

Residential & Hard-to-Reach Standard Offer Programs



2025 Program Year

Version 1

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1. EXECUTIVE SUMMARY

AEP Texas, Inc. (AEP Texas or Company) is offering the Residential and Hard to Reach Standard Offer Programs (SOPs or Program) through its service territory. The SOPs open to a wide range of contractors, service companies, retail electric providers, and community action agencies referred to as Market Actors.

In the SOPs, AEP Texas contracts with Market Actors to deliver peak demand savings (measured in kilowatts, or kW) and/or annual energy savings (measured in kilowatt-hours, or kWh) by installing qualifying energy efficient measures at existing homes. AEP Texas will pay a fixed price in the form of incentives for kW and kWh savings resulting from the energy efficient measures installed.

The Public Utility Commission of Texas (PUCT) has issued rules and requirements for the SOPs. Those rules and requirements are outlined in the 16 Tex. Admin. Code § 25.181 (TAC), also known as the Energy Efficiency Rule. The statewide Technical Reference Manual (TRM) provides data and methodologies to be used for evaluating energy and demand savings from energy efficiency measures installed in Texas, and is updated annually. Market Actors participating in the SOPs must comply with all program rules and procedures. The purpose of this manual is to identify and explain these program requirements and to serve as a reference for potential Market Actors.

Key changes and reminders for the 2025 AEP Texas SOPs include:

- A monthly incentive cap of \$20,000 will apply for all programs. The monthly incentive cap allowance will reset to \$20,000 each month. Unused funds from a prior month will not roll over into a subsequent month.
- Monthly cap allowance will reset on first business day of each month
- LED lighting cap will be 10 per project
- Work Scheduling in P3 will be required for all projects
- Air purifiers and Advanced Power Strips **are not** eligible for PY 2025
- Customers will need to keep education material flyer for 60 days from the submitted project
- AEP Texas requires at least one primary measure with 2 secondary measures per project.
- AEP Texas encourages all Market Actors to install a minimum of 3 different measures per project
- Underserved area bonus
- Milestones will be enforced for all programs
- HTR Verification forms and form of proof must be uploaded to project
- The application review timeline has been extended to 60 business days.
- Duct Sealing measure will not be eligible until further notice.

- Air Infiltration measure only eligible for HTR. The Pre-CFM cap is reduced from 5.3 to 4.6 CMF/sqft. The maximum CFM reduction decreased to 30%. Photos are required for ALL projects.
- A <R-5 baseline category has been added.
- Photos required for ALL electric resistance heated homes for ALL measures.
- All photos must be geotagged for both central and north programs.
- An area-weighted average R-value is to be calculated for all homes consisting of two or more levels of Ceiling Insulation. Market Actors must use the AEP Texas provided calculator found in P3 or the Contractor Portal (www.aeptxsaves.com).
- Residential dwellings, or additions, completed after January 1, 2023 do not qualify for retrofit projects.
- Program managers have the authority to cancel/delete any measure or project entered into P3 and not submitted within 45 days.
- TRM v12.0 will be used for the 2025 programs. The SOPs rely on the PUCT approved TRM for reported savings.
- Host Customer Agreement & Acknowledgement (HCA) Form will no longer be provided. Similar to all another documents, this document will be located in P3 or in the Contractor Portal (www.aeptxsaves.com)
- Email addresses for customers are required. If email address is not available, enter noemail@noemail.com.
- Market Actors must leave a copy of the AEP Texas energy efficiency flyer and customer education material (Saving Energy at Home) documents after work is completed. These documents will be available on the Contractor Portal (www.aeptxsaves.com).
- A minimum of 15.2 SEER2 is the new requirement for all replacement HVAC projects.
- HVAC systems with non-compliant EER are eligible.
- HVAC heating savings are based on AHRI rated cooling capacity.
- Advise against use of emergency heat setting for thermostats installed with HPs.
- Updated HVAC SEER2 incentives

Although AEP Texas has summarized key program changes and reminders here, it is the Market Actor's responsibility to review the current year manual in its entirety prior to submitting an application. It is also the Market Actor's responsibility to review the current TRM requirements and any additional requirements indicated in this manual prior to installing any measure.

Notice: AEP Texas reserves the right to modify program design at any time and incorporate any or all changes resulting from proceedings and/or changes recommended by the PUCT into the 2025 SOPs as they are approved. Market Actors will be provided with adequate notice of any changes affecting their projects.

2. PROGRAM DESIGN

2.1. PROGRAM DESCRIPTION

The primary objective of this program is to achieve cost-effective reduction of peak demand. This performance-based program offers incentive payments for “deemed” demand and energy savings generated by installing energy efficient measures.

Approved Market Actors are responsible for verifying there are available funds in the program budget, marketing their services to residential customers served by AEP Texas, contracting with the homeowners, installing the measures, and reporting their work to AEP Texas. AEP Texas then inspects a randomly generated customer sample. Payment is made for the demand reductions and energy savings based on the percentage of installations that are approved by inspection as capable of delivering the reported savings.

AEP Texas has designed the Program Manual to provide Market Actors with the specific requirements of the SOPs. By contracting with AEP Texas, Market Actors agree that they have reviewed and understand the program manual and the applicable TRM as it pertains to measures the Market Actors will install and that they will comply with the requirements of the program in order to receive incentive payments for the installation of qualifying measures.

For a definition of “baseline” and other terms used in this Manual, please consult the Glossary, included as Appendix A.

2.2. APPLICANT ELIGIBILITY

An eligible applicant is any company, person, organization, group, or individual who contracts with AEP Texas to provide energy savings under the SOPs. Examples of companies eligible to participate are:

- Energy Service Companies (ESCOs)
- Retail Electric Providers (REPs)
- National or local companies that provide energy-related products (e.g., insulation or HVAC)

Applicants must meet minimum eligibility criteria and demonstrate their financial, technical, and managerial qualifications as part of the application process.

2.3. CUSTOMER ELIGIBILITY

All participants must be customers of AEP Texas; however, they may be a customer of any Retail Electric Provider (REP). The AEP Texas Division for a given customer may be determined by the Electric Service Identifier (ESI ID) number on the customer's bill from its REP.

--TCD customers may be identified by ESI IDs beginning with 100 327 894

--TND customers may be identified by ESI IDs beginning with 102 040 497

ESI IDs are required to enter customers in the SOPs.

Participants may include:

– **Residential customers**

- **Single Family properties** – Defined as residential dwellings consisting of two or less units (i.e., a duplex or less).
- **Mobile Home properties** – a manufactured home on a chassis with wheels so it can be moved to different locations. It is considered pier and beam floor construction, usually with the perimeter skirting from the floor to the ground.

– **Multi-Family properties** - Defined as residential buildings containing three or more dwelling units.

- **Individually metered multi-family properties.** These are considered separate residential accounts; each unit is counted as a residence. The common areas are considered commercial accounts and are not eligible in the SOPs.
- **Master-metered multi-family buildings.** These are considered commercial facilities and are not eligible in the SOPs.
- **Individually metered townhomes are considered multi-family.**

NOTE: All multi-family projects must be approved by AEP Texas prior to installation. Pre-approval is done via the SOPs website.

No work may begin at any multi-family project prior to AEP Texas approval of the site and work schedule.

2.4. HARD-TO-REACH CUSTOMERS

HTR Customers are residential customers served by the AEP distribution company with an annual household income at or below 200% of the federal poverty guidelines and who have properly completed a PUCT-approved income verification form, or who have been designated as HTR through another PUCT-approved verification methodology.

Examples of target populations include:

- Section 8 and Public Housing Authorities.
- Households denied weatherization or utility assistance program benefits because income exceeds 125% of federal poverty guidelines.
- Households on long waiting lists for weatherization services.
- Other target groups identified by contractors.

Target populations identified above whose incomes are verified by an appropriate social service agency or organization would require no additional income verification effort.

Dwellings in major disrepair that result in less than an expected 10 year life are not eligible.

The U.S. Department of Health and Human Services (HHS) Poverty Guidelines (federal poverty guidelines) are established separately for households of different sizes. Income guidelines are updated every January and posted on the PUCT website: <http://www.puc.texas.gov/industry/electric/forms/Default.aspx>. Market Actors should use the updated guidelines when they become available.

2.5. ENERGY EFFICIENT MEASURE ELIGIBILITY

A link to the TRM is available on the program website and texasefficiency.com/trm-docs/ and provides a listing of approved measures and their corresponding deemed savings values. The TRM includes deemed savings for retrofit residential measures that have been approved by the PUCT and which may, at the utility’s discretion, be included in the SOPs. All measures installed should be installed in such a way to provide an expected life of at least 10 years and deliver the energy savings intended. Installation methods and materials used should take this into consideration. When it can reasonably be assumed that the installation will not be in place for at least 10 years, the installation may not be reported in the SOPs. AEP Texas will consider the permanent electric meter installation date as the home’s completion date.

In addition to the criteria outlined above and in the TRM, AEP Texas has incorporated additional criteria to ensure that the expected energy savings will be delivered. Additional criteria are detailed in Chapter 4.

If any of the baseline equipment at a project site has been removed prior to the execution of the Program Agreement, or if any of the proposed energy-efficient measures has been installed prior to the execution of the Program Agreement, the project or the affected portions thereof shall be disallowed.

AEP Texas shall have final authority on whether any particular measure is eligible for incentives.

TABLE 1

EXAMPLES OF ELIGIBLE MEASURES	EXAMPLES OF INELIGIBLE MEASURES
<p><u>Envelope Measures</u></p> <ul style="list-style-type: none"> • Insulation: ceiling, wall and floor • ENERGY STAR® windows • Air infiltration (HTR only) • Solar screens <p><u>HVAC Measures</u></p> <ul style="list-style-type: none"> • Central air conditioner and heat pump replacements • Duct efficiency improvement (single family only) • ENERGY STAR® connected thermostats <p><u>Lighting</u></p> <ul style="list-style-type: none"> • ENERGY STAR® LED Lamps 	<ul style="list-style-type: none"> • Measures for which incentives were received under another AEP Texas program • Cogeneration and self-generation projects, including solar photovoltaic systems • Load shifting/load management measures • Repair and maintenance projects • Energy-efficient gas measures when replacing non-electric technologies • Measures that result in negative environmental or health effects

<p><u>Electric Water Heating Measures</u></p> <ul style="list-style-type: none">• Faucet aerators and low-flow showerheads• Water heater pipe and tank insulation• Heat pump water heaters	
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3. PROGRAM INCENTIVES

AEP Texas shall pay incentives based upon the verified demand and energy savings.

A listing of measures and savings values are included in the TRM, which may be downloaded from the program website.

Incentive rates are provided in Appendix C.

3.1. INCENTIVE EXAMPLE

A Market Actor installs a measure yielding savings of 0.69 kW and 2,125 kWh. With incentive rates for that measure of \$275/kW and \$0.09/kWh, the incentive payment calculated is:

$$(0.69 \times \$275) + (2,125 \times \$0.09) = \$381$$

Note that in all cases, payment procedures specified in the Program Agreement supercede this and any other documents, and all payments are subject to the limits set forth in this chapter.

3.1.1. Market Actor Limits

To ensure that funding will be available to multiple participants, AEP Texas program manager will distribute annual limits at their discretion and based of prior years performance.

Limits may be waived or adjusted if AEP Texas determines that such limits would prevent it from achieving its energy efficiency goal.

A monthly incentive cap of \$20,000 will apply. The monthly incentive cap allowance will reset to \$20,000 each month. Unused funds from a prior month will not roll over into a subsequent month. Monthly cap allowance will reset on first business day of each month.

First-time Market Actor's with no work history with AEP Texas will be allocated an incentive cap of not more than \$20,000 in each program. AEP Texas may, at its discretion, set any Market Actor's allocated incentive cap less than the maximum allocated incentive cap. Incentive caps can be raised at the discretion of AEP Texas once work quality is reviewed and passes inspection.

Chapters 4 and 5 explain implementation steps for the SOPs.

3.1.2. Program Release Dates and Funding

TABLE 4
PROGRAM RELEASE DATES AND FUNDING

Residential Standard Offer Program	AEP Texas Central Division	AEP Texas North Division
January 9, 2025 Release	\$2,091,957	\$500,000
Hard-to-Reach SOP	AEP Texas Central Division	AEP Texas North Division
January 9, 2025 Release	\$1,087,560	\$325,000

No Market Actor has unconditional entitlement or preferential rights to any incentive funds. Failure to comply with all program requirements may result in a Market Actor's termination from the program.

4. PROGRAM PROCESS AND TIMELINE

AEP Texas’ Program website will be the key informational resource for the SOPs.

All applications must be completed and submitted on-line. All documents are required to be uploaded to the program database.

All information **MUST** be entered in the application. If necessary, use the designation NA for “not applicable.” All information must be correct for serious consideration of the application.

AEP Texas will not reimburse any Market Actor for any costs incurred by participating in the SOPs, including costs of preparing the Project Application, reviewing, or executing the Program Agreement, or preparing and submitting projects.

A “sample-only” copy of the Program Agreement that will be executed by AEP Texas and the Market Actor prior to project implementation is located on the program website. Market Actors are urged to review the Program Agreement before submitting an application.

4.1. APPLICATION PROCESS

4.1.1. Application & Program Timeline

**TABLE 5
APPLICATION & PROGRAM TIMELINE**

October 31, 2024 @ 10:00 am CST	Market Actor registration and application submission
January 9, 2025 @ 10:00 am CST	Implementation begins
November 30th	Program end date

AEP Texas will accept applications until it determines that it will have enough approved Market Actors to meet its goals. Confirmation of application submission will be sent via e-mail.

4.1.2. Supplemental Documentation Requirements

- A Home Energy Rater (HERs) or Building Performance Institute (BPI) certified individual is required to be on staff for any project sponsor performing Duct Efficiency and/or Air Infiltration measures. The HERs or BPI certified individual is required to be listed on the Market Actor application and a copy of the certificate included with the application.

Furthermore, all applicants wishing to install Duct Efficiency or Air Infiltration measures must submit a document stating the step-by-step process of your testing procedures, including the type of testing equipment you will be using. This document must be

uploaded and included when the application is submitted. Verification of the latest calibration detail for the testing equipment shall be included with the application.

Market Actors applying to install HVAC equipment will be required to provide a current copy of the Texas Department of Licensing and Regulation license.

Market Actors applying to install water heaters will be required to provide a current copy of the Texas State Board of Plumbing Examiners license.

Applications may be rejected for failure to submit documentation at the required time.

4.2. APPLICATION REVIEW PROCEDURES

To ensure a comprehensive program targeting all eligible customers and measures while achieving its demand and energy goals, AEP Texas will award contracts based upon the Market Actor's qualifications and targeted counties and measures until the SOPs have been fully subscribed. Previous Program participation does not guarantee acceptance.

The application review process will take into consideration the Market Actor's previous record including, but not limited to, the following criteria:

- Areas served compared to targeted areas listed on prior years' project application(s)
- Measures reported compared to targeted measures listed on prior project application(s)
- Comprehensive list of measures offered and performed
- Level of workmanship and professionalism shown
- Ability to follow program guidelines for reporting
- History of customer complaints received
- Past inspection results history
- Overall quality of work, and adherence to all program requirements

4.2.1. Application Confidentiality

AEP Texas' SOPs are subject to oversight by the PUCT, which may request a copy of any materials that AEP Texas receives. Sensitive information identified as such and submitted by the Market Actor will be treated confidentially to the fullest extent possible, and will not be provided directly to outside parties other than the PUCT. AEP Texas shall have no liability of any kind to any Market Actor or other party as a result of public disclosure of any submittals.

4.2.2. Application Evaluation

AEP Texas may reject a Project Application if:

- The Market Actor fails to meet program eligibility requirements
- The Market Actor fails to respond to any request for additional information
- The Market Actor fails to submit supplemental documentation when requested
- The Market Actor is found to have made material misrepresentations in the Project Application
- The Market Actor fails to comply with applicable federal, state and local laws and regulations
- The Project Application is found to be incomplete or insufficient
- The Market Actor has performed poorly in previous AEP Texas programs
- AEP Texas, in its sole judgment, determines that the Market Actor is incapable of fulfilling the terms and conditions of the Program Agreement
- The Market Actor fails to submit required insurance documentation
- The Market Actor has a history of applying for measures which are never installed. AEP Texas may deny approval of specific measures for which the Project Sponsor cannot clearly demonstrate experience installing those measures.

AEP Texas may request clarification of, or additional information about, any item submitted as part of the Project Application. Market Actors will have seven (7) business days to respond to such requests. If the clarification or additional information provided is not sufficiently responsive, AEP Texas may, at its sole discretion, request additional information, or discontinue its evaluation of the submittal.

4.2.3. Market Actor Approval

AEP Texas will notify each Market Actor of its application status within forty-five (45) business days of the submittal of the application. AEP Texas reserves the right to discontinue review of applications when it determines that enough applications have been received to fully-subscribe the SOPs and to meet its program goals.

Within seven (7) business days of the pre-approval notification, the Market Actor must provide AEP Texas with all contract documentation as directed in the pre-approval notification email.

Evidence of Insurance is required as part of the contract documentation. Certificates of Insurance (COI) must be e-mailed directly from the insurance agency to the attention of the appropriate AEP Texas program administrator. AEP Texas must be able to clearly distinguish that the COI has been sent from the issuing agency. Emailed COIs **must** show in the subject line: "Certificate of Insurance: Market Actor name". Failure to submit a properly-completed COI or to maintain the required insurance will result in a lock out of the Market Actor from the database and possible dismissal from program participation. As a reminder, AEP Texas requires Market Actors and their subcontractors to carry all statutorily required insurance, as described in the Program Agreement.

All COIs shall show the certificate holder as:

American Electric Power Company, Inc. and its Subsidiaries,
 American Electric Power Service Corporation, as agent
[to the attention of the appropriate program administrator(s) shown below]

****It is the responsibility of the applicant to relay this information to the insurance agent when requesting the COI to ensure all COIs are properly completed and submitted.**

COIs must be emailed to the appropriate Program Administrator as listed in Table 7 below. ***AEP Texas is not responsible for documents not addressed to the attention of the appropriate Program Administrator:***

Table 7

AEP Texas Central Division RSOP	AEP Texas Central Division HTR SOP
Attn: Jordan Mendiola jmendiola@aep.com	
AEP Texas North Division RSOP	AEP Texas North Division HTR SOP
Attn: Jordan Mendiola jmendiola@aep.com	

It is the sole responsibility of the Market Actor to ensure that AEP Texas receives the required supplemental materials by close of business on the applicable due date. **Faxed submittals are not acceptable.**

Once a Market Actor's application has been approved and the Agreement executed, AEP Texas will allow the Market Actor to access the Implementation section of the program database.

4.3. MARKETING

Under PUCT rules, AEP Texas may only conduct informational activities to explain the program to energy efficiency service providers and vendors. As a result, AEP Texas must rely upon the marketing capabilities of Market actors for the success of the program to its customers. AEP Texas will not directly market any energy efficiency-related product or service to its customers.

All Market Actors must comply with all requirements of the National "Do Not Call" Registry and the Texas "No Call" lists.

Market Actors may not use the AEP Texas name or logo in any correspondence or promotional material; however, Market Actors are encouraged to use the one-page brochure provided by AEP Texas and available on the program website. Any other marketing materials, as defined in Appendix A, must be approved by AEP Texas prior to their use. Examples of acceptable and non-acceptable phrases are in Appendix E. AEP Texas reserves the right to terminate the contract of any Market Actor using marketing materials containing any unapproved reference to AEP Texas.

Upon receipt of the countersigned contract and AEP Texas approval of marketing materials, the Market Actor may begin marketing activities.

AEP Texas maintains an alphabetical listing of participating Market Actors on its website. This site may be used for Market Actor verification by the prospective customer. AEP Texas also includes on this site a place for program participants to register a complaint against a Market Actor. AEP Texas also strongly encourages Market Actor to register with the Better Business Bureau(s) in those areas in which work is planned.

Entering into an agreement with AEP Texas as a Market Actor does not imply AEP Texas' endorsement or approval of any company, product, or service.

4.4. IMPLEMENTATION

Market Actors participating in the SOPs **must** be in “Approved” status, have current year Host Customer Agreements, and wait until the SOPs officially opens prior to beginning work at any home.

Please refer to Appendix D for all required forms and photo verification.

4.4.1. Prescriptive Requirements for Air Infiltration Measures

Air infiltration measures are only allowed in the HTR programs. To qualify for incentives, a minimum air leakage reduction of 10% of the pre-installation blower-door CFM reading is required. This measure must be completed, including the post-installation CFM reading, prior to starting the duct efficiency measure, if applicable. In addition to meeting the TRM requirements, unless contraindicated for health and safety reasons, the following interior leakage points shall be treated as part of this measure, **if applicable**:

- Attic access;
- All plumbing penetrations;
- Other building envelope penetrations (Any hole or opening must be sealed using the proper method to ensure a permanent seal.);
- Missing or broken window panes;
- Weather-stripping and a door sweep or threshold with door bottom weather-stripping on all exterior doors;
- Furnace closet door: For homes with gas space heating, louvered doors or open ceilings to gas space heater closets may not be sealed off to reduce air infiltration unless an outside air source is installed according to applicable building and safety codes. Any sealing of louvered doors and the installation of an outside air source must be inspected by appropriate local, county, or state governmental building inspectors.

When reporting installations in the database, Market Actors must identify any required measures that are not applicable with “n/a,” **and** explain the reason in the notes field for that measure or in the project notes section.

Failure to complete the prescriptive requirements will result in a total measure failure regardless of the CFM reading.

Homes treated for air infiltration reduction must have electric, central air conditioning to qualify. Homes cooled with window air conditioning units are not eligible for this measure except for HTR program.

The maximum CFM reduction percentage is capped at 30%. The minimum ventilation rate still applies. Refer to the TRM for a complete description of the measure and all requirements.

The TRM stipulates an upper limit of 4.6 CFM⁵⁰ per square foot of house floor area for the pre-retrofit infiltration rate as part of eligibility criteria. For homes where the pre-retrofit leakage exceeds this limit, energy and demand savings must be calculated using the pre-measure-installation leakage cap. Therefore, when the pre-retrofit leakage is capped, energy and demand savings can only be claimed for a 30% reduction in CFM compared to the capped pre-CFM value. When the pre-retrofit leakage is not capped, energy and demand savings can only be claimed for a 30% reduction in CFM compared to the tested, actual pre-retrofit infiltration rate of the home.

The TRM requires all project sponsors to provide sufficient evidence such as pictures capturing the scope/type of retrofit implemented and blower door test readings for all homes.

4.4.2. Prescriptive Requirements for Duct Efficiency Measures

Duct Efficiency measures are only allowed on single-family dwellings.

If both infiltration and duct efficiency measures are installed, infiltration measures must be done prior to performing duct efficiency measures. Duct efficiency deemed savings are described in the TRM. To qualify for incentives for duct efficiency measures, in addition to meeting the TRM requirements, the following prescriptive requirements also apply, **if applicable**:

- Seal return air chase
- Seal plenum
- Seal all supply and return registers
- Check the condition of duct work in unconditioned space and seal or repair as necessary

When reporting installations in the database, project sponsors must identify any required measures that are not applicable with "n/a," **and** explain the reason in the sponsor notes field for that measure.

Failure to complete the prescriptive requirements will result in a total measure failure regardless if it meets the CFM reading requirement.

Leakage-to-Outside testing is required for all duct efficiency measures.

This measure involves sealing leaks in supply and return ducts of the HVAC distributions systems of homes with central air conditioning. Homes without central air conditioning but with a ducted heating system are not eligible.

4.5. INSTALLATION REPORTING

All reporting will be done via the database accessible on the program website. Installations must be recorded in the database as completed to ensure availability of funds. All required fields must be completed. Required information includes, but is not limited to, the following:

- Customer type (Single Family, Multi-family, or Mobile Home)
- Customer name and address
- Customer email address
- AEP Texas ESI ID number *
- Best day-time phone number
- County
- Type of Heating
- Measures installed
- Number of bedrooms
- Documentation for homes with electric resistance heating

*AEP Texas Central Division customers: ESI IDs begin with 100 327 894.

*AEP Texas North Division customers: ESI IDs begin with 102 040 497. For apartment complexes, AEP Texas will allow use of a single ESI ID for the multi-family approval request and one HCA and income eligibility form (for HTR projects only) signed by the appropriate authority of the apartment complex. Installations for each apartment must be entered using the ESI ID of the actual apartment unit.

4.6. MONTHLY REPORTING

All installations must be reported within 45 days of installation. Due to the nature of the first-come first-served program design, Market Actors are encouraged to submit projects as early and as often as possible. Before submitting projects, ensure that all required documents are uploaded for each project. Market Actors have two options for submitting projects:

One-by-One Submission

1. Access your Project List and select the project you wish to submit.
 - a. Note that only projects that are in the "Work Completion Pending" status can be submitted.
2. Within the Project Details page, select the "Submit" from the dropdown menu (in the top right panel under the project status).
3. Select the "Submit" button in blue to submit project.
4. Project will be submitted if it meets all of the program requirements.

Batch Submission

1. Access your Project List and select the checkboxes in the far left column for each project that you wish to submit.

- a. Note that only projects that are in the "Work Completion Pending" status can be submitted.
2. Select the "Batch Action" dropdown menu.
3. Select "Submit" from the dropdown menu. A confirmation message will appear.
4. Click "Go" within the confirmation window.
5. Projects will be submitted if they meet all of the program requirements.

AEP will review and process the submitted projects. Once the reviewed projects are approved and ready for incentive payment, AEP will batch up the approved projects for that month and pay them within 45 days.

4.7. INCENTIVE REVIEW PROCEDURES

4.7.1. Installation Inspections

All measures installed in the SOPs must conform to or exceed the standards listed in the TRM. AEP Texas will make random sample field inspections to determine if each measure has been installed properly and is capable of performing its intended function. Generally, up to 10% of the customer sites may be inspected; however, more sites may be inspected at the discretion of the program manager. If measures installed do not meet the inspection standards, or if required documentation photos are not provided, those measures will not be eligible for incentives.

If AEP Texas is unable to inspect measures installed at the customer's location, those measures may be counted as failures.

4.7.2. Incentive Adjustments

After field inspections are completed, all installations will be evaluated on a measure-by-measure basis to calculate an adjustment factor for the incentive payment. This adjustment factor will be the ratio of the incentive total for all measures that pass inspection to the total incentive for all measures tagged for inspection. **The adjustment factor will then be applied to the un-inspected sites.**

The algorithm for calculating the adjustment factor is described below:

$$\text{Adjustment Factor} = \frac{\text{Incentive total for measures that pass inspection}}{\text{Incentive total for all measures tagged for inspection}}$$

In instances where all measures pass inspection, the adjustment factor is 1.00. This assumes all figures on the Incentives are correct. If only 75% of the inspection sample passes inspection, the adjustment factor will be .75; only 75% of the incentive request will be paid. If the Market Actor disagrees with the payment adjustment, the Market Actor may request that all information be reviewed again after the Market Actor provides additional clarifying information. If the Market Actor and AEP Texas cannot agree on the adjustments after the review, the Market Actor and AEP Texas must use the dispute resolution mechanisms that are specified in the program agreement.

4.7.3. Accurate and Timely Reporting

Accurate reporting is of key importance in calculating savings achieved. AEP Texas may prohibit a Market Actor from submitting certain measures if problems occur repeatedly in accurately reporting of required information or supplying required documentation. Examples include, but are not limited to, square footage, air conditioner size, and the number and location of supply registers, plumbing penetrations, doors, and windows that were sealed. **Failure to adhere to the reporting requirements may result in total incentive failure or cause for termination of the contract.**

4.7.4. Excessive Failures

AEP Texas reserves the right to limit the measures a Market Actor is allowed to install or to terminate contracts due to excessive failures.

4.7.5. Payment of Incentives

Payment will be processed when the inspections are completed and incentives have been adjusted. AEP Texas will process incentive payment(s) within 45 days of the following month of submitted projects. Example: Projects submitted in January will be inspected and processed in February. From February 1 the 45 days will start.

AEP TEXAS' PAYMENT OF INCENTIVE PAYMENT(S) TO MARKET ACTOR IS EXPRESSLY AND SPECIFICALLY CONDITIONED UPON AEP TEXAS RECEIVING ALL REQUIRED NOTICES, SUBMITTALS AND MATERIALS FROM MARKET ACTOR WITHIN THE APPLICABLE PERIOD SPECIFIED IN THIS MANUAL AND THE AGREEMENT. FAILURE BY MARKET ACTOR TO DELIVER ANY REQUIRED NOTICE, SUBMITTAL, OR MATERIAL WITHIN THE APPLICABLE PERIOD SPECIFIED IN THIS AGREEMENT SHALL BE DEEMED A MATERIAL BREACH OF THE AGREEMENT.

5. PROGRAM PROJECT PROCEDURES

Application and Approval Process:

1. Submit Application Form on the Program website
2. AEP Texas will notify applicants of the status (pre-approved, rejected or pending) of their application within 60 business days
3. Upon email notification of application approval, applicant must ensure that AEP Texas receives all items as requested within 7 business days
4. Once all required items have been received and approved, AEP Texas will execute the Program Agreement via DocuSign

Prior to Installation:

1. Subcontractors must be approved by AEP Texas prior to beginning installations
2. All marketing materials must be approved by AEP Texas
3. The Market Actor checks for available funding on the program website
4. For multi-family projects, Market Actor submits a multi-family template
5. The customer must sign and date the HCA (single HCA for multi-family)
6. For HTR projects, customer must sign and receive a copy of the income eligibility form and provide needed documentation
7. Market Actor adds customer to the work schedule
8. Market Actor adds preliminary data to Field Notes Form and/or Market Actor completes any pre-documentation and photos required for each measure

Market Actor completes the project

After Installation:

1. Customer must sign and date the HCA indicating measures were installed
2. Market Actor must provide customer with the signed customer copy of the HCA
3. If using subcontractors, provide the customer with All Bills Paid Affidavit
4. Market Actor adds post-installation data to Field Notes Form
5. Market Actor completes any post-documentation and photos required for each measure

Reporting:

Market Actor must complete installations **and record** installation information via website while program incentive funds are available. All installations will be entered and submitted within 45 days of the installation date.

Market Actor must submit **Projects** via the program database by the last day of the month. All required documentation and photos must be uploaded to the database prior to submitting a project. Examples of required documentation include:

1. AEP Texas copy of the HCA form for each customer uploaded to the program database

2. Field Notes Form (or AHRI certificate for HVAC) for each installation
3. All required photos

Payment:

Payment may be adjusted based on the results of the inspections and are subject to the limits set forth in Chapter 3.

6. Residential Standard Offer Program Central & North

6.1. PROJECT MILESTONES

The Market Actor must adhere to the required implementation milestone schedule.

Milestone 1: 40% of the contract must be completed **and** reported by May 31, 2025

Milestone 2: 75% of the contract must be completed **and** reported by August 31, 2025

For the purpose of measuring a Market Actor's progress towards achieving its milestones, AEP Texas will use the total amount paid after any adjustments, for invoices submitted by the milestone date.

Failure to meet the milestones may result in forfeiture of a proportional share of the funds reserved for the Market Actor. AEP Texas may withdraw Budget Reservation according to the percentage below the milestone's target.

In the event the Market Actor has achieved little or no progress toward achieving the goal by the milestone date, AEP Texas reserves the right to withdraw the Market Actor's entire incentive reservation. Such failure to adhere to the milestone schedule shall constitute an event of default under the agreement.

7. Primary Measure Requirements

7.1. PRIMARY, SECONDARY, AND 3 MEASURE REQUIREMENT

AEP Texas requires that eligible projects have at least one primary measure installed in order to install secondary measures. AEP Texas encourages Market Actors to install a minimum of 3 different measures per premise on 70 percent of projects. AEP Texas will monitor the measurement requirement during the program year. Installation of multiple measures will be a consideration during application review for future Market Actor participation.

Primary Measures:

- Insulation
- HVAC Replacement
- Attic Encapsulation
- Duct Sealing
- Air Infiltration (HTR only)
- Heat Pump Water Heater
- Energy Star Windows

Secondary Measures:

- Faucet Aerator
- LED Lighting
- Low Flow Showerhead
- Smart Thermostat
- Water Heater Pipe Wrap

8. Underserved Area Bonus

8.1. BONUS ADDER

A 10% adder will be applied to projects located in qualified counties to encourage servicing underserved areas. Multifamily projects will not qualify for the bonus.

Excluded Counties:

TCD: Nueces, Starr, Hidalgo, Cameron

TND: Taylor, Tom Green

APPENDIX A - GLOSSARY**- A -**

Affiliate: As adopted by the PUCT, an Affiliate is:

- (A) a person who directly or indirectly owns or holds at least 5.0% of the voting securities of an energy efficiency service provider;
- (B) a person in a chain of successive ownership of at least 5.0% of the voting securities of an energy efficiency service provider;
- (C) a corporation that has at least 5.0% of its voting securities owned or controlled, directly or indirectly, by an energy efficiency service provider;
- (D) a corporation that has at least 5.0% of its voting securities owned or controlled, directly or indirectly, by:
 - (i) a person who directly or indirectly owns or controls at least 5.0% of the voting securities of an energy efficiency service provider; or
 - (ii) a person in a chain of successive ownership of at least 5.0% of the voting securities of an energy efficiency service provider; or
- (E) a person who is an officer or director of an energy efficiency service provider or of a corporation in a chain of successive ownership of at least 5.0% of the voting securities of an energy efficiency service provider;
- (F) a person who actually exercises substantial influence or control over the policies and actions of an energy efficiency service provider;
- (G) a person over which the energy efficiency service provider exercises the control described in subparagraph (F) of this paragraph;
- (H) a person who exercises common control over an energy efficiency service provider, where "exercising common control over an energy efficiency service provider" means having the power, either directly or indirectly, to direct or cause the direction of the management or policies of an energy efficiency service provider, without regard to whether that power is established through ownership or voting of securities or any other direct or indirect means; or
- (I) a person who, together with one or more persons with whom the person is related by ownership, marriage or blood relationship, or

by action in concert, actually exercises substantial influence over the policies and actions of an energy efficiency service provider even though neither person may qualify as an affiliate individually.

- B -

Baseline: For purposes of determining estimated and measured energy savings for equipment replacement projects implemented under the SOP, the baseline is generally defined as the energy consumed by equipment with efficiency levels that meet the applicable current federal standards and reflects current market conditions. In certain limited circumstances, the baseline may be determined by the equipment or conditions currently in place. This is likely to occur only when federal energy efficiency standards do not apply, or when the existing equipment can be shown by the Market Actor to have a remaining service life of at least ten years. For determining estimated and measured savings for building shell improvements, the baseline is generally determined by the building's current condition, e.g., existing insulation R-values, air infiltration rates, etc.

- C -

Consumer Educational Material(Saving Energy at Home document): Tips to help customers learn how to save energy at home.

- D -

Deemed Savings: A pre-determined, validated estimate of energy and peak demand savings attributable to an energy efficiency measure in a particular type of application that a utility may use instead of energy and peak demand savings determined through measurement and verification activities.

Demand Savings: A quantifiable reduction in the rate at which energy is delivered to or by a system at a given instance, or average over a designated period, usually expressed in kilowatts (kW) or megawatts (MW).

- E -

Energy-Efficiency Measures (EEM): Equipment, materials, and practices that when installed and used at a customer site result in a measurable and verifiable reduction in either purchased electric energy consumption, measured in kilowatt-hours (kWh), or peak demand, measured in kW, or both.

Energy Efficiency Project: An energy efficiency measure or combination of measures installed under an SOP Agreement or a market transformation contract that results in both a reduction in customers' electric energy consumption and peak demand, and energy costs.

Energy Efficiency Service Provider: A person who installs energy efficiency measures or performs other energy efficiency services.

Energy Savings: A quantifiable reduction in a customer's consumption of energy, or the amount by which energy consumption is reduced as a result of the installation of qualifying Energy-Efficiency Measures. Energy savings are determined by comparing the efficiency of the installed Measures to that of an appropriate Baseline.

Existing Equipment: The equipment that is installed at the host customer's site prior to the customer's participation in the SOPs..

- H -

Host Customer or Customer: A residential distribution customer of AEP Texas that owns or leases facilities at a Project Site or Sites and that has entered into a Host Customer Agreement with Market Actor for the installation of Measures as a part of Project.

- I -

Incentive Payment: Payments made to an Energy Efficiency Service Provider based on the level of approved demand and energy savings (expressed as kW and kWh). Incentive rates are based on PUCT approved avoided costs and incentive caps.

Inspection: Onsite examination of a project to verify that a measure has been installed and is capable of performing its intended function.

- M -

Marketing Materials: any method of customer outreach including but not limited to printed materials, radio, television, internet, and social media whether conducted by the Market Actor or by anyone marketing on behalf of the Market Actor.

Measurement and Verification Plan: The Market Actor's specific plan for verifying measured savings estimates. The measurement and verification (M&V) plan should be consistent with the International Performance Measurement and Verification Protocol.

- P -

Peak Demand: The electrical demand at the time of the highest annual demand on the utility's system, measured in 15 minute intervals.

Peak Demand Reduction: Peak demand reduction on the utility system during the utility system's peak period, calculated as the maximum average demand reduction over a period of one hour during the peak period.

Peak Period: For the purposes of this program, the peak period is defined as the hours from 1 PM to 7 PM weekdays, from June, July, August and September and the hours of 6

to 10 AM and 6 to 10 PM during the months of December, January, and February (federal holidays and weekends excluded).

Program Manual: The complete set of AEP Texas SOP materials, including the program description, procedures and forms.

Program Agreement: A contract entered into by the Market Actor and AEP Texas following the approval of the Market Actor's project application.

Project Application: The Project Application, comprising of a set of standard forms, is submitted by an organization wanting to participate in the SOPs as a Market Actor.

Project Site: The location of a Host Customer's facilities where approved Measures will be installed and from which Peak Demand Savings or Energy Savings, or both, will be obtained. A single Project may include Measures installed at multiple Project Sites.

Project Sponsor: Any organization, group, or individual who contracts with AEP Texas to provide Energy Savings or Peak Demand Savings, or both, under the SOPs.

Prudent Electrical Practices: Those practices, methods, standards, and equipment commonly used in prudent electrical engineering and operations to operate electrical equipment lawfully and with safety, dependability, and efficiency and in accordance with the National Electrical Safety Code, the National Electrical Code, and any other applicable federal, state and local codes. In the event of a conflict, the applicable federal, state, or local code shall govern.

- R -

Renewable Demand Side Management (DSM) Technologies: Equipment that uses a renewable energy resource that, when installed at a customer site, reduces the customer's net purchases of energy (kWh), electrical demand (kW), or both.

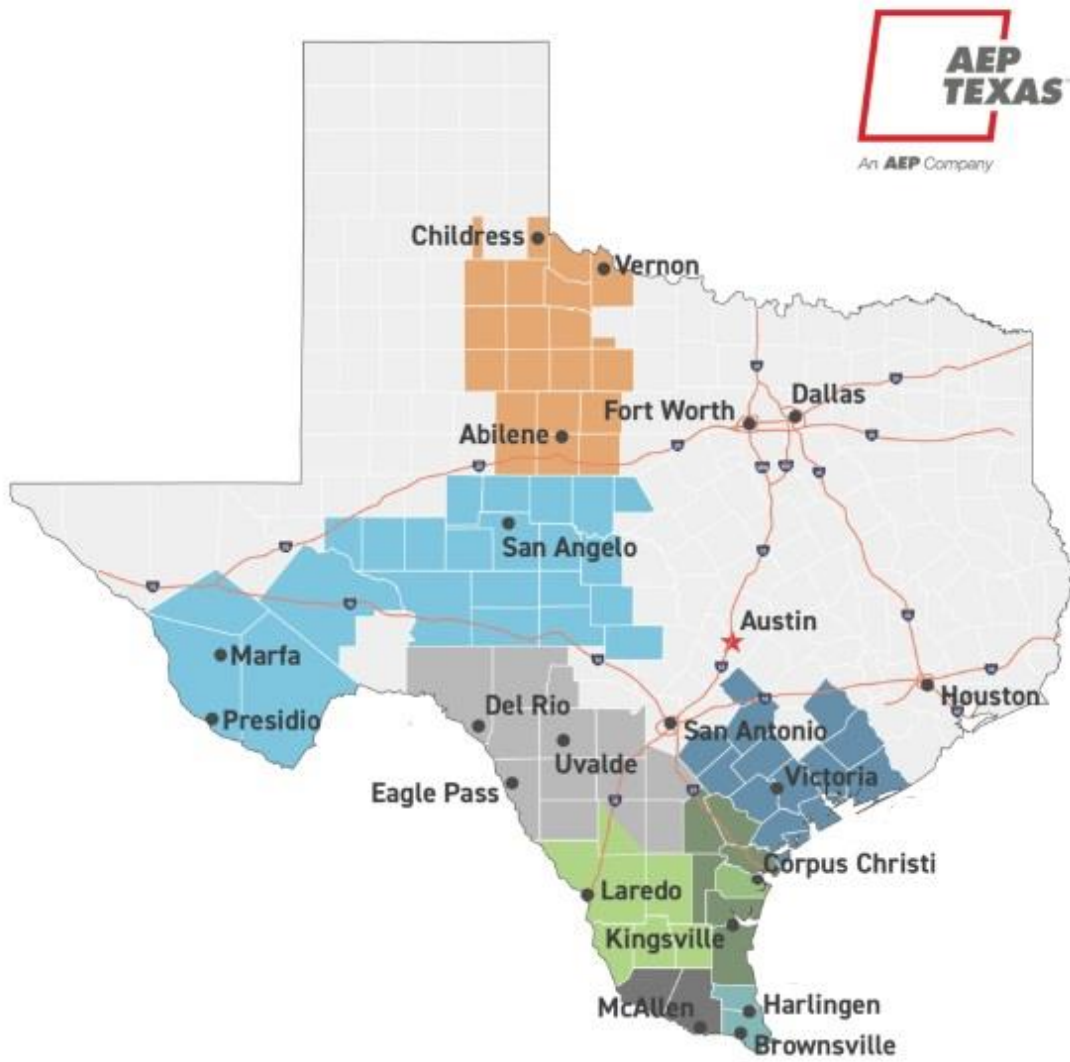
- T -

Technical Reference Manual: A resource document compiled by the PUCT's EM&V contractor that includes information used in program planning and reporting of energy efficiency programs. It can include savings values for measures, engineering algorithms to calculate savings, impact factors to be applied to calculated savings (e.g., net-to-gross values), protocols source documentation, specified assumptions, and other relevant material to support the calculation of measure and program savings.

APPENDIX B - SERVICE AREA**AEP TEXAS DISTRIBUTION COMPANIES – COUNTIES SERVED**

AEP TEXAS CENTRAL DIVISION		AEP TEXAS NORTH DIVISION			
County	Climate Zone	County	Climate Zone	County	Climate Zone
Aransas	4	Baylor	2	Kimble	2
Atascosa	3	Brewster	2	King	1
Bee	3	Briscoe	1	Knox	1
Brooks	4	Brown	2	Mason	2
Caldwell	3	Callahan	2	McCullough	2
Calhoun	4	Childress	1	Menard	2
Cameron	4	Coke	2	Motley	1
Colorado	3	Coleman	2	Nolan	2
DeWitt	3	Concho	2	Pecos	2
Dimmit	3	Cottle	1	Presidio	2
Duval	4	Crane	2	Reagan	2
Edwards	2	Crockett	2	Reeves	2
Frio	3	Dickens	1	Runnels	2
Goliad	3	Eastland	2	Schleicher	2
Gonzales	3	Edwards	2	Shackelford	2
Guadalupe	3	Fisher	2	Stephens	2
Hidalgo	4	Foard	1	Sterling	2
Jackson	3	Gillespie	2	Stonewall	1
Jim Hogg	3	Hall	1	Sutton	2
Jim Wells	4	Hardeman	1	Taylor	2
Karnes	3	Haskell	2	Throckmorton	2
Kenedy	4	Irion	2	Tom Green	2
Kinney	3	Jeff Davis	2	Upton	2
Kleberg	4	Jones	2	Wilbarger	1
La Salle	3	Kent	1		
Live Oak	3				
Matagorda	3				
Maverick	3				
Medina	3				
McMullen	3				
Nueces	4				
Real	2				
Refugio	4				
San Patricio	4				
Starr	4				
Uvalde	3				
Val Verde	3				
Victoria	3				
Webb	4				

Wharton	3				
Willacy	4				
Wilson	3				
Zavala	3				
Zapata	4				



APPENDIX C – 2025 INCENTIVE RATES

AEP TEXAS CENTRAL DIVISION

Measure Group	Measure	EUL	RSOP		HTR SOP	
			kW	kWh	kW	kWh
Lighting	LED	Var.	\$5.00/Lamp		\$5.00/Lamp	
HVAC	Duct Efficiency Improvement	18	\$542.50	\$0.32	\$552.50	\$0.32
	Duct Efficiency Improvement - Gas	18	\$542.50	\$0.32	\$552.50	\$0.32
	ENERGY STAR® Connected Thermostats	11	\$250/Thermostat			
Building Envelope	Air Infiltration	11			\$275	\$0.11
	Air Infiltration - Gas	11			\$285	\$0.12
	Attic Encapsulation	25	\$700/kW \$0.24/kWh			
	Insulation (Ceiling, Wall & Floor)	25	\$600/kW \$0.20/kWh			
	ENERGY STAR® Windows	25	\$4/Sqft.			
Water Heating	Low-Flow Showerheads	10	\$40/Showerhead		\$40/Showerhead	
	Heat Pump Water Heater	13	>= 55 gal. \$850/Unit <55 gal. \$1100/Unit			
ENERGY STAR® Electric Vehicle Supply Equipment		10	\$15/Unit		\$15/Unit	
Water Heater Pipe Insulation		13	\$5.00		\$5.00	
ENERGY STAR® Ceiling Fan		10	\$25/Unit			
Solar Screens		10	\$3/Sqft.			
All Other Measures		<10	\$97	\$0.03	\$226	\$0.07
		≥10	\$195	\$0.06	\$330	\$0.10

HVAC Incentive Rates (TCD and TND) - Replace on Burnout						
SEER2	RSOP			HTR		
	Central AC	Central HP	HP Replace ER Furnace	Central AC	Central HP	HP Replace ER Furnace
15.2 - 15.9	\$ 150	\$ 200	\$ 500	\$ 200	\$ 250	\$ 700
16 - 16.9	\$ 200	\$ 250	\$ 600	\$ 250	\$ 300	\$ 800
17 - 17.9	\$ 250	\$ 300	\$ 700	\$ 300	\$ 350	\$ 900
18 - 18.9	\$ 300	\$ 350	\$ 800	\$ 350	\$ 400	\$ 1,000
19 - 19.9	\$ 350	\$ 400	\$ 900	\$ 400	\$ 450	\$ 1,100
20 - 21.9	\$ 375	\$ 425	\$ 950	\$ 425	\$ 475	\$ 1,150
22+	\$ 400	\$ 450	\$ 1,000	\$ 450	\$ 500	\$ 1,200

- *\$ Per Ton

HVAC Incentive Rates (TCD and TND) - Early Retirement						
SEER2	RSOP			HTR		
	Central AC	Central HP	HP Replace ER Furnace	Central AC	Central HP	HP Replace ER Furnace
15.2 - 15.9	\$ 200	\$ 300	\$ 700	\$ 250	\$ 350	\$ 900
16 - 16.9	\$ 300	\$ 400	\$ 800	\$ 350	\$ 450	\$ 1,000
17 - 17.9	\$ 400	\$ 500	\$ 900	\$ 450	\$ 550	\$ 1,100
18 - 18.9	\$ 500	\$ 600	\$ 1,000	\$ 550	\$ 650	\$ 1,200
19 - 19.9	\$ 600	\$ 700	\$ 1,100	\$ 650	\$ 750	\$ 1,300
20 - 21.9	\$ 650	\$ 750	\$ 1,150	\$ 700	\$ 800	\$ 1,350
22+	\$ 700	\$ 800	\$ 1,200	\$ 750	\$ 850	\$ 1,400

- *\$ Per Ton

Tune Up	Incentive Rate
HVAC Tune-up AC	\$50/ton
HVAC Tune-up HP	\$75/ton

AEP TEXAS NORTH DIVISION

Measure Group	Measure	EUL	RSOP		HTR SOP	
			kW	kWh	kW	kWh
Lighting	LED	Var.	\$5.00/Lamp		\$5.00/Lamp	
HVAC	Duct Efficiency Improvement	18	\$428.75	\$0.16	\$438.75	\$0.16
	Duct Efficiency Improvement – Gas	18	\$428.75	\$0.25	\$438.75	\$0.25
	ENERGY STAR® Connected Thermostats	11	\$250/Thermostat			
Building Envelope	Air Infiltration	11			\$275	\$0.11
	Air Infiltration – Gas	11			\$285	\$0.12
	Attic Encapsulation	25	\$700/kW \$0.24/kWh			
	Insulation (Ceiling, Wall & Floor)	25	\$600/kW \$0.20/kWh			
	ENERGY STAR® Windows	25	\$4/Sqft.			
Water Heating	Low-Flow Showerheads	10	\$40/Showerhead		\$40/Showerhead	
	Heat Pump Water Heater	13	>= 55 gal. \$850/Unit <55 gal. \$1100/Unit			
ENERGY STAR® Electric Vehicle Supply Equipment		10	\$15/Unit		\$15/Unit	
Water Heater Pipe Insulation		13	\$5.00		\$5.00	
ENERGY STAR® Ceiling Fan		10	\$25/unit			
Solar Screens		10	\$3/Sqft.			
All Other Measures		<10	\$100	\$0.03	\$166	\$0.05
		≥10	\$201	\$0.06	\$333	\$0.10

HVAC Incentive Rates (TCD and TND) - Replace on Burnout						
SEER2	RSOP			HTR		
	Central AC	Central HP	HP Replace ER Furnace	Central AC	Central HP	HP Replace ER Furnace
15.2 - 15.9	\$ 150	\$ 200	\$ 500	\$ 200	\$ 250	\$ 700
16 - 16.9	\$ 200	\$ 250	\$ 600	\$ 250	\$ 300	\$ 800
17 - 17.9	\$ 250	\$ 300	\$ 700	\$ 300	\$ 350	\$ 900
18 - 18.9	\$ 300	\$ 350	\$ 800	\$ 350	\$ 400	\$ 1,000
19 - 19.9	\$ 350	\$ 400	\$ 900	\$ 400	\$ 450	\$ 1,100
20 - 21.9	\$ 375	\$ 425	\$ 950	\$ 425	\$ 475	\$ 1,150
22+	\$ 400	\$ 450	\$ 1,000	\$ 450	\$ 500	\$ 1,200

- *\$ Per Ton

Early Retirement (ER)

HVAC Incentive Rates (TCD and TND) - Early Retirement						
SEER2	RSOP			HTR		
	Central AC*	Central HP*	HP Replace ER Furnace*	Central AC*	Central HP*	HP Replace ER Furnace*
15.2 - 15.9	\$ 200	\$ 300	\$ 700	\$ 250	\$ 350	\$ 900
16 - 16.9	\$ 300	\$ 400	\$ 800	\$ 350	\$ 450	\$ 1,000
17 - 17.9	\$ 400	\$ 500	\$ 900	\$ 450	\$ 550	\$ 1,100
18 - 18.9	\$ 500	\$ 600	\$ 1,000	\$ 550	\$ 650	\$ 1,200
19 - 19.9	\$ 600	\$ 700	\$ 1,100	\$ 650	\$ 750	\$ 1,300
20 - 21.9	\$ 650	\$ 750	\$ 1,150	\$ 700	\$ 800	\$ 1,350
22+	\$ 700	\$ 800	\$ 1,200	\$ 750	\$ 850	\$ 1,400

*\$ Per Ton

New Construction (NC)

SEER2	RSOP AC	RSOP HP	HTR AC	HTR HP
15.2-16.1	\$120/ton	\$360/ton	\$240/ton	\$480/ton
16.2+	\$200/ton	\$400/ton	\$300/ton	\$500/ton

*\$ Per Ton

Tune Up	Incentive Rate
HVAC Tune-up AC	\$50/ton
HVAC Tune-up HP	\$75/ton

APPENDIX D – REQUIRED FORMS AND DOCUMENTATIONRequired Forms

Field Data Collection Form: *this form is to be used by crews/installers in the field to capture all relevant measure data that is entered into tracking databases and used to calculate savings. AHRI certificate will be required in lieu of this form for all HVAC installations.*

Host Customer Agreement & Acknowledgement Form: *this is the primary agreement executed between the Host Customer and the Market Actor. It includes all the customer protection provisions and disclosures required by the PUCT.*

Income Eligibility Verification Form and/or Property Owner Income Eligibility Verification Form; *these PUCT approved forms are used by customers and property managers for the purpose of verifying hard-to-reach eligibility.*

Consumer Educational Materials (Saving Energy at Home document): *this material must be provided to all customers. It provides tips to help customers learn how to save energy at home.*

All Photos must be geotagged.

Refer to Measure Documentation Guide for examples of required pictures.

Measure	Documentation Requirements										
	HCA	Income Eligibility Form (HTR ONLY)	Field Data Collection Form	ENERGY STAR Certificate	Proof of Purchase / Photo	Electric Resistance Heat Validation	Pre & Post Photos of Leakage Test Readings	Pre & Post Photos of Blower Door Test Readings	Pre & Post Installation Photos	AHRI Certificate	Photos of Leak Repairs
HVAC											
Duct Sealing	✓	✓	✓			✓	✓				
Central Air Conditioner and Heat Pumps	✓	✓			✓	✓			✓	✓	
Mini-Split Air Conditioners and Heat Pumps	✓	✓			✓	✓			✓	✓	
ENERGY STAR Connected Thermostats	✓	✓	✓		✓	✓					
Building Envelope											
Air Infiltration	✓	✓	✓			✓		✓			✓
Ceiling Insulation	✓	✓	✓			✓			✓		
Attic Encapsulation	✓	✓	✓			✓			✓		
Wall Insulation	✓	✓	✓			✓					
Floor Insulation	✓	✓	✓			✓					
ENERGY STAR Windows	✓	✓	✓		✓	✓					
Solar Screens	✓	✓	✓		✓	✓					
Water Heating											
Faucet Aerators	✓	✓	✓								
Low-Flow Showerheads	✓	✓	✓								
Water Heater Pipe Insulation	✓	✓	✓								
Water Heater Tank Insulation	✓	✓	✓								
ENERGY STAR Heat Pump Water Heater	✓	✓			✓				✓		
Other Measures											
ENERGY STAR® LED Lighting	✓	✓	✓	✓	✓	✓					
ENERGY STAR Air Purifiers	✓	✓	✓		✓						
Advanced Power Strips	✓	✓	✓		✓						
ENERGY STAR Electric Vehicle Supply Equipment	✓	✓	✓		✓						

APPENDIX E – MARKETING MATERIAL: ACCEPTABLE AND UNACCEPTABLE

Information has sometimes been relayed to customers that is incorrect or misleading, giving the customer a misrepresentation of the responsibility of the Utility Company. Suggestions are offered here for correct verbiage that can be used. Statements in the second section are incorrect and must NOT be used. **Market Actors must comply with all requirements of the National “Do Not Call” Registry and the Texas “No Call” lists.**

Acceptable phrases:

"The local electric utility company has started an energy conservation program for their customers..."

"This program is offered at subsidized or no cost to the homeowner."

"The electric delivery companies are purchasing the energy savings we have provided you."

"The State of Texas has developed programs to assist qualified electric customers with installing energy saving improvements to help reduce consumption of energy..."

"Current State law requires local electric utilities to make funds available to independent contractors so that you have the opportunity to improve the energy efficiency of your home."

"The Utility Companies typically call about 10% of the customers we do work for to ensure we are following guidelines and proper upgrades have been done."

"...your only obligation may be to allow the utility to inspect our work."

"(Market Actor) provides free upgrades to your home to lower costs on your electric bill."

"(Market Actor) is not part of, or endorsed by the PUCT or the local electric utility. We are an independent company that provides energy efficiency measures under the programs for electric utilities."

"These funds are provided by rate payers and are regulated by the Public Utility Commission."

"The State of Texas has developed programs to encourage energy service providers to offer energy conservation services to electric customers of investor-owned utilities."

These phrases, or anything similar, are NOT to be used:

"All costs are paid by your electric company."

"Would you like your utility company to pay for energy efficiency upgrades to your home at no cost to you?"

"It is free because we are paid by the utilities"

"We are getting paid but not from you, but by your utility company."

"(Market Actor) bills your electric utility for the work performed on your home."

APPENDIX F – CARBON MONOXIDE TEST SPECIFICATIONS AND HEALTH & SAFETY PRECAUTIONS

Test Equipment

Carbon monoxide sensing device must have a range from 0-2000 ppm; accuracy +/- 5% of readout; and readout resolution = 1 ppm adjustable to 0.

Ambient Air Test

Conduct test at initial assessment. Every housing unit that has combustion equipment shall be tested. If more than 9 ppm CO is detected, air infiltration reduction measures shall not be installed until the CO problem has been corrected. Host customer should always be informed of the existence of high levels of CO and advised to take precautions until abatement can be performed. No energy efficiency measure that could result in a decreased ventilation rate for that housing unit shall be installed if the installation of such measure would or could result in ambient air CO levels exceeding 9 ppm within the housing unit.

Health & Safety Precautions

Duct and air leakage testing should *not* be conducted in homes where either evidence of asbestos, mold and/or other potentially hazardous material is present or suspected due to the age of the home. Blower door depressurization tests are *prohibited* if there is a risk of asbestos becoming airborne and being drawn into conditioned space.

- For Air Infiltration measures, it is extremely important NOT to violate the minimum ventilation rate for health and safety reasons. If the minimum ventilation rate is violated, no incentive will be paid for the measure.

APPENDIX G – FREQUENTLY ASKED QUESTIONS

What if the measures I actually install are slightly different from what was described in the original Small Project application?

A Market Actor may only install the measures approved in the application.

Can customer sites be combined?

Yes. Project sites may be combined. It is the responsibility of the Market Actor to ensure funds are available prior to installation and to record and submit each project in the database as soon as completed to ensure funds are committed.

Do I have to give the incentive to the customer?

No. The Market Actor may use the incentive in any manner they see fit. In the Host Customer Agreement that the customer and the Market Actor are required to sign, the customer acknowledges that the Market Actor is receiving incentives through a ratepayer-funded program.

What happens if there were funds available when I checked, but when I completed the project no program funds remain?

Incentive funds are committed to a specific project only when it has been submitted in the program database. It is the sole responsibility of the Market Actor to ensure funds are available and to add the project and submit it in the database as soon as it is complete.

What happens if I don't report the measure installation data within 45 days?

A Market Actor records each installation individually. Any installation must be recorded while program funds are still available. All recorded installations must then be submitted monthly. Any and all completed installations must be submitted within 45 days for accurate reporting. Failure to report installations within 45 days may result in total incentive failure or cause for termination of the contract regardless of the current availability of program funds. Program managers have the authority to cancel/delete any measure entered into P3 and not submitted within 45 days.