenser

- The photo should be taken from a distance, indicating that the unit is still connected. If you cannot capture the entire unit and connections within one image, take two pictures.
- Photos must be in color. Black and white photos will not be accepted. Photos must be in JPEG, PDF, or PNG. HEIC files will not be accepted.

Photo Requirements

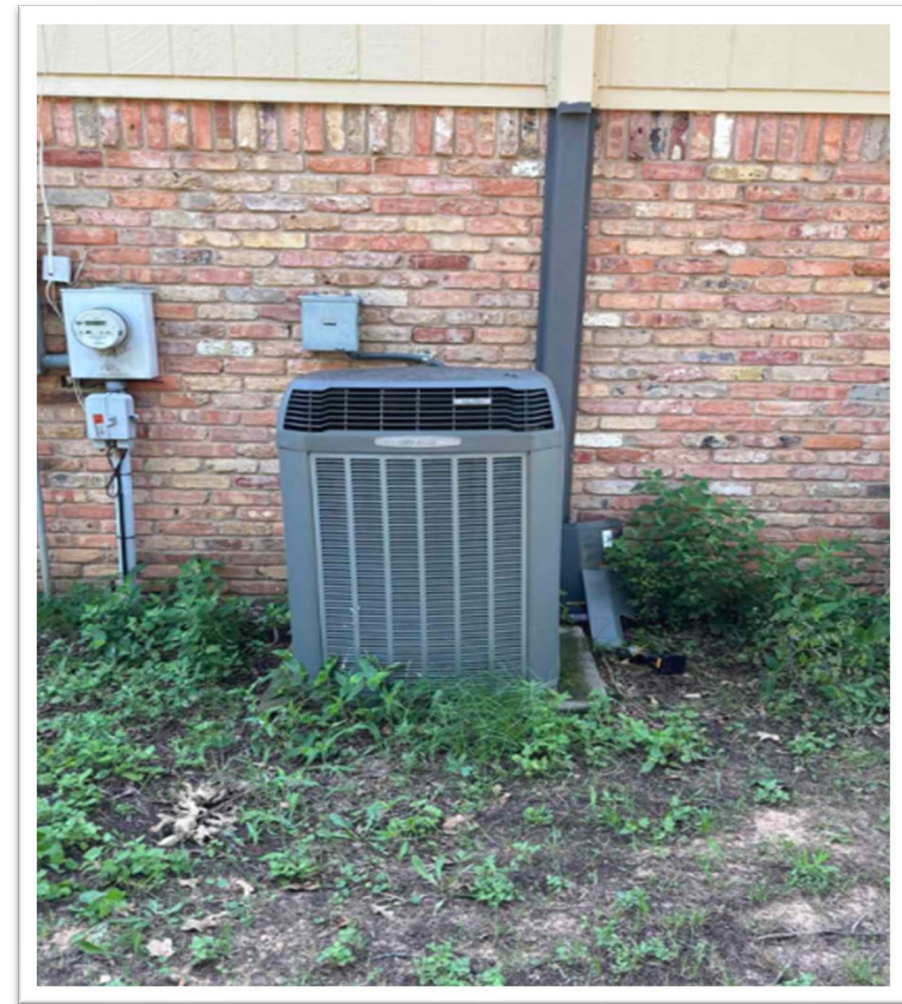
New Condenser

- The photo should be taken from a distance, indicating that the unit is connected. If you cannot capture the entire unit and connections within one image, take two pictures.
- Photos **must be** in color. Black-and-white photos will not be accepted. Photos must be in JPEG, PDF, or PNG. HEIC files will not be accepted.

Acceptable



Not Acceptable



Important Reminders

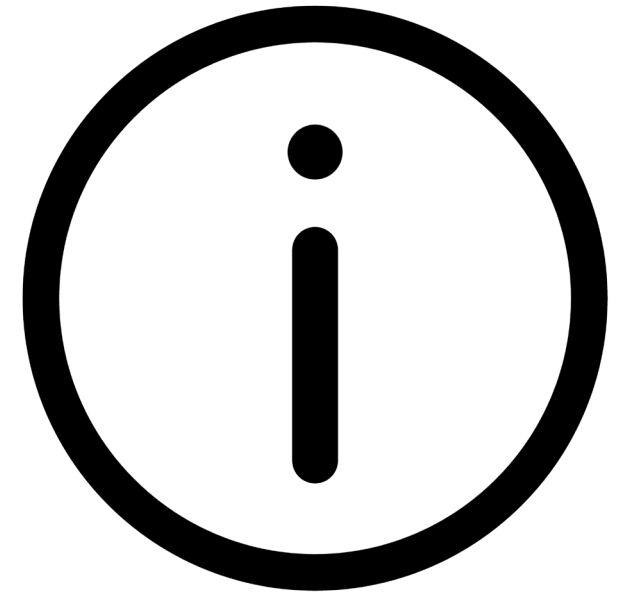
2025 RESIDENTIAL HEE & LIW KICKOFF PRESENTATION

Paperwork

- 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**

Customer Information

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



* The EE Tips brochure should be left with the customer, whether it is a sales call or an actual project.

Leave a copy with each customer after work is completed!

Look-up tool for Income Validation

Oncor has selected the Easier Energy Efficiency Eligibility for Texas website www.e4-tx.com as its 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.**

Address Verification



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

* Address:

* Meter ID:

* Confirm Meter ID:

* Residence Type:

* Utility Company:


* Service Provider:

* Service Provider Email:

Customer Name:

Look-up tool for Income Validation (cont.)

Result

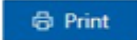


This Meter Address **Qualifies** For The LIW Reserve Program
Category 1C: Eligibility Through Geographic Location:


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.



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 for Income Validation (cont.)

Submit

Result

X

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 40

Engleman St

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 for Income Validation (cont.)

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



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

SP Marketing Materials

2025 Marketing Activity

- Any and All marketing activity MUST be reviewed and approved by Oncor before 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.

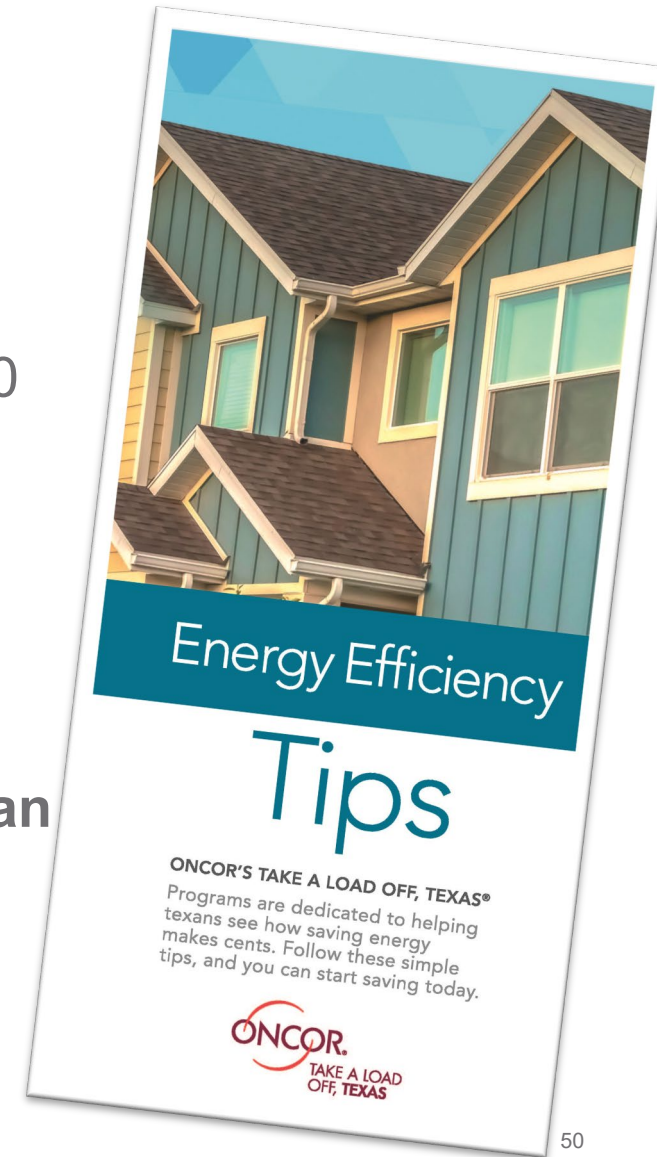
Energy Efficiency (EE) Tips Brochure

ORDERING MARKETING MATERIALS

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

ATTENTION: All SPs are **REQUIRED** to purchase the EE Tips brochure and leave it with the customer, whether it's a sales call or an actual project.

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



Final Takeaways

- DO **NOT** start work until your application has been “Approved”.
- Keep insurance up to date throughout the ENTIRE year.
- If you change your company name, address, tax ID, and/or any other pertinent information about your business, please contact the Program Manager immediately.
- If you discover an error in submitted projects, contact the Program Manager immediately.
- Have a question? Call the Program Manager and ask before proceeding.

Read the Program Manual.

Contact Information

2025 RESIDENTIAL HEE & LIW KICKOFF PRESENTATION

Who do I Contact?

Question	Program Manager	Inspection Manager	EETM Help Desk
Unusual situation at customer's home	X		
How to create a production report (PR)			X
Discuss/dispute a failure		X	
Submit a "duplicate measure" request			X
Request additional funding	X		
Insurance inquiries			X
Program feedback	X		
Questions about the Program	X		

Program Manager

Joanna Gomez

(214) 486-4153 office

joanna.gomez@oncor.com

Program Manager

Tallulah Matthews

(214) 486-3284 office

tallulah.matthews@oncor.com

Inspection Manager

Terry Manning

(214) 486-4624 office

tmanning@oncor.com

EEPM Help Desk

(866) 258-1874

EEPMsupport@oncor.com



**CONTACT
US**

Q&A

Q	Will this webinar be available to use so we can print it?
A	Yes, the presentation will be available within EEPM Resources in a couple of days. Presentation will be available online on the EEPM webpage. You can also request the presentation from the program manager
Q	For clarification, heat pump and electric will be paid the same rate?
A	Incentive rate for infiltration is the same for heat pump and electric resistance although the HEE rate is less
Q	Am I understanding this correctly, the air infiltration is another component of incentives it is not part of the HEE that we did last year?
A	Air infiltration has been added to the HEE program for 2025. It is available for incentives in both the HEE and LIW programs
Q	Is air infiltration back for multifamily as well in HEE?
A	Yes, air infiltration is offered for HEE multifamily

Q&A

Q	When will you accept video for the tight space areas?
A	We prefer that you take two photos to capture entire unit within tight spaces rather than video. Please discuss video and picture requirement with the inspection manager Terry Manning
Q	Are we still required to take pictures of unit data tags?
A	Yes, a photo of the condenser label is always required.
Q	Does dual fuel, qualify? Going with a HP outdoor unit, and a gas indoor?
A	Dual Fuel HPs are eligible for the program
Q	Can we still use hard copies for the Customer Agreement if we choose to and then just upload to customer site file as an attachment?
A	Hard copies can be used in the field. They will need to be scanned and uploaded into EEPM
Q	Please Mention the Start and End date.
A	Program start dates are January 23 and closes on Dec 5 or when funding is exhausted.

Q&A

Q	For HVAC providers do we need to hand out the EE Tips brochure?
A	Yes, all providers are required to hand out the EE Tips Brochure.
Q	Is insulation still part of the program?
A	Ceiling, Floor and Wall insulation are still available in the program and the requirements have not changed.
Q	Please provide the login info for the application. Also, will this presentation be available and if so where can I find it.
A	Please reach out to the EEPM Help Desk for your login information. EEPM can be reached via email at eepm-support@oncor.com or via phone 877-258-1874. This presentation will be added to our website at https://www.oncor.com/eepm under the Resources/Residential Program.

Q&A

Q	I have a question about the window caulking?
A	Please contact the inspection manager regarding your questions for window caulking and plumbing penetrations.
Q	What are the HEE HVAC incentive amounts?
A	HVAC incentives can be obtained through the Zapture App which is available for both Iphones and Androids as well as the Residential Online Incentive Calculator.
Q	What is opening day for Oncor?
A	Program start dates are January 23 and closes on Dec 5 or when funding is exhausted.
Q	Where do we locate the Online store for the brochures?
A	Here is a link to the Oncor store for the brochures: E-Store
Q	Did anything change or get added to the acceptable or not acceptable for insulation photos?
A	Insulation requirements have not changed. Please contact the inspection manager regarding your questions for ceiling, wall or floor insulations.

Q&A

Q	We can start with applications now?
A	Program start dates are January 23 and closes on Dec 5 or when funding is exhausted.
Q	Do you have a slide showing the incentives for the 2025 program for the HVAC systems and requirements?
A	HVAC incentives can be obtained through the Zapture App which is available for both Iphones and Androids as well as the Residential Online Incentive Calculator.
Q	Will the webinar be made available for review or emailed?
A	Yes. This presentation will be added to our website at https://www.oncor.com/eepm under the Resources/Residential Program.
Q	Any changes related to A2L equipment or simply based on new AHRI ratings etc. - We will go by AHRI ratings
A	We will go by AHRI ratings.

Q&A

Q	zaptier? please spell out on chat
A	ZAPTURE
Q	Please Show the slide furnace picture are not accepted.
A	This presentation will be added to our website at https://www.oncor.com/eepm under the Resources/Residential Program in which you can view the acceptable and not acceptable photos.
Q	It was mentioned that if a window needs caulk, we must caulk the whole window (I understand that's the 4 sides), and if a window ios caulk, all windows must be caulk..... On plumbing's penetrations, when ONE pipe doesn't need sealant, e take the picture of why and we move on...why can't we do the same on window caulking, since it would be just wasting caulk on a surface that doesn't need it (like with plumbing's)
A	Please contact the inspection manager regarding your questions for window caulking and plumbing penetrations.
Q	Is a heat load required only if we will be changing the size of the existing HVAC system?
A	Manual J is required when downsizing / upsizing to receive the maximum incentive.

Q&A

Q	Did incentive KW and kWh incentive levels change from last year?
A	No, they did not.
Q	what is the name of the app? Zapture?
A	Zapture
Q	Where can we get the HVAC rates?
A	HVAC incentives can be obtained through the Zapture App which is available for both Iphones and Androids as well as the Residential Online Incentive Calculator.
Q	Can we use previous years brochures?
A	No, you cannot as the brochures have changed for 2025.
Q	Just to make sure if we are already in the program from last year and we are staying in the same program this year there is no need to fill out that application again?
A	All service providers (it does not matter if you have been in the program previously) must submit and complete an application every year in order to participate in the program.
Q	Will there be a bonus for combining insulation and weatherization together?
A	No.

Q&A

Q	How does a CA get uploaded from a hard copy?
A	Scan and upload into EEPM
Q	Is there physical verification of installation for the outdoor units or is everything verified via photos?
A	We conduct desk reviews and onsite inspections for HVAC.
Q	What day is opening day for oncor?
A	Program start dates are January 23 and closes on Dec 5 or when funding is exhausted.
Q	Can we download zapture from EEPM?
A	No, you cannot. You must download the Zapture App for the App store for both Iphones and Androids. The Zapture App is a free app.
Q	Is a heat load required only if we will be changing the size of the existing HVAC system?
A	Manual J is required when downsizing / upsizing to receive the maximum incentive.

Q&A

Q	How long does it take to get our insurance updated?
A	Once your insurance is sent over by your insurance agent to eepminsurance@oncor.com and your information is correct and is verified and you have to correct coverages then your insurance will be updated immediately.
Q	So all furnace pictures must be full body pictures of system and wide angle.
A	Correct
Q	How far back into 2024 can we submit PRs?
A	This question will be addressed later via an email to all SPs.
Q	How many times a week can we submit for HVAC?
A	You may submit 1 Production Report (PR) with a maximum of 30 ESI IDs (customers) with a maximum dollar amount of 40K per week.
Q	What email do we have our agent send out COI to?
A	Please have your insurance agent to send your COI to eepminsurance@oncor.com



thank you