



2026 Residential and Hard-to-Reach Standard Offer Programs Kick-Off

Nora Luna

Tuesday, January 13, 2026



Introductions

- **Muss Akram**, Vice President Utility Strategy
- **Ana Baskharone**, Energy Efficiency Director
- **La Shon Johnson**, Energy Efficiency Implementation Manager
- **Shea Richardson**, Energy Efficiency Compliance Manager
- **Nora Luna**, Energy Efficiency Program Manager
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Agenda

- Safety Message
- Highlighted Energy Efficiency Programs
- Residential and Hard-to-Reach Standard Offer Programs
 - 2025 Program Recaps
 - 2026 Program Updates
 - How to participate
 - Milestones
 - Savings Goals
 - Incentive Rates

Safety Message – Cybersecurity Safety

Protecting Yourself & Company Information

- Phishing emails & text messages
- Fake links and attachments
- Stolen or weak passwords

How to Stay Safe

- Think before you click – verify senders and links
- Use strong, unique passwords
- Lock your computer and devices when unattended

How to Stay Safe

- Do not click, reply, or download
- Report suspicious activity immediately to IT/Security
- When in doubt, ask – it's better to be safe than sorry

Remember

- Cybersecurity is everyone's responsibility. One click can make a big difference.

HIGHLIGHTED ENERGY EFFICIENCY PROGRAMS



Targeted Low Income Multifamily Heat Pump Retrofit Program

About the Program

This program focuses on the replacement of existing electric resistance HVAC systems with new, high efficiency heat pumps in income-eligible multifamily housing served by CenterPoint Energy Houston Electric. This program is open to both For and Non-Profit entities and utilizes a competitive bidding system to match incentive funding with capital investment from property owners. Other energy efficiency measures may be addressed after project award.

Eligibility

- Residentially metered by CenterPoint Energy
- Multifamily complexes must be all-electric
- Complexes must be income qualified

Program Incentive

- Bidders submit requests for incentives
- Awards based on scores through competitive bidding at the beginning of each year



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Targeted Low Income Weatherization Program

About the Program

This program provides a free energy audit for qualified residents to assess the energy-saving needs of single-family homes in CenterPoint Energy's Houston Electric Territory. Homes must be in a good state of repair to perform the energy audit. The energy audit may qualify customers for weatherization upgrades. CenterPoint Energy also works with local housing agencies to facilitate the enrollment of customers into the program.

Eligibility

- Home is at least 16 years old & $\leq 2,500$ sq. ft.
- Household income is $< 200\%$ of the poverty line or residents receive public assistance benefits

Program Incentive

- No cost to the customer for the audit or weatherization upgrades
- Incentives paid to participating Assessors and Contractors



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A/C Tune Up Program

About the Program

Provides a free A/C tune-up to enrolled commercial and residential customers to ensure HVAC systems are working efficiently. Trained contractors are dispatched to perform tune ups, which include cleaning equipment, replacing air filters, measuring and adjusting the airflow and refrigerant charge, as well as testing the current performance of the system.

Eligibility

- Both Residential and Commercial customers in the CenterPoint Energy territory are eligible
- Customer has not received a A/C tune-up in last 5 years
- Commercial HVAC units up to 25 tons
- Residential HVAC units up to 5 tons

Program Incentive

- A/C Tune-ups are free for customers, valued at \$190; incentive is paid directly to contractors



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Residential and Hard-to-Reach Standard Offer Programs



Residential and Hard-to-Reach Standard Offer Programs

The Residential Standard Offer (RSOP) and Hard-to-Reach (HTR) programs provide cash incentives to service providers for completing energy efficiency retrofit projects within CenterPoint Energy's Houston electric service territory.

The primary objective of these programs are to help residential customers improve their home's energy efficiency through upgrades that reduce energy consumption and peak demand.

Open to any project in the Technical Reference Manual (TRM)

Sponsors perform energy efficiency upgrades in residential homes

CenterPoint Energy conducts site inspections

Sponsors receive cash incentives from CenterPoint Energy

Energy Efficiency Projects & Upgrades

- Ceiling Insulation
- Duct Sealing
- Electric water heater pipe insulation
- Energy Star® appliances
- Energy Star® pool pumps
- Energy Star® windows
- Faucet aerators
- High efficiency HVAC equipment
- Heat pump or electric water heater
- Low flow shower heads
- Smart thermostat
- Window AC units

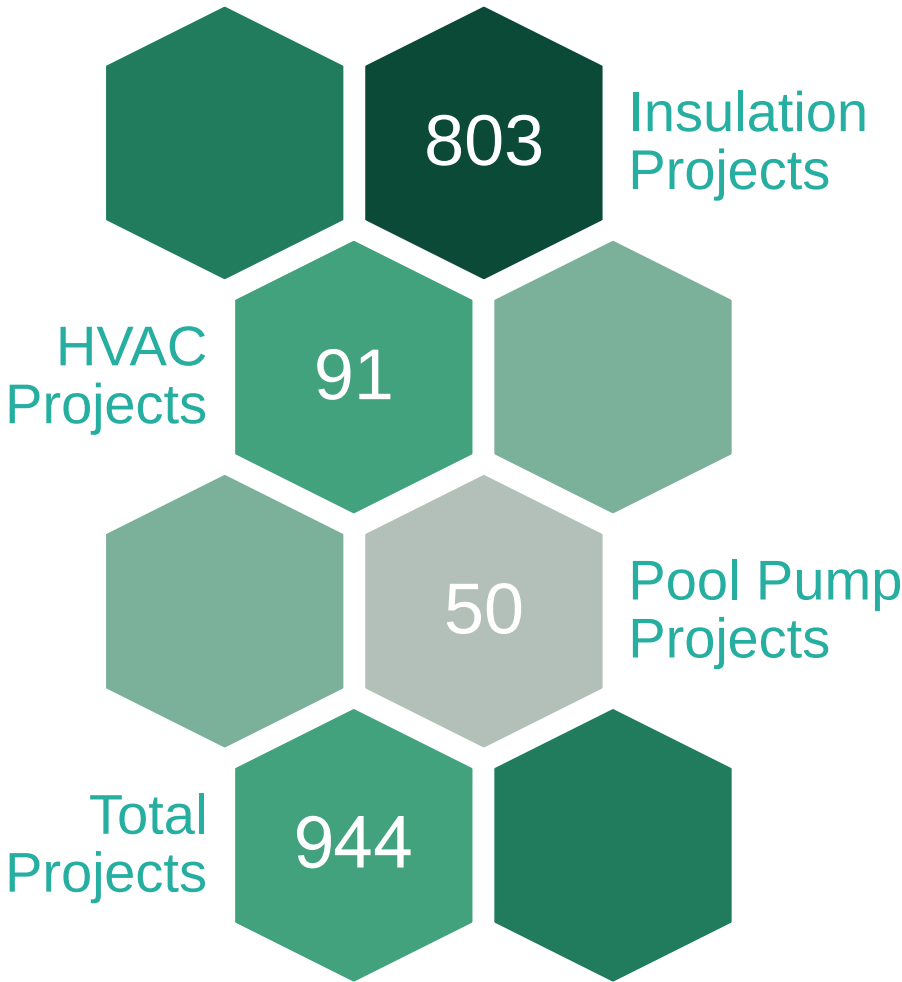
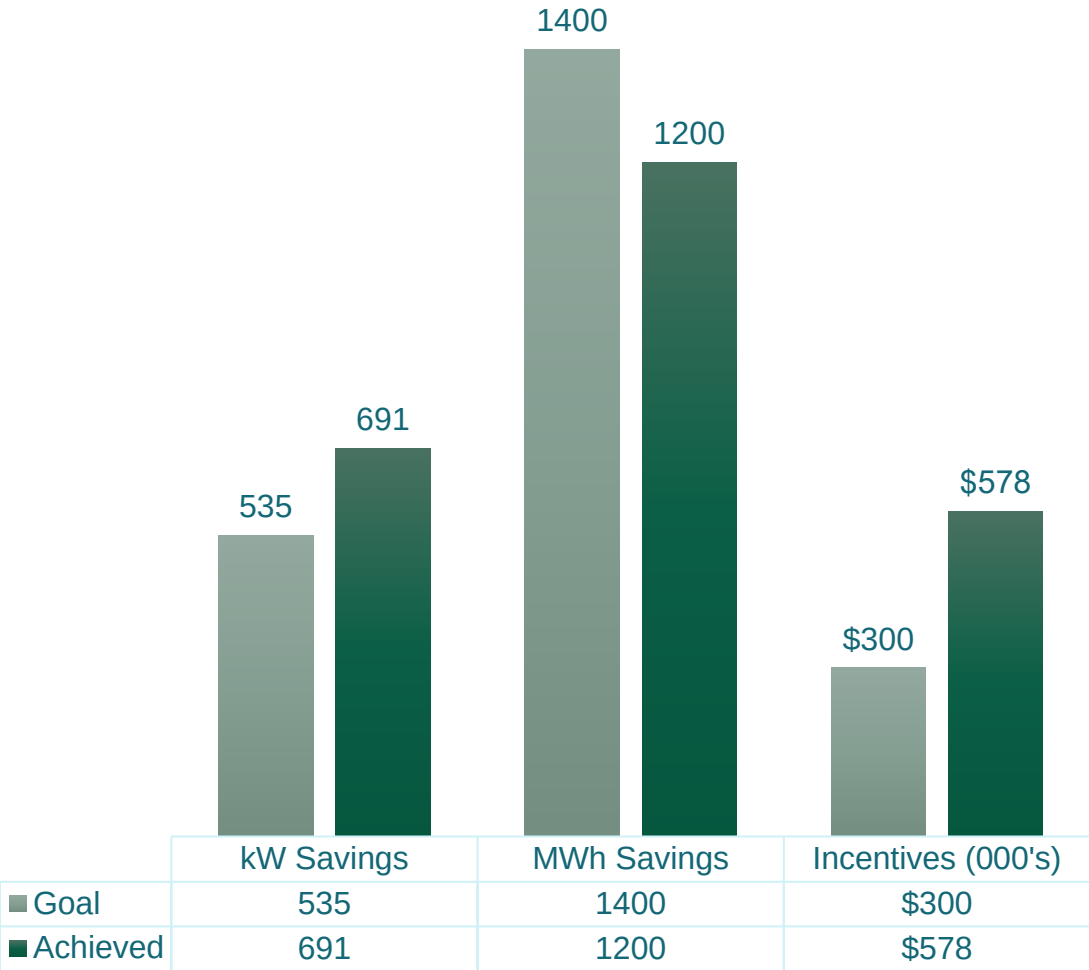
Key Takeaways:

- CenterPoint Energy encourages the installation of multiple upgrades within a home

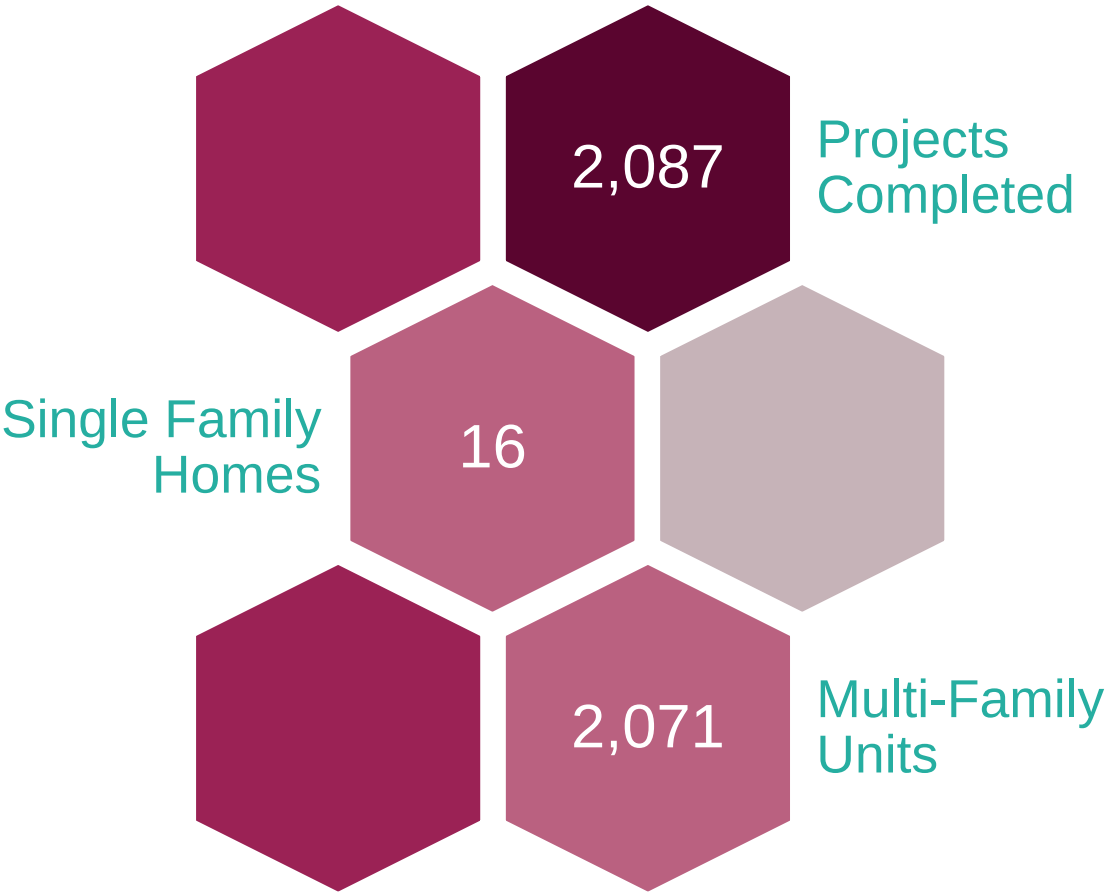
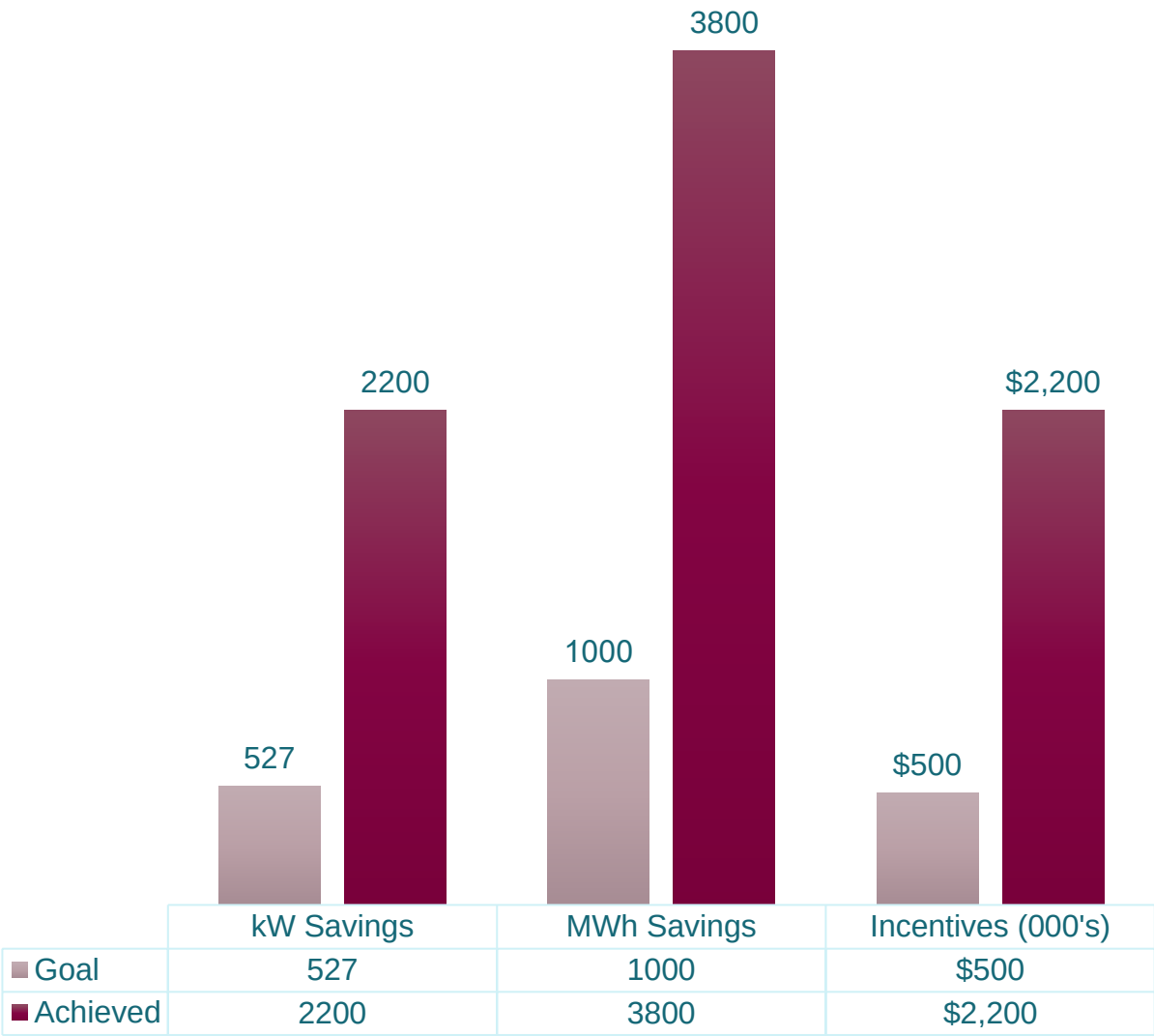
2025 PROGRAM RECAPS



2025 RSOP Program Accomplishments



2025 HTR Program Accomplishments



2026 PROGRAM UPDATES



Project Sponsor Requirements

➤ Complete program registration via <https://cnpsponsor.customerapplication.com/Apply>

Sponsors must provide:

- Signed annual program agreement
- Completed W-9
- Completed Vendor Master Form
- All appropriate licenses/certifications
- Evidence of technical and managerial capability & financial capability
- Adequate insurance
- Relevant references (new participants only)

Program registration is required prior to submitting project applications.

Project Application Requirements

Customer Eligibility

Project site must be within CenterPoint Energy electric service territory

- Provide ESI ID number, beginning with 100890....

May be

- Any residential site taking service at a metered point of delivery at a distribution voltage
- Multifamily projects require pre-approval by Program Manager

Sponsors must provide

- A customer acknowledgement form signed by the customer
- Single/Multi Family Income Eligibility Form or E4-TX Certificate (HTR only)

Project Completion Timeline

- Project applications require submittal within 30 days of completion

Income Qualification (HTR Only)

Category 1A

- Updated/Expanded list of 17 qualifying programs
- Note: Digital or paper copy of proof of participation such as award letter required

Category 1B

- Eligible by WAP, LIHEAP, CEAP agency
- Enables agency to sign and send without additional backup documentation

Category 1C

- Eligible by geography – HUD Qualified Census **Tract** or **Block**
- Note that some customers who don't qualify via other means might qualify via 1C

Category 2

- Income must be less than 200% of the Health and Human Services Poverty Guidelines
- Note: must include income of all persons residing in the home from all sources

Single-Family (four or less units or owner-occupied) Income Eligibility for Full-Incentive Energy Efficiency Services

This statement is made to verify my household income eligibility. The Public Utility Commission of Texas has authorized energy efficiency programs to reduce the utility bills of income-eligible households. Contractors participating in the programs receive higher incentive payments when you are income-eligible. The purpose of the higher payment is to enable the contractor to provide the improvements at a very low cost or no cost to you. **Participating in this program will not affect your eligibility for other program benefits listed below.**

The information provided below will be used solely for the purpose of determining household eligibility and will be kept confidential by the investor-owned utility contractor or other representative and by the Public Utility Commission of Texas and their contractor. It will not be sold or provided to any other party.

Name		Apartment Number	
Street Address		State	
City		Zip Code	
Phone Number with Area Code		Number of Persons in Household	

☐ Category 1A: Eligible through other programs or services

At least one member of my household received benefits from one or more of the programs listed below (☒ check all that applies, digital or paper copy of proof of participation such as award letter required with this form):

- | | |
|--|---|
| ☐ Bureau of Indian Affairs (BIA) General Assistance | ☐ Section 8 Housing Voucher |
| ☐ Federal Public Housing Assistance (FPHA) | ☐ Supplemental Nutrition Assistance Program (SNAP) (Food Stamps) |
| ☐ Food Distribution Program on Indian Reservations (FDPIR) | ☐ Supplemental Security Income (SSI) |
| ☐ Health Benefit Coverage under Child Health Plan (CHIP) | ☐ Temporary Assistance for Needy Families (TANF) |
| ☐ Low-Income Energy Assistance Program (LIHEAP) or Comprehensive Energy Assistance Program (CEAP) | ☐ Texas Lifeline Discount |
| ☐ Medicaid (includes CHIP) | ☐ Tribal Head Start (only households that meet the income-qualifying standard) |
| ☐ Medicare, Qualified Beneficiary <ul style="list-style-type: none">- QMB (Qualified Medicare Beneficiary)- SLMB Specific Low-Income Medicare Beneficiary- QI (Qualified Individual Program)- QDWI (Qualified Disabled & Working Individual Program) | ☐ Tribal Temporary Assistance for Needy Families (Tribal TANF) |
| ☐ National School Lunch Program—Free Lunch Program | ☐ Veterans Pension Benefit or Survivors Pension Benefit |
| | ☐ Veterans Pension or Survivors Benefit Programs |

Your signature is required on the last page of this form.

☐ Category 1B: Eligible through community action or social service agency (COMPLETED BY UTILITY, COMMUNITY ACTION, OR SOCIAL SERVICE AGENCY)

I certify the named household participates in one of the programs in Category 1A or other low-income program service (such as Weatherization Assistance), which our agency qualifies participation.

Agency Name	Contact Name	Contact Phone Number with Area Code
-------------	--------------	-------------------------------------

☐ Category 1C: Eligible through geographic location (COMPLETED BY UTILITY OR THEIR REPRESENTATIVE OR PROVIDER)

(☒ check box if applicable): Form is not required for geographical qualification as long as the relevant information is in the utility's tracking data (service address, geographic qualifier)

☐ Housing and Urban Development (HUD) Low-Income Housing-Qualified Census Tract or Block—GEO ID: _____

Project Application Requirements

Documentation Requirements by Project Scope

Ceiling Insulation

- Before & after pictures
- Installation certificate

HVAC Equipment

- Invoice
- AHRI certificate number

Pool Pumps

- Invoice
- Pool pump submittal form

Other Equipment

- Check with Program Manager

Project Application Requirements

Project Inspections

- Pre-inspection required on all ceiling insulation, air infiltration, and duct efficiency projects
- All other measures only require post-inspection
- All inspections are conducted during regular business hours
- No inspections conducted during company observed holidays.

Inspection Rates

- Returning Participants in good standing
 - 20% of submitted project applications
- New participants
 - Initial 15 project applications at 100%

Ceiling Insulation

If the Inspection team is unable to attend a confirmed appointment, Sponsors are responsible for taking before and after pictures and sending via email to the Program Manager and Engineering Supervisor to verify existing R-value.

Sponsor Budget Allocation

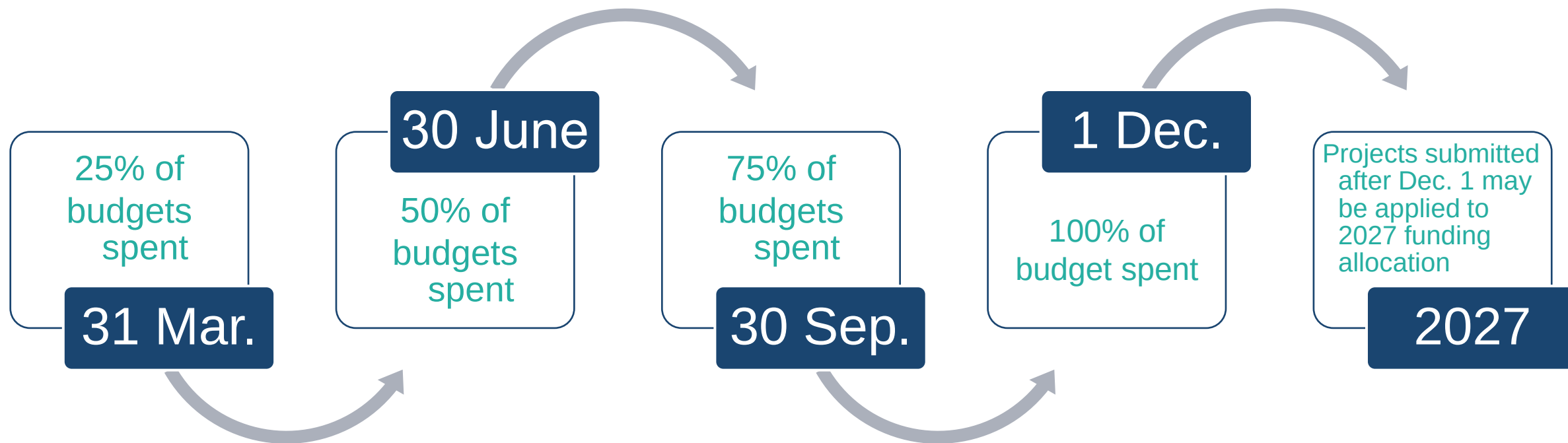
- *Budgets will be allocated to participating Project Sponsors*
- *Sponsors will provide their forecasts and budget requests via survey*
- *Sponsors that do not respond to survey will not be allocated any funding*
- *Allocations will be revisited based on performance.*

NOTE: Sponsors will not be allocated more than 20% of program budget during initial allocation.

Key Takeaways:

Complete program allocation survey promptly to receive budget allocation.

Program Milestones



Budget reallocation assessments will occur after each of these milestones

2026 Program Performance Goals

Residential Standard Offer Program		Hard-to-Reach Standard Offer Program	
Saving Goals	Budget	Saving Goals	Budget
535 kW 1,400,000 kWh	\$300,000	527 kW 1,000,000 kWh	\$500,000

Program may be allocated additional funding if performance is stronger than anticipated

Residential and Hard-to-Reach Standard Offer Project Workflow

Sponsor submits project application

Submit work schedule in VisionDSM

- Only required for ceiling insulation (Sponsor)

Review application for eligibility and completeness

- Program Manager reviews applications on the 5th and 20th of each month

Conduct post-inspection, if applicable

- (CNP Inspection Team)

Manager gives final approval for payment of incentives

2025 Program Changes Recap

Year-round program participation remains in place

- Program does not close for application submission
- CenterPoint Energy will allocate funding as available

Energy Star[®] pool pumps (RSOP only)

- No changes to application submittal process.

Incentive Structure Changes

- Incentive rates have been overhauled for 2026!
 - Previously, incentives were based on TRM savings
 - Now, incentives are aligned with real-world applications
- Total project payouts are in line with 2025 rates

Key Takeaways:

- Incentive payouts are now easier to calculate

Ceiling Insulation Incentives

Residential Standard Offer Program

Refrigerated A/C RSOP	Electric Resistance	Gas Heating	Heat Pump
<R5	\$0.90/sq ft	\$0.45/sq ft	\$0.50/sq ft
R5-R8	\$0.65/sq ft	\$0.35/sq ft	\$0.40/sq ft
R9-R14	\$0.32/sq ft	\$0.15/sq ft	\$0.21/sq ft
R15-R22	\$0.15/sq ft	\$0.08/sq ft	\$0.10/sq ft

Hard-to-Reach Standard Offer Program

Refrigerated A/C HTR	Electric Resistance	Gas Heating	Heat Pump
<R5	\$1.15/sq ft	\$0.70/sq ft	\$0.75/sq ft
R5-R8	\$0.80/sq ft	\$0.50/sq ft	\$0.50/sq ft
R9-R14	\$0.42/sq ft	\$0.25/sq ft	\$0.31/sq ft
R15-R22	\$0.20/sq ft	\$0.13/sq ft	\$0.15/sq ft

Ceiling insulation projects must be performed in centrally air-conditioned homes with working HVAC

Wall Insulation Incentives

Residential Standard Offer Program

Refrigerated A/C RSOP	Electric Resistance	Gas Heat or Heat Pump
R-0 -> R-13 (2x4 walls)	\$0.65/sq ft	\$0.35/sq ft
R-0 -> R-17 (2x6 walls)	\$0.70/sq ft	\$0.35/sq ft
R-4 -> R-13 (2x4 walls)	\$0.25/sq ft	\$0.15/sq ft
R-4 -> R-17 (2x6 walls)	\$0.30/sq ft	\$0.15/sq ft

Hard-to-Reach Standard Offer Program

Refrigerated A/C HTR	Electric Resistance	Gas Heat or Heat Pump
R-0 -> R-13 (2x4 walls)	\$0.75/sq ft	\$0.40/sq ft
R-0 -> R-17 (2x6 walls)	\$0.80/sq ft	\$0.40/sq ft
R-4 -> R-13 (2x4 walls)	\$0.30/sq ft	\$0.20/sq ft
R-4 -> R-17 (2x6 walls)	\$0.35/sq ft	\$0.20/sq ft

Wall insulation projects must be performed in centrally air-conditioned homes with working HVAC

Building Envelope Incentives

Residential Standard Offer Program

Air Infiltration & Duct Sealing - RSOP			
Air Infiltration 10% Improvement		\$250	
Air Infiltration 15% Improvement		\$325	
Air Infiltration 20% Improvement		\$400	
Duct Sealing	Standard Approach, >2CFM/100 sq. ft.		\$300
	Alternate Approach	Low	\$100
	Alternate Approach	Average	\$175
	Alternate Approach	High	\$250

Hard-to-Reach Standard Offer Program

Air Infiltration & Duct Sealing - HTR			
Air Infiltration 10% Improvement		\$325	
Air Infiltration 15% Improvement		\$400	
Air Infiltration 20% Improvement		\$475	
Duct Sealing	Standard Approach, >2CFM/100 sq. ft.		\$400
	Alternate Approach	Low	\$175
	Alternate Approach	Average	\$250
	Alternate Approach	High	\$325

See Program Manual for proper procedures to claim Air Infiltration and Duct Sealing incentives

HVAC Incentives

Residential Standard Offer Program

Replace on Burnout - RSOP				
A/C Units	15.2-15.9 SEER2		16 SEER2 +	
	\$100/ton		\$150/ton	
Heat Pump Systems	7.5-9.0 HSPF2	9.1+ HSPF2	7.5-9.0 HSPF2	9.1+ HSPF2
	\$175/ton	\$200/ton	\$225/ton	\$250/ton
ENERGY STAR Smart Thermostat			\$50/thermostat	
ENERGY STAR Room Air Conditioner			<8,000 BTU	\$75
			>=8,000 BTU	\$100

Hard-to-Reach Standard Offer Program

Replace on Burnout - HTR				
A/C Units	15.2-15.9 SEER2		16 SEER2 +	
	\$150/ton		\$200/ton	
Heat Pump Systems	7.5-9.0 HSPF2	9.1+ HSPF2	7.5-9.0 HSPF2	9.1+ HSPF2
	\$250/ton	\$300/ton	\$300/ton	\$350/ton
ENERGY STAR Smart Thermostat			\$100/thermostat	
ENERGY STAR Room Air Conditioner			<8,000 BTU	\$175
			>=8,000 BTU	\$200

- HVAC units must meet or exceed 15.2 SEER2
- Heat Pumps must meet or exceed 7.5 HSPF2
- Room A/C changeouts must include the entire home

ENERGY STAR Upgrades

Residential Standard Offer Program

ENERGY STAR Appliances

ENERGY STAR Appliance Measures - RSOP	
ENERGY STAR Appliances	\$40 per Appliance
Heat Pump Water Heater	\$500

ENERGY STAR Windows

Window Measures - RSOP		
ENERGY STAR Windows (single pane upgrade)		\$1.75 per sq. ft.
ENERGY STAR Windows (double pane upgrade)		\$1.00 per sq. ft.
Solar Screens (West/South facing)	Electric Resistance Heat	\$1.00 per sq. ft.
	Gas Heat or Heat Pump	\$1.50 per sq. ft.

Hard-to-Reach Standard Offer Program

ENERGY STAR Appliances

ENERGY STAR Appliance Measures - HTR	
ENERGY STAR Appliances	\$100 per Appliance
Heat Pump Water Heater	\$750

ENERGY STAR Windows

Window Measures - HTR		
ENERGY STAR Windows (single pane upgrade)		\$2.00 per sq. ft.
ENERGY STAR Windows (double pane upgrade)		\$1.25 per sq. ft.
Solar Screens (West/South facing)	Electric Resistance Heat	\$1.25 per sq. ft.
	Gas Heat or Heat Pump	\$1.75 per sq. ft.

Energy Efficiency Upgrades

Pool Pumps – RSOP Only

Pool Pump Rated HP	ENERGY STAR Tier		CEE Tier 1	CEE Tier 2
	Inground	Above ground	Above ground	Inground
≤ 1.25	\$75	\$150	\$200	\$300
≤ 2.25	\$75	\$150		-
$2.25 < \text{hp} \leq 3$	\$100	\$200		-

Other Measures – HTR Only

Direct Install Measures - HTR	
Faucet Aerators	\$5
Low Flow Showerheads	\$20
Pipe Wrap Insulation	\$1/ft.

Continuous Improvement

Theme	Feedback	Recommended Actions	Status
Customer Awareness	Customers are unaware of the services or are misinformed on the services offered through the program	Residential Customer Baseline Survey	Completed
Customer Awareness	Contractors would like some formal association with CenterPoint (such as badging) to give customers peace of mind	Inquire with Legal to outline potential association requirements for Sponsors	Completed – Sponsors listed on website
Payment Processing	Payment Processing times beyond 30 days are too long, push the risk of the program onto contractors	Review application approval and payment process for enhancements	Completed – tightened review timelines
Incentives	Actual incentive payment for measures are unclear outside of utilizing the database	Revise incentive structure to clearly outline the incentive for each measure	Completed – new incentive structure for 2026
Incentives	Incentive levels have not kept up with equipment costs, too low to make economics work; projects are not a priority for customers	Revise incentive economics to remain cost effective while boosting incentive payments for Sponsors	Completed – new incentive structure for 2026
Inspections	Going to a house multiple times is uneconomical and difficult to coordinate	Review and revise Inspection processes	In Progress
Inspections	Contractors feel that submitting documentation and also having inspections is too stringent of a requirement to participate	Review inspection percentage for the program	Completed
Contractor Engagement	Direct outreach to contractors is most effective, need to see CNP engaged in continuous outreach, such as newsletters	Establish monthly feedback email for Sponsors detailing incentives paid and budget remaining	Completed

We want your feedback! Please respond to the surveys throughout the year so we can improve the program.

Contact Us!

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Program Coordinator

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Resources

Program Website:

<https://cnpres.customerapplication.com/>

Sponsor Portal:

<https://cnpsponsor.customerapplication.com/Apply>

HTR Application Portal:

<https://cnp-htr.customerapplication.com/apply>

RSOP Application Portal:

<https://cnp-rso.customerapplication.com/apply>

Q&A

Appendix

Vision DSM Database



Vision DSM Database

- Login in <https://cnpres.customerapplication.com> to experience Vision DSM
- **Requires all Sponsors to register to participate**
 - Create account for new users.
 - Sponsor may participate in multiple programs.
- **Requires one project application per independent site**
 - If multiple buildings have different ESI ID #, each building will need to be submitted separately.
- **Application = Project**
- **Premise = Project site**
- **Account number = ESI ID**

Vision DSM Sponsor Portal



The Residential Standard and Hard-To-Rach Offer Program

The Residential Standard (RSOP) and Hard-To-Rach (HTR) Offer Program was designed in compliance with Public Utility Commission of Texas (PUCT) Substantive Rule §25.181. The Residential Standard (RSOP) and Hard-To-Rach (HTR) Offer Program offers incentives to contractors for completing energy efficiency retrofit projects within CenterPoint Energy's Houston electric service territory. It is designed to help customers improve their home's energy efficiency through upgrades that can reduce energy consumption, helping customers save money every month.

The Hard-To-Rach Standard Offer Program specifically targets households with incomes at or below 200% of the Federal Poverty Guidelines. CenterPoint Energy Houston Electric is charged with the responsibility to administer this program by the Public Utility Commission of Texas.

These programs were developed to achieve cost-effective reduction in peak demand on the electric grid and is designed to be simple and beneficial for all parties involved. Incentives are paid to contractors for the installation of specified energy efficiency measures. CenterPoint pays a fixed price for each kW and kWh of savings produced by these installed measures.

How to Apply:

Step One: Sponsor Application

Project participation begins with a one-time Sponsor Application.

[Sponsor Application](#)

Step Two: RSOP Project Application

Registered Sponsors can submit applications through the Vision database to track participation in the Residential Standard Offer program.

[Online RSOP Application](#)

Step Two: HTR Project Application:

Registered Sponsors can submit applications through the Vision database to track participation in the Hard To Reach program.

[Online HTR Application](#)

Program Eligibility

Customer must reside within the CenterPoint Energy electric distribution territory. Single family homes built after 2003 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 measure may begin.

Eligible upgrades includes installation of:	
• Smart thermostat	• Window AC units
• High efficiency HVAC equipment	• Duct sealing
• Heat pump or electric water heater (includes pipe insulation wrap)	• Faucet aerators
• Ceiling insulation	• Low flow shower heads
• LED lighting	• Energy Star® windows
• AC tune-ups	• Energy Star® appliances
• Energy Star® pool pumps (RSOP only)	

Participating Project Sponsor Responsibilities

- Register with CenterPoint Energy to receive approval to participate in the HTR/RSOP programs.
- Verify that customer reside in the CenterPoint Energy Electric territory.
- HTR only: Verify that customer meet guidelines in PUCT's Income Eligibility form (single & multifamily).
- Enter into an agreement with the customer that will outline the work to be done.
- Submit all relevant information into the database in a timely manner.
- Abide by all regulations listed in the program manual

Participating Customer Responsibilities

- Contact a participating Project Sponsor.
- Discuss the available services and how they will make your home more efficient.
- Enter into an agreement with the Sponsor that will outline the work to be done.
- For verification purposes, if CenterPoint Energy contacts you, provide access to the residence or business for an inspection of the Sponsor's work.
- Remember, you will be solely responsible for any agreed upon payment between you and your Sponsor

Incentives

Incentives are based on kW and kWh reductions; vary by measure type. These are paid 100%, when applicable, after final inspection to Project Sponsors

Additional Program Information

Important note: CenterPoint Energy Houston Electric is not a party to the agreement between the participating customer and their Sponsor, and the Sponsor is solely responsible for the performance of the work and contract fulfillment. This is not a direct-to-customer program. Funding provided by CenterPoint Energy for this program is approved by the Public Utility Commission of Texas in support of statewide energy efficiency efforts.

Program Documents

- General Sponsor Resources (for all)
- [Customer Agreement Form](#)
 - [2024 RSOP/HTR Kickoff Presentation](#)
 - [Frequently Asked Questions](#)
 - [Vendor Master Form](#)
 - [Authorized Vendor List](#)

- Sponsor Resources specific to RSOP
- [RSOP Program Manual](#)
 - [RSOP Program Summary](#)
 - [RSOP Participant Agreement](#)
 - [RSOP Fact Sheet](#)
 - [Pool Pump Customer Claim Form](#)
 - [Pool Pump CEE Ties List](#)
 - [Pool Pump Transition Session Presentation](#)

- Sponsor Resources specific to HTR
- [HTR Program Manual](#)
 - [HTR Program Summary](#)
 - [HTR Participant Agreement](#)
 - [HTR Fact Sheet](#)
 - [Single Family Income Eligibility Form](#)
 - [Multi-Family Income Eligibility Form](#)
 - [Geo-Location Verification Tool](#)

Contact Information

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Project Application Submittal

- **Go to Residential Portal**
<https://cnpres.customerapplication.com/>
Choose Step One to submit Sponsor Application.
- **Choose Step Two to submit project application, you have 2 options for application submittal.**
- **RSOP:** <https://cnprso.customerapplication.com/apply>
- **HTR:** <https://cnphtr.customerapplication.com/>

https://cnpres.customerapplication.com



[Contact us](#) [Home](#)

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[Online HTR Application](#)

Project Application Submittal

Project Application Contact Information

1st Section

- Enter Site/Customer contact information.
 - Use ESI ID for “Account Number”

Contact Entry

Contact Entry

Where is the work being completed?
Choose existing contact
-- SELECT --

● First and Last Name -or- Company name is Required

First Name Sample	Address *
Last Name Application	Address (cont)
Company [REDACTED]	City *
Account Number * [REDACTED]	State/Province *
	Postal Code *
	Phone *
	Email *

☐ Save this as a new contact in my profile contact list

[Clear Contact](#)

1st

Project Application Submittal

Project Application Contact Information

2nd Section

- Enter Project Sponsor information (your company).

Who is the person we should contact regarding this application?

☐ Same as home/business information

Choose existing contact

-- SELECT --

ⓘ First and Last Name -or- Company name is Required

First Name	Address *
Tammy	1111 Louisiana St
Last Name	Address (cont)
Jones	
Company	City *
Rebates for You	Houston
	State/Province *
	TEXAS
	Postal Code *
	77002
	Phone *
	713-207-3423
	Email *
	tjones@Rebatesforyou.com

☐ Save this as a new contact in my profile contact list

[Clear Contact](#)

2nd

Project Application Submittal

Project Application Contact Information

3rd Section

- Select “search for a Contractor”
- Scroll for you’re your company and click + to add.
- Your company will populate once selected.

Note: If your company information is not in found, contact Program Manager to be added.

Who is installing or completing the work/installation?

[Search for a Contractor](#)

* Required

Company	Address *
ABC CONST	1111 LOUISIANA ST
First Name	Address (cont)
Nora	
Last Name	City *
Luna	HOUSTON
Premise ID *	State/Province *
	TEXAS
Meter ID *	Postal Code *
	77002
Account Number *	Phone *
	7132073423
	Fax
	Email *
	nora.luna@centerpointenergy.com
	Tax ID *

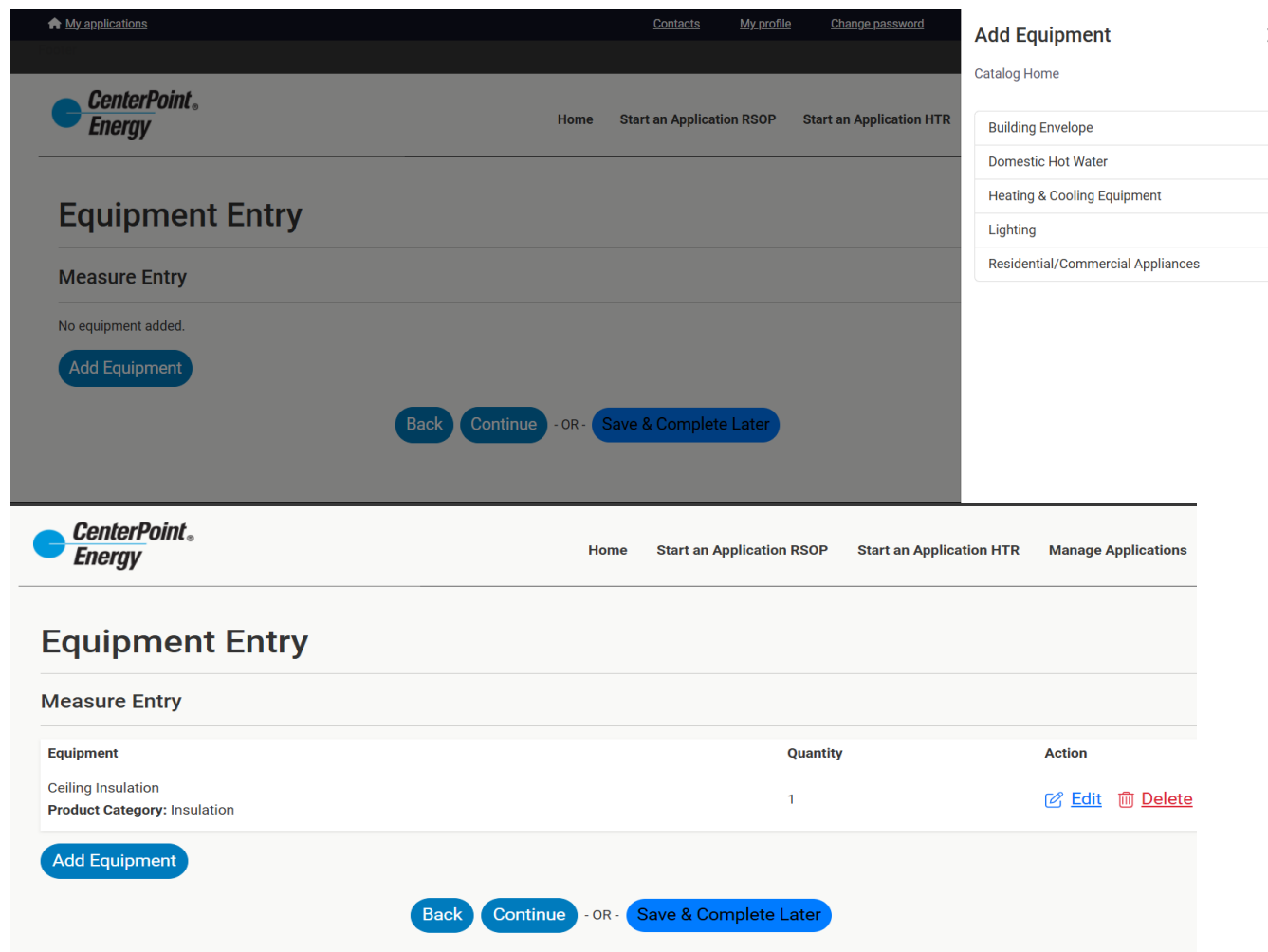
3rd

Project Application Submittal

Equipment Entry

Click “Add Equipment”

- Side window will open, choose which measure being installed.
- Enter required information based on measure, including installation date and click “add equipment”
- Submit equipment entry for each measure being installed and click “continue”



The screenshot displays the CenterPoint Energy web application interface for equipment entry. The top navigation bar includes links for 'My applications', 'Contacts', 'My profile', and 'Change password'. The main header features the CenterPoint Energy logo and navigation links for 'Home', 'Start an Application RSOP', and 'Start an Application HTR'.

The 'Equipment Entry' section is titled 'Measure Entry' and initially shows 'No equipment added.' with an 'Add Equipment' button. Below this are 'Back', 'Continue', and 'Save & Complete Later' buttons.

A side window titled 'Add Equipment' is open, showing a 'Catalog Home' with a list of equipment categories: Building Envelope, Domestic Hot Water, Heating & Cooling Equipment, Lighting, and Residential/Commercial Appliances.

The bottom screenshot shows the interface after equipment has been added. The 'Measure Entry' section now displays a table with the following data:

Equipment	Quantity	Action
Ceiling Insulation Product Category: Insulation	1	Edit Delete

The 'Add Equipment' button remains at the bottom of the table, along with the 'Back', 'Continue', and 'Save & Complete Later' buttons.

Project Application Submittal

Document Upload

Upload documents as chosen on previous screen and select Continue



HomeStart an Application RSOPStart an Application HTRManage Applications

Document Uploader

Document Uploader

 Upload file
Host Agreement and Customer Acknowledgement

Upload File

 Upload file
Before Photo 2 (Ceiling Insulation Only)

Upload File

 Upload file
After Photo 2 (Ceiling Insulation Only)

Upload File

 Upload file
Before Photo 1 (Ceiling Insulation Only)

Upload File

 Upload file
After Photo 1 (Ceiling Insulation Only)

Upload File

All files are required.

BackContinue- OR -Save & Complete Later

Project Application Submittal

Final Savings and Incentive

You will see the final incentive amount and select complete application.

NOTE: If you don't select Complete Application, they application will not be released for review and approval.

The screenshot displays the 'Measure Summary' page in the CenterPoint Energy application. The page features a dark header with navigation links: 'My applications', 'Contacts', 'My profile', 'Change password', and 'Change email'. Below this is a light blue navigation bar with the CenterPoint Energy logo and links for 'Home', 'Start an Application RSOP', 'Start an Application HTR', and 'Manage Application'. The main content area is titled 'Measure Summary' and contains a table with the following data:

Measure Name	Quantity	Incentive Amount	Baseline R-Value	Insulated Area
Ceiling Insulation 1	1128.15		R-1 to R-4	1000
Total Incentive		\$1128.15		

At the bottom of the page, there are three buttons: 'Back', 'Complete Application', and 'Save & Complete Later', separated by a '- OR -' text.

CenterPoint Energy Observed Holidays

New Year's Day	Thursday, Jan. 1, 2026
Martin Luther King Day	Monday, Jan. 19, 2026
Memorial Day	Monday, May 25, 2026
Independence Day	Friday, July 3, 2026
Labor Day	Monday, Sept. 7, 2026
Thanksgiving Day	Thursday, Nov. 26, 2026
Day after Thanksgiving	Friday, Nov. 27, 2026
Christmas Eve	Thursday, Dec. 24, 2026
Christmas Day	Friday, Dec. 25, 2026