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CLECO Power Wise Residential Solutions Program

BEST PRACTICE INSTALLATION STANDARDS

These standards apply to all work performed under the Cleco Residential Energy Efficiency Program ("Program") for existing homes.

Any residential customer that owns or rents who receives electrical service from Cleco and lives in an existing single family home, duplex, tri-plex, or four-plex, as well as separately metered multi-family properties that are at least two years old are eligible for incentives in this Program. The dwelling must have a Cleco meter number associated with it.

General Guidelines

1. All materials used and work performed shall be in accordance with state and local building, mechanical, plumbing, electrical, and energy codes, as well as all federal and local laws.
2. Final inspections of completed work will be based on these Best Practice Installation Standards ("Best Practices").
3. Rebate applications from Project Sponsors/Market Actors for ANY incentivized measure in the Program must be received within 60 days of that measure's installation – or the application will not be processed.
4. Program rebates apply only to homes with existing walls, floor, and ceiling in place. A home re-constructed from the slab or piers up does not qualify for Existing Homes incentives. Gutted homes will be qualified on a case-by-case basis by Cleco.
5. **When doing Air Infiltration Sealing or Duct Efficiency Improvements, Consultants / Project Sponsors/Market Actors must perform passing Combustion Safety Tests adhering to the latest version of BPI Technical Standards for the Building Analyst Professional in any house with a natural draft (atmospherically vented) combustion appliance located within the thermal boundary of the home. (Hereafter, this condition is referred to as "*having a combustion appliance in conditioned space*.") In existing homes with combustion appliances meeting the above criterion, Consultants/Project Sponsors/Market Actors MUST submit a pre- and post-installation Combustion Safety Testing Form when performing Air Infiltration Sealing or Duct Efficiency Improvements in order to receive payment.**
6. **No Air Infiltration Sealing or Duct Efficiency Improvements shall be performed in homes with unvented space heaters unless the unvented space heaters are disconnected from the gas line and the gas line is capped off. In-wall unvented space heaters must be disabled. Any gas replacement heating system must be vented to outdoors. Unvented gas fireplaces used as a secondary heat must pass ambient CO testing according to Combustion Safety Form code.**
7. The Program does not regulate suppliers or vendors used by Project Sponsors/Market Actors registered with the Program.
8. All materials must be installed in accordance with the manufacturer's latest printed instructions and recommendations.

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9. Program funding amounts per measure and qualifying specifications may be deleted, added, or amended at any time without notice.
10. Project Sponsors/Market Actors must carry all required insurance and policies must be in force before performing any work.
11. Project Sponsors/Market Actors must point out any potential safety issues (e.g. high carbon monoxide levels, knob and tube wiring, back-drafting appliances, potential asbestos-containing material, etc.) to the homeowner, complete a Notice of Hazardous/Pre-Existing Condition Form and provide it to the homeowner (who will acknowledge receipt by their signature), maintain a copy for Project Sponsor/Market Actor's records, and submit a customer-signed copy to Cleco within 24 hours.
12. It is *recommended* that Project Sponsors/Market Actors follow EPA lead-safe practices if home was built before 1978. http://www.epa.gov/lead/.

CUSTOMER SERVICE EXPECTATIONS

Please refer to the 2022 Cleco Residential Solutions Program Manual Program Year 8 (PY8) for Project Sponsor conduct and customer service expectations.

Upgrade Attic Insulation

As prescribed by the US Department of Energy, the Program requires a ceiling insulation level of a minimum of R-30. The effective R-value of *existing* insulation can be no greater than R-8 in order to qualify for incentives through the program. R-values mentioned in this installation guide refer to manufacturer's settled or aged R-value. Initial installed depths according to manufacturer's specifications must be attained. Settled/aged insulation levels will be measured periodically for each Project Sponsor/Market Actor.

Project Sponsors/Market Actors must submit insulation specifications upon request for verification of installed R-value.

Installation Standards

1. A Field Notes Form is mandatory before insulation is installed.
2. If knob and tube wiring exists, the Project Sponsor/Market Actor shall not insulate the attic. If knob and tube wiring is removed, the attic shall then be eligible for incentives. Alternately, if wiring is permanently deactivated and documented in writing by a licensed electrician, the attic will be eligible for insulation and incentives.
3. Attic insulation rebates apply only to homes that have existing floor, wall, and roof framing in place. A home re-constructed from the slab or piers up does not qualify for a rebate through the Program.
4. Project Sponsor/Market Actor is responsible for communicating to the homeowner the steps necessary for adding attic insulation to their home before starting work.

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5. Existing levels of insulation must have an effective R-value of R-8 or less to qualify. Degradation due to age, density, and gaps should be taken into account (effective R-value). Criteria to be used to establish effective R-value are given in Table below (from the latest version of the BPI Technical Standards for the Building Analyst Professional, "Effective R-values for Batt Insulation" - derived from ASHRAE document "Heat Transmission Coefficients for Walls, Roofs, Ceilings, and Floors - 1996")

Effective R-Values for Batt Insulation

	"GOOD"	"FAIR"	"POOR"
MEASURED BATT THICKNESS (Inches)	**EFFECTIVE R-VALUE (2.5 per inch)**	**EFFECTIVE R-VALUE (1.8 per inch)**	**EFFECTIVE R-VALUE (.7 per inch)**
0	0	0	0
1	3	2	1
2	5	4	1.5
3	8	5	2
4	10	7	3
5	13	9	3.5
6	15	11	4
7	18	13	5
8	20	14	5.5
9	23	16	6
10	25	18	7
11	28	20	8

"**GOOD**" = GAPS LESS THAN 2.5% OF SULATED AREA

"**FAIR**" = GAPS 2.5 % - 5% OF INSULATED AREA

"**POOR**" = GAPS MORE THAN 5% OF INSULATED AREA

6. The combined R-value of the existing insulation and the insulation being added will total a minimum of effective R-30 after settling, based on the manufacturer's formulas for coverage.
7. When attic area is used for storage, Project Sponsors/Market Actors shall discuss the insulation in these areas with the homeowner. A continuous thermal barrier must be present, including the area below decked attic floor areas. To maintain uniform depth and retain storage, a raised platform should be installed.
8. Alternatively, if decked area will remain in place, the cavities below decked area must be dense-packed. For 2x6 cavities, decked area cannot exceed 20% of total attic floor area to qualify for incentive. For 2x4 cavities, decked area cannot exceed 10% of attic floor area to qualify for incentive. These guidelines are based on attaining effective R-30 throughout attic area. Decked areas greater than the above limits should be dense-packed and subtracted from the square footage submitted for incentive.

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9. Incentives are based on the square feet of insulation installed, not on the square feet of the attic floor.
10. It is *recommended* that all penetrations be sealed prior to installing attic insulation. These penetrations include, but are not limited to: chimney chases, open wall cavities, top plates, wiring and plumbing penetrations, ventilation fans, recessed can light housings, speaker housings, dryer vent piping, etc.
11. All insulation, regardless of material, shall be installed to uniform depth.
12. Depth markers must be installed to allow inspection without the need to walk through the newly installed insulation. Markers must be installed at each end of the attic and at least one per each 20 feet toward the attic access and/or every 300 square feet of attic area. Improperly raising depth marker will be considered a Major Violation.
13. Junction boxes, bath exhaust fans, and IC-AT rated recessed lights that will be buried in insulation shall be marked with flagged markers per local code. Junction boxes shall also be capped per local code before insulating.
14. Dams, or other methods of preventing insulation from falling into the living area, must be installed around the following areas: attic hatches and pull-down stairs, water heater and furnace flue vent pipes, and non-Insulation Contact (IC) recessed lights. Dams shall extend 2" over finished blown insulation. Dams may be rigid or consist of layers of fiberglass batt. In either case, they must be able to accommodate persons accessing the attic and be durable enough to remain intact and at the prescribed height above attic floor insulation. As a courtesy to Cleco customers, all excess blown insulation in the attic access shall be thoroughly removed (i.e., vacuumed) before leaving job site.
15. Combustion/make-up air ducts shall be extended at least 12" above the finished insulation and properly sized for the HVAC unit. Clothes dryers shall be vented to the outdoors. Exhaust fans shall be vented at least 12" above final insulation level, but extending venting out of attic is highly recommended.
16. Chases in closets containing electric furnaces may be closed in and sealed from unconditioned space. Gas furnaces in closets must maintain adequate clearances from combustible materials (per local code). If chase is covered with rigid material, make-up air pipes must be installed to provide the furnace with combustion air from unconditioned space.
17. Materials used for dams around furnaces, chimneys, and water heater flue vents must be metal. The best materials for building dams in all other locations include duct board, foam board, fiberglass batt, wood, and metal.
18. Approved materials for sealing around flue pipes and chimneys are sheet metal and high-temperature sealants approved under ASTM E136 for oil or wood flues, and 500F RTV silicone for gas flues.
19. When insulating an attic floor, the insulation shall not cover or otherwise restrict airflow through soffit vents or other means of lower attic ventilation. Blocking and/or air wash baffles shall be installed in each cavity with soffit vents to allow free movement of air. If soffit venting is continuous, blocking and/or air baffles shall be installed at least 1 per every 4 rafter cavities.
20. Attics already insulated with foam insulation on under-side of roof sheathing are not eligible for attic insulation incentives.

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21. Attics with no foam insulation on under-side of roof sheathing are eligible for attic insulation incentives if a cured R-value of R-30 is attained.
22. Vaulted ceilings must be dense-packed according to manufacturer's instructions. Soffit vent chutes are required when insulating vaulted ceilings. Vaulted ceilings must be insulated to capacity and will be calculated into total attic effective R-value.
23. Thermal bypasses created by furr-downs or attic height transitions must be insulated to at least R-19, as they are considered knee wall spaces.
24. Cavities and chases must be covered with backing material (plywood, foam board, etc.) before blowing insulation over the cavity, or be filled with insulation. When covering with backing, spans wider than 24" must include structural backing material to hold weight of insulation.
25. Knee walls adjacent to conditioned space must be insulated to effective R-19 to receive the attic insulation rebate. All knee wall insulation must be securely held in place mechanically or via netting/sheathing. If using batt insulation, netting/sheathing is required to meet effective R-19 requirement. (Note: incentives for knee walls will be calculated as attic insulation and incentivized at the rate of 50% of attic insulation incentive. This is done by measuring the area of knee wall thus insulated, dividing by 2, and adding the result to the area of the attic submitted for incentive.) Knee wall insulation is REQUIRED as part of the attic insulation improvement.
26. Skylight "wells" shall be insulated to the same standards as knee wall insulation (see above).
27. Attic access hatches located in a conditioned space shall be insulated to a minimum of R-10 and weather-stripped to airtightness. Further adjustment may be required to achieve airtight seal (repair, carpentry work, mechanical latch, etc.
28. Project Sponsors/Market Actors shall post installation certificate as required by code.
29. Ceiling Insulation Measure photos
    a. **All required photos MUST contain a geotag displaying the location, time, and date that the photo was taken to be considered for payment**
    b. 2-3 "pre" and "post" photos capturing the scope of retrofit.
    c. A close-up picture of a ruler that shows the measurement of the depth of the pre insulation.
    d. Photo of the insulation certificate affixed near the attic opening.

Air Infiltration Sealing

This measure reduces air infiltration into the home, **using pre- and post-installation blower door testing to confirm air leakage reduction**. The Program requires the use of a blower door as a diagnostic tool for locating and correcting air infiltration problems. The use of zonal pressure diagnostics is recommended to target the largest gaps in the home in the most efficient manner.

Combustion Safety Testing (CST) is required before and after air infiltration sealing if a natural draft (atmospherically-vented) combustion appliance is located within the conditioned space of the home.

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Testing must conform to the standards set forth by the latest version of BPI Technical Standards for the Building Analyst Professional. This testing must include gas oven and range appliances, if present. The Program requires competency testing of personnel who perform Combustion Safety Testing.

Installation Standards

1. An Informational Assessment is optional before air infiltration sealing is performed.
2. Priority areas for sealing are:
    a. any affecting health and safety (i.e. areas compromising indoor air quality or combustion safety)
    b. largest penetrations determined by zonal pressure diagnostics
    c. leakage paths to the attic
3. No air infiltration work shall be performed on homes with unvented space heaters unless the unvented space heaters are removed. In-wall unvented space heaters must be disabled. Any gas replacement heating system must be vented to outdoors.
4. Only approved products may be used for residential envelope air infiltration work. Weatherization products must be permanent and all sealant products must be guaranteed for a minimum of 25 years. The use of pure silicone sealants is encouraged in areas where building materials expand and contract at different rates. Silicone acrylics are encouraged where paint compatibility is necessary. All sealant shall be installed per manufacturer's printed instructions. Caulk around gas flues shall meet ASTM C290. Caulk around solid fuel or oil-fired flues must meet ASTM E136.
5. Seal HVAC boots to ceiling drywall.
6. Exterior doors shall be weather-stripped, as necessary, with a 3/8" silicone bulb jamb-up material attached per manufacturer's specifications. Door sweeps shall be added if required. Doors that have a permanent type of weather-stripping that create the intended seal do not need to be weather-stripped. Further carpentry work to the door hinges, frame, or threshold may be necessary to achieve proper seal.
7. The perimeter of all attic access openings in conditioned space shall be weather stripped to airtightness. A mechanical latch (e.g. cam lock, hook and eye latch, etc.) may be needed to achieve intended seal. If R-10 attic tents are used, they must be sealed to floor with caulk or other air sealing product, not simply stapled to attic floor.
8. Whole house attic fan covers must be airtight and easily removable.
9. Air Infiltration Measure Photos
    a. **All required photos MUST contain a geotag displaying the location, time, and date that the photo was taken to be considered for payment**
    b. 2-3 "pre" and 2-3 "post" photos capturing the scope of retrofit are required as well
    c. "pre" and "post" photo of manometer readings with the top portion of the field notes form visible

NOTE: The Program requires the Project Sponsor/Market Actor to discuss with homeowner the importance of installing smoke detectors and CO detectors in homes with combustion appliances in conditioned space.

Program Sponsors/Market Actors **must** point out to the homeowner any potential safety issues observed during the course of performing work.

Blower Door Testing

The Program requires competency verification of personnel who perform blower door tests. Project Sponsors/Market Actors can provide evidence of competency, such as current BPI Certification, RESNET or HERs certification, or verifiable skills and knowledge. Technicians shall follow the blower door manufacturer protocol for conducting tests.

Approved Testing Procedures

1. If required, a beginning Combustion Safety Test shall be performed before any blower door testing.
2. If a potentially hazardous condition exists in the house (e.g., embers in a fireplace, potential asbestos-containing material), blower door testing shall not be performed. The homeowner **must** be informed of any hazard, as well as necessary steps to remedy it on the Cleco Notice of Hazardous/Pre-Existing Condition form.
3. **Do not seal the house below the ASHRAE prescribed Minimum Ventilation Rate (MVR)** in order to maintain indoor air quality. Project Sponsors/Market Actors must compute MVR based on the formula below. The ending blower door CFM50 reading must be greater than the MVR in order to qualify for incentives.

$$Min\ CFM_{50} = [0.01 \times A_{Floor} + 7.5 \times (BR + 1)] \times N \quad (30)$$

Where:

$Min\ CFM_{50}$ = Minimum final ventilation rate (CFM_{50})

A_{Floor} = Floor area (ft^2)

BR = Number of bedrooms (must be at least 1)

N = N factor (Table 99)

Air Infiltration – N Factor

MVR Multiplier (x sq ft)			
Shielding Type	1 Story	2 Story	3 Story

Well-Shielded	25.8	20.6	18.1
Normal Shielding	21.5	17.2	15.1
Exposed Shielding	19.4	15.5	13.5

Example

A 1500 square foot 3 bedroom single story home would look like:

[0.01 X 1500 + 7.5 x (3+1)] x 21.5
[15 + 7.5 x 4] x 21.5
[15 + 30] x 21.5
45 x 21.5 = 967.5

The minimum CFM50 on a 1500 square foot 3 bedroom single story home would be 967 CFM50.

Duct Efficiency Improvements

These requirements are applicable when Project Sponsors/Market Actors apply for duct efficiency improvement rebates for sealing existing duct systems or replacing existing systems. This includes sealing supply and return air ducts. The Program requires competency testing of personnel who perform duct leakage tests.

For purposes of calculating CFM25 leakage reduction for rebates, the beginning (pre or test in) number in the calculation may NOT exceed the "cap" of 35% of nominal air handler capacity of 400 CFM per ton. If the testing number is below the 35% cap, then that number is to be documented.

Tons	Air Handler Capacity	35% Cap
1.5	600 CFM	210 CFM
2	800 CFM	280 CFM
3	1200 CFM	420 CFM
3.5	1400 CFM	490 CFM
4	1600 CFM	560 CFM
5	2000 CFM	700 CFM

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Combustion Safety Testing (CST) is required before and after duct sealing if a natural draft (atmospherically-vented) combustion appliance is located within the conditioned space of the home. Testing must conform to the latest version of the BPI Technical Standards for the Building Analyst Professional. This testing must include gas oven and range appliances, if present. The Program requires competency testing of personnel who perform Combustion Safety Testing.

Any test that fails and is recorded in the Combustion Safety Testing document must be entered in the Notice of Hazardous/Pre-Existing Condition Form.

No sealing work shall be performed on homes with unvented space heaters (UVSH) unless the UVSH are removed. In-wall unvented space heaters must be disabled. Any gas replacement heating system must be vented to outdoors. Unvented gas fireplaces may be used if it's a secondary heat source, and passes an ambient CO test.

Any home that has a total roof decking spray foamed in the attic is considered conditioned space and doesn't qualify for duct efficiency incentives.

Installation Standards

1. An Informational Assessment is optional before duct sealing is performed.
2. Water-based latex mastic with at least 50% solids, reinforced with fiberglass mesh at gaps greater than ¼ inch, shall be used to seal duct connections, joints, and seams of components that contain conditioned air. When mesh tape is used to seal a seam, it must be under laid and overlaid with a coating of mastic that extends at least 1 inch past the tape on all sides and is thick enough to hide the tape completely. "Hard cast" type mastic or equivalent with reinforcing mesh, or mastic tape are also acceptable in cases where applicable.
3. Ducts shall be mechanically attached per manufacturer's specifications.
4. Foil tapes, including UL 181 A-P type tapes, when used alone, will not be accepted – **except** when sealing a panel that is removed periodically for servicing (e.g., a furnace door panel). Any tapes used on flex duct must carry a UL-181B-FX rating. **Note**: A tape squeegee is recommended to maximize adhesion underneath and efficacy of mastic laid above.
5. **All replacement ducts shall have R-8 insulation**, as determined by Air Diffusion Council (ADC) guidelines, local codes, and must be listed by the Underwriters Laboratory (UL) duct program.
6. **Duct tape is not allowed to be used anywhere in duct sealing and existing duct tape MUST be removed before applying any type of sealing methods.**
7. Duct Sealing Photos
    a. **All required photos MUST contain a geotag displaying the location, time, and date that the photo was taken to be considered for payment**
    b. 2-3 "pre" and 2-3 "post" photos capturing the scope of retrofit are required
    c. "pre" and "post" photo of manometer readings with the top portion of the field notes form visible. Photos must include both supply air handler as well as the return area of

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the HVAC system in single family detached homes. “pre” and “post” photo of manometer readings with the top portion of the field notes form visible

Repair and/or Sealing Ducts: Techniques

Approved Techniques

The following methods will be used in sealing existing and replaced ducts:

Sealing Duct Systems

Flex Ducts

1. Seal the start collar to the plenum using mastic 1/8” thick around the entire circumference of the flange. For best results, use approved mastic reinforced with mesh tape and overlaid with a coating of mastic that extends at least 1 inch past the tape on all sides and is thick enough to hide the tape completely.
2. At all connections (e.g., take-off collars, triangles, junction boxes, etc.), fasten the inner liner (duct) to the start collar using a mechanically tightened draw band for strength.
3. Then seal the duct to the start collar with a light coat of approved mastic, so that the duct can be removed without damage.
4. Fasten the outer liner (insulation) over the start collar using a mechanically-tightened draw band or other permanent attachment. Do not apply mastic on the outer liner. **NOTE**: Make sure that any baffles in the system that regulate air flow are free to be operated, so that air balancing can be done.
5. Seal all boots to the wallboard using mastic, silicone latex caulk, or foam applied at the point where the air barrier (metal or exterior foil backing) meets the wallboard. Sealing may be accomplished from attic side or by removing registers and sealing from interior side. Foam is only allowed to be used in sealing from the attic side, and not from the interior side.
6. It is highly recommended to seal all overlapping sheet metal seams in splitters and boots with approved mastic. Holes in the tops and bottoms of metal splitter boxes should be mesh taped, then sealed with mastic.

Duct Board

1. Mechanically secure duct joints according to manufacturer’s specifications. Where repairs are needed, apply a layer of approved mastic.
2. For better results, apply a layer of approved mastic; embed reinforcing mesh, and overcoat with another layer of mastic sufficiently thick to completely cover the pattern of the mesh. This must be done for gaps over ¼”.
3. Seal all boots at the point where boot meets the wallboard.
4. Allow proper curing time before operating HVAC system.

Sheet Metal

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1. Seal all points where components join together (e.g., start collars, 90 degree elbows, joints, etc.) using 1/8" of mastic. Special attention must be given to any area where tabs provide the method of securing the joint. Longitudinal snap-lock seams need not be sealed.
2. Seal all boots at the point where the boot meets the wallboard.
3. Disconnected ducts must be re-joined and secured using sheet metal screws, per manufacturer's specifications, prior to applying mastic.

Sealing Return Chases and Plenums

Return Chase/Cavity

1. Flex duct or duct board return ducts shall be sealed with the same process described above for supply ducts.
2. Returns located beneath up-flow air handlers shall be sealed as airtight as possible using mastic.
3. **Sealing spray foam of any kind is not allowed on surfaces *inside* any part of the HVAC system.**
4. Lining return air cavities with foam board or duct board is acceptable; however, all seams must be sealed with mastic.
5. Using sheet materials such as foam board, duct board, or sheetrock as a finish material in return cavities is a best practice recommendation for minimizing duct leakage. Sheet materials reduce the number of seams to be sealed, increasing duct sealing performance. Building cavities shall not be used as returns/ducts.

Air Handler

1. Seal all penetrations and gaps between materials using mastic. If mesh tape is used to seal a seam, it must be overlaid with a coating of mastic that extends at least one inch (1") past the tape on all sides and is thick enough to hide the tape completely
2. Penetrations such as those for line sets and condensate lines shall be sealed with cork tape or other sealants that can be removed without damaging equipment
3. Seal the areas where the air handler meets the supply/return plenums using mastic reinforced with fiberglass mesh or other approved methods. Air handlers must not have noticeable leaks except those required for proper operation and combustion air.

Wall Penetrations

1. Wall penetrations carrying conditioned air that may connect with attics, crawl spaces, or an outside wall must be sealed.
2. Use any of the approved methods/materials to seal seams, cracks, crevices, and openings.

Duct Replacement

Combustion Safety Testing (CST) is **required** before and after duct replacement if a natural draft (atmospherically-vented) combustion appliance is located within the conditioned space of the home. **Testing must conform to the latest version of BPI Technical Standards for the Building Analyst**

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Professional. This testing must include gas oven and range appliances, if present. The Program requires competency testing of personnel who perform Combustion Safety Testing.

Any test that fails and is recorded in the Combustion Safety Testing document must be entered in the Notice of Hazardous/Pre-Existing Condition Form and signed by the customer.

No duct replacement work shall be performed on homes with unvented space heaters unless the unvented space heaters are removed. In-wall unvented space heaters must be disabled. Any gas replacement heating system must be vented to outdoors.

1. All replacement duct runs should be properly sized to provide adequate CFM delivery. **Replacement flex duct must be insulated to R-8**. Runs should be limited to 15 feet in length from plenum/trunk to boot/bucket, whenever possible.
2. Curved runs shall be made in a non-restrictive manner. **Standard duct tape or foil tapes shall not be used.** The outer insulation jacket shall be secured with a draw tie or strap.
3. All new duct installations shall be sealed to the same standards listed in the Repair and/or Sealing of Ducts.
4. All new duct installations and repairs shall be tested for air tightness and pass the program standards in place at the time of retrofits. The CFM calculation for duct replacement incentives is based on the leakage of the original ducts compared to the leakage of the newly replaced ducts.

Secondary Direct Install Measures

Direct install measures are secondary measures for single family projects and primary measures for multi-family projects.

LED Lighting Installation

1. LEDs up to 60 Watt equivalent may be installed
2. Limit of 30 LEDs may be installed
3. LEDs will only be installed in permanently affixed fixtures including exterior lights
4. LEDs will not be installed in areas such as closets and rarely used light fixtures
5. LEDs must be ENERGY STAR certified and labeled
6. All incandescent bulbs that are replaced with installed LED'S must have geotagged photograph(s) showing all of the incandescent bulbs with a clear view of the count to be considered for payment.

Faucet Aerators

1. A Field Notes form is required before faucet aerators are installed. Project Sponsors/Market Actors should give homeowners the option of which aerator type they want installed on their kitchen faucet.
2. A maximum of 3 aerators are eligible for incentives
3. This measure is disqualified if any preexisting faucet aerators have a flow rate of less than 2.5 gpm or the rating has been scratched off or is unreadable.

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4. **Aerators may be installed only if water heating is electric.**

Low-flow Showerheads

1. A Field Notes form is required before low-flow showerheads are installed.
2. A maximum of 2 shower heads are eligible for incentives. Project Sponsors/Market Actors must retrofit 2 showerheads in the home to be eligible for incentives.
3. This measure is disqualified if any preexisting showerheads have a flow rate of less than 2.5 gpm or the rating has been scratched off or is unreadable.
4. **Showerheads may be installed only if water heating is electric.**

Mail-In Rebates

Only customers qualify for mail-in rebates. Project Sponsors / Market Actors are expected to notify the customer of the mail-in rebate options for pool pumps (Energy Star), air conditioning / heat pumps, ground source heat pumps, room air conditioners, smart thermostats, and water heaters. For more information, please check Cleco's website.

Air Conditioning / Heat Pump rebate

Must be a current residential Cleco customer and the unit installed must have a minimum of **15 SEER** and **12.5 EER**. Heat Pumps must have a minimum of **9.0 HSPF**. The following must be submitted to energyefficiency@cleco.com within 60 days of purchase:

a. Completed Rebate application form
b. Invoice showing purchase of HVAC unit including model and serial numbers
c. AHRI certificate for installed unit

Pool Pump rebate

Must be a current residential Cleco customer and the unit installed must be listed on the Energy Star website: https://www.energystar.gov/productfinder/product/certified-pool-pumps/results . The following must be submitted to energyefficiency@cleco.com within 60 days of purchase:

a. Completed rebate application form
b. Invoice showing purchase of pool pump
c. Photo of installed unit

Smart Thermostat rebate

Must be a current residential Cleco customer and the unit installed must be listed on the Energy Star website: https://www.energystar.gov/productfinder/product/certified-connected-thermostats/results . The following must be submitted to energyefficiency@cleco.com within 60 days of purchase:

a. Completed rebate application form
b. Invoice showing purchase of Smart Thermostat

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c. Photo of installed unit

There is another option for participating in this program. Visit www.clecomarketplace.com to get instant rebates on smart thermostats and other energy efficient products. No need to submit paperwork or wait for 4-6 weeks for a rebate check.

Cleco Power Wise Ground Source Heat Pump Rebate

Must be a current residential Cleco customer and the unit installed must be listed on the Energy Star website: https://www.energystar.gov/ productfinder/product/certified-geothermal-heat-pumps/results. This rebate is only for newly installed, complete system. Replacements of partial systems do not qualify. The following must be submitted to energyefficiency@cleco.com within 60 days of purchase:

a. Completed Rebate application form
b. Proof of purchase including model and serial numbers
c. AHRI certificate for installed unit

Cleco Power Wise Energy Star Room Air Conditioner

Must be a current residential Cleco customer and the unit installed must be listed on the Energy Star website: www.energystar.gov/productfinder/product/ certified-room-air-conditioners/. The following must be submitted to energyefficiency@cleco.com within 60 days of purchase:

a. Completed Rebate application form
b. Proof of purchase
c. Photo of installed unit

Cleco Power Wise Water Heater Replacement Rebate:

a. Heat Pump water heater rebate:

Must be a current residential Cleco customer and the unit installed must be listed on the Energy Star website: https://www.energystar.gov/products/water_heaters/heat_pump_water_heaters. The following must be submitted to energyefficiency@cleco.com within 60 days of purchase:

a. Completed Rebate application form
b. Proof of purchase
c. Photo of installed unit

d. Tankless water heater rebate:

Must be a current residential Cleco customer and the unit installed must exceed the baseline energy factor listed below:

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GPM Range	Draw Pattern	Baseline Energy Factor
0 – 1.69 gpm	Small	0.91
1.7 - 2.79 gpm	Low	0.91
2.8 - 3.9 gpm	Medium	0.91
4 gpm +	High	0.92

The following must be submitted to energyefficiency@cleco.com within 60 days of purchase:

a. Completed Rebate application form
b. Proof of purchase
c. Photo of installed unit