HTR/RSOP
Frequently Asked Questions

1. Does this program include homes in Katy?
   As long as the property's ESI ID # begins with 100890, you may submit a project application.

2. For ceiling insulation, the pre inspection will be based on photos only no onsite visit?
   All ceiling insulation project applications require on-site pre-inspection, photos only will not be accepted. You must submit work schedule and email Tim Griffin and Nora Luna of proposed inspection date. Sponsor is also required to upload pre & post pictures with ruler displaying insulation levels. See samples below:

   Pre

   Post

3. In the RSOP program, did you say that a work schedule is required for HVAC installs?
   You'll need to enter one in the system, but the installation can happen during weekends.

4. Can we submit an application for a solar PV that is already scheduled for installation?
   No, all solar PV installation applications must be submitted in the newly created Solar Residential Standard Offer Program.

5. For ceiling insulation, the pre-inspection can be done right before on the installation day, or will it be on a different day?
   Pre-inspection will be done on the installation date

6. Do we need to make our own ID badge? if yes what can we add to let them know that we are sponsors for CenterPoint Energy?
   Each sponsor needs to create company badges for each of their employees. No reference of CenterPoint Energy on the badges is allowed. Sponsors may hand out program factsheet to each potential customer as reference.

7. What is hour timeline to request pre inspections?
   This is only required for Ceiling Insulation. No later than 11:59 pm the day before inspection date. This includes work schedule in database and email sent to timothy.griffin@centerpointenergy.com and nora.luna@centerpointenergy.com

8. What to do when the ESI ID number is not available, can you create the applications with the meter number?
   No, you need ESI ID number to create application, you may look up ESI ID # with property address by accessing the following site ESID Lookup - What's My Texas ESI ID? - ElectricityPlans®

9. Do we use the same Geo location link used last year?
   Use 2024 and 2025 Small DDAs and QCTs | HUD USER, select 2025 for the year.

10. When are sponsors able to start work?
    Program is now open and ready for project application submittal. For new Sponsors, you must register Sponsor Application prior to submitting any project applications. In addition, all existing Sponsors must sign and return HTR/RSOP Participant Agreement to Program Manager.

11. Unable to see company name on vendor list.
    If new vendor/sponsor, you must submit Sponsor application Sponsor Application.

12. Can we measure & install solar screens on weekends?
    No, all work must be completed during regular business hours. Monday – Friday, 8 am – 4 pm.

13. Is the budget presented per contractor?
    No, currently we are not allocating budget to each Sponsor. All applications are being processed first-come-first serve until programs are fully funded. Program budget is as follows:
    HTR - $500K
    RSOP - $300K

14. Can you give me a price based on 1000 ft.² with R-4 or less? Also, give me a price you'll pay for the same square feet with R-5.
    There are other factors that determine the incentive, for example if it all electric or not. I recommend you create a project application to get incentives amounts based on all variables. You may create a "test" application to calculate different scenarios and obtain incentive amount.

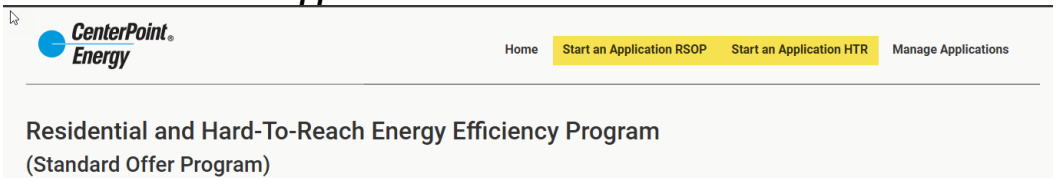
15. Is the pay price per SF the same from R-0 to R-4?
    No, R-0 will pay more than other R-values.

16. Will I be able to do 3 projects per day or when can we be allowed being that we have been working the AIA program since 2020?
    We will still limit new Sponsors to the program to two until they establish proper knowledge of RSOP/HTR.

17. Does the work have to be completed by 4 pm?
    Yes

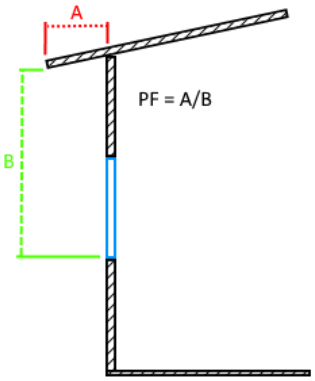
18. Where do I get all the paperwork needed and all the documentation?
    All program documentation may be found at CenterPoint Energy: Residential Portal Home

19. Need the website address to upload work.
    https://cnpres.customerapplication.com/ and choose to "Start an Application RSOP" or "Start an Application HTR"



20. Am I allowed to work in conjunction with an air conditioning company already in this program?
    Yes, you may work with other vendors to maximize efficiency impact on home.
21. Do homes that have experienced natural disasters and have insulation removed during repairs, eligible for incentives?

22. What is the guideline on solar screen installations besides West and South facing windows? Are we ok on windows that are facing more south than east and more west than north? What's the overhang maximum above the window for it to qualify? How far does an object or tree have to be in order to qualify for solar screens?
Any window that faces between 157.5 to 292.5 degrees would work. The TRM doesn't specify a maximum overhang just that the window needs to face direct sunlight; however, I think using the projection factor (PF) table from the current energy code can give us good reference to use. Per code, the PF list starts at 0.2 or below—that would be an appropriate place to start. Calculation of PF found below:



23. During winter months many trees and bushes don't have leaves and windows may be exposed to sunlight. Are these windows allowed for solar screen install?
Per the TRM, any objects that block direct sunlight would make the measure not qualified (regardless of time of year).

24. What happens if we have a ceiling installation project that may have insulation in the past but it was removed for some strange reason?
If there are signs that ceiling insulation was removed. We will use the R-value based on signs, if we found a section that shows existing R-value, that value will be determined for the entire project.

25. If the insulation is dirty or damaged, will we help incentivize the removal of that to put in fresh insulation?
No, CenterPoint Energy will not incentivize the removal of existing ceiling insulation.

26. **How do we treat a site that has a separate, small mother-in-law suite that is on the same electric meter?**
It will be treated as part of the project, if installed on the main house and the separate suite. One application needs to be submitted to include square footage for both.
If only installing insulation on the separate suite, the application should only include square footage for the suite.

27. If we have a multifamily complex that only has a single meter (master meter), how is that project treated?
All multifamily projects should be submitted for review and pre-approval. At this time, Program Manager will inform you how to submit the applications.
28. How do we calculate everything that's based on heating types for homes that have window units?

29. Why is it that you guys are not including solar screens?
We do incentivize solar screens, solar screens, need to face south and west only, with no obstructions, rates as follows

Hard-to-Reach		
Solar Screens (West/South facing)	**Electric Resistance Heat**	**$1.25 per square foot**
	Gas Heat or Heat Pump	**$1.75 per square foot**
Residential Standard Offer Program		
Solar Screens (West/South facing)	**Electric Resistance Heat**	**$1.00 per square foot**
	Gas Heat or Heat Pump	**$1.50 per square foot**

30. Can you confirm that savings for window units in hard-to-reach homes are the same as for central units?
No, each program has different rates.

HTR		
ENERGY STAR room air conditioner	**<8,000 BTU**	**$175.00**
	>8,000 BTU	**$200.00**
RSOP		
ENERGY STAR room air conditioner	**<8,000 BTU**	**$75.00**
	>8,000 BTU	**$100.00**

31. When is the last day to register for the program?
You can register at any time.
32. When can you start submitting applications and requesting inspections?
The program runs year-around and you can submit applications at any time. Any applications submitted after December 1st, may be processed and paid in January of the following year. It all depends if post-inspections are required.
33. Are the insulation prices the same for fiberglass/cellulose?
Yes, we pay a set fee for ceiling insulation based on the existing R-value.

34. Second average ceiling insulation levels?
New incentive rates for R-38 and R-49

Refrigerated A/C HTR	Post-Treatment Insulation	Electric Resistance	Gas Heating	Heat Pump
<R5	R-38	$1.21/sq ft	$0.73/sq ft	$0.79/sq ft
R5-R8		$0.86/sq ft	$0.53/sq ft	$0.54/sq ft
R9-R14		$0.48/sq ft	$0.28/sq ft	$0.35/sq ft
R15-R22		$0.26/sq ft	$0.16/sq ft	$0.19/sq ft
<R5	R-49	$1.30/sq ft	$0.78/sq ft	$0.84/sq ft
R5-R8		$0.95/sq ft	$0.58/sq ft	$0.59/sq ft
R9-R14		$0.57/sq ft	$0.33/sq ft	$0.40/sq ft
R15-R22		$0.35/sq ft	$0.21/sq ft	$0.24/sq ft

Refrigerated A/C RSOP	Post-Treatment Insulation	Electric Resistance	Gas Heating	Heat Pump
<R5	R-38	$0.95/sq ft	$0.47/sq ft	$0.53/sq ft
R5-R8		$0.70/sq ft	$0.37/sq ft	$0.43/sq ft
R9-R14		$0.37/sq ft	$0.17/sq ft	$0.24/sq ft
R15-R22		$0.20/sq ft	$0.11/sq ft	$0.13/sq ft
<R5	R-49	$1.00/sq ft	$0.50/sq ft	$0.56/sq ft
R5-R8		$0.75/sq ft	$0.40/sq ft	$0.46/sq ft
R9-R14		$0.42/sq ft	$0.20/sq ft	$0.27/sq ft
R15-R22		$0.25/sq ft	$0.13/sq ft	$0.16/sq ft

35. Are Weather stripping door sweeps replaced without having to do the test?
No, this will be considered part of air filtration.
36. Projects that underwent disaster, area was cleaned out and nothing was not returned. CNP stated they couldn't do anything to replace it. Should the sponsor proceed? What happens if ceiling insulation project was removed how is that treated?

CenterPoint Energy offers energy efficiency incentives, only. If customer needs assistance for disaster recovery, they need to contact FEMA or their insurance for funding. It will be up to the customer to decide if they want to proceed, but CenterPoint will not pay to replace insulation when it was removed due to natural disaster.

37. If the values are over R5 do they qualify or will they be an issue since they may not generate the savings?
    Yes, there are different rates that cover the following existing R-values.

    - **<R-5**
    - **R5 – R8**
    - **R9 – 14**
    - **R15 – R22**

38. Are the incentives mentioned for Hard to reach standard offer program the same for single family and multi family?
    Yes, the same rates apply for single-family and multi-family.
39. Attic insulation average and how will the contractor know in a pre-assessment, How is the math calculated.
    1 inch of insulation equals approximately R3 value, you multiply the inches per 3 to determine current R-value. For example, if there are 4 inches of existing insulation, the current value will be R9 – R14.
40. Is direct contact tune-ups through CenterPoint or is there a different implementor.
    All AC Tune up are only being submitted in the AC Tune Up program.
41. Will we be using the same ACH this year or will we need to sign up?
    Yes, unless you request to change the banking information, we will remain processing electronic ACH to the bank account submitted on vendor master form. If you need to change banking information, submit new vendor master form. Please be informed that the process could take up to 10 working days.