

2021 Hard-to-Reach SOP Summary

Purpose: The CenterPoint Energy Hard-to-Reach Standard Offer Program (HTR) was developed to provide incentives to achieve cost-effective reduction in peak demand on the electric grid for consumers with an annual household income at or below 200% of federal poverty guidelines. This program is open to contractors, service companies, community agencies, and other organizations.

Budget: HTR runs from January 4, 2021 to November 12, 2020 and has a budget of \$500,000

Participant Eligibility: Energy Service Companies (ESCOs), local contractors, and retailers may participate in this program. Homes must be residentially metered within the CenterPoint Energy territory. All CenterPoint Energy ESIs start with 100890. **This is not a direct-to-customer program.** All participants must have an application, W-9, and insurance on file.

Database: All Participants must apply at <https://cnpres.programprocessing.com/>, and upload all documentation as work is completed to this database.

Project Eligibility: Customers must meet the eligibility guidelines set forth in the Program Manual. Single family homes built after January 2002 and/or were involved in ENERGY STAR® certification are ineligible for envelope measures. Multifamily properties are eligible if the residences are individually metered. Multifamily project applications must be reviewed and approved by CenterPoint Energy before the installation of any measures may begin.

Eligible Measures: Any PUCT approved measure in the [Texas TRM](#) is eligible. These include envelope measures (Insulation, windows, air infiltration and duct efficiency), HVAC measures (14.5 SEER+ AC changeouts, Heat Pumps, ENERGY STAR® window units, Tune-Ups), water heating measures, and appliances (Refrigerators, Recycling, LED Lighting).

Timeline: Projects must be submitted by the first business day of the following month in which work was completed. CenterPoint reserves the right to inspect the measures before approval. Work Hours are Monday-Friday, 8am to 4pm. **All work must be scheduled through the database by 7am.**

Required Forms: For **every** Site, the following forms must be submitted: Host Customer Agreement, Residential Customer Acknowledgement, and Income Self-Certification Form.

Incentive Rates:

Measure	Demand (kW)	Energy (kWh)
Standard (all other measures)	\$275	\$0.09
Ceiling Insulation	\$450	\$0.18
Heat Pump Replacements	\$430	\$0.26
Central A/C Replacements	\$430	\$0.26
Window A/C Replacement	\$200	\$0.15
LED Lighting	\$215	\$0.12
Solar PV	\$225	\$0.08

For more information, please see the 2020 Hard-to-Reach Program Manual

Additional Reporting Procedures for Ceiling Insulation

The deemed savings associated with a base R-value of zero will only be utilized for installations where there is no existing insulation of any kind. **All Sites that are claiming existing insulation of anything below R-5 must include photos with a ruler of pre- and post-insulation levels (must include pictures of the entire attic with a ruler as well).** Project sponsors will also be required to check a box to affirm that an insulation installation certificate was permanently affixed near the attic opening. These certificates must comply with the Federal Trade Commission's Home Insulation Rule 460 (16 CFR 460).

For homes connected to gas heating, all gas exhausts and flue pipes must be vented properly before work may begin.

Additional Reporting Procedures for HVAC

For Sponsors proposing to install HVAC unit replacements, the following information is required:

- AHRI Certificate
- Condenser Model Number
- Condenser Serial Number
- Coil Model Number
- Coil Serial Number
- Customer Invoice

For Early Retirement claims, the following must also be provided:

- Nameplate photo of unit being retired
- Age of the retired unit
- Amp Meter photographs showing operational unit
- Homeowner acknowledgement that the system was operational at the time of replacement

Carbon Monoxide and Blower Door Testing

Prior to the installation of any air infiltration control, duct sealing, or wall insulation measure, a pre-installation blower door test is required, and a carbon monoxide (CO) test shall also be conducted for each residence with combustion (e.g., natural gas or propane) equipment or appliances. All Project Sponsors that are installing air infiltration or duct efficiency measures are required to have a certified HERS rater on staff and on site for all pre-installation and post-installation testing.