

# Residential Program Implementation & Rebate Processing

Client: El Paso Electric, New Mexico  
2009-ongoing

El Paso Electric is a regional electric utility providing generation, transmission and distribution service to approximately 424,000 retail and wholesale customers in a 10,000 square mile area of the Rio Grande valley in west Texas and southern New Mexico. It is a vast service territory that covers cities, rural areas, and major mining and military operations.

EPE's Residential Comprehensive and Commercial Comprehensive rebate programs are comprehensive offerings for residential and commercial customers and cover measures that include evaporative and refrigerated cooling, smart thermostats, air and duct sealing, insulation, windows and solar screens, cool roofs, lighting, water conservation measures, pool pumps, foodservice equipment, and controls-based measures. Since 2009, Frontier Energy has processed applications and issued checks for all EPESaver programs.

## FRONTIER ENERGY:

- Manages the EPESaver website at epesaver.com. It is a one-stop-shop where residential and commercial customers can read about measures and fill out applications online. We also accept applications by mail and email.
- Maintains participating contractor listings for each measure offering.
- Processes all applications. Our team reviews each application for eligibility and completeness and contacts participants to resolve the issues when needed.
- Provides multilingual customer support by phone and email.
- Invoices EPE in batches and issues checks to participants.
- Provides complete and transparent reporting to EPE and the New Mexico statewide evaluator.