



Energy Efficiency Program Management

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Please contact the EEPM Support Team with any questions.

Email: support@oncoreepm.com

Phone: (866) 258-1874

Contracts

If I have already participated will my Umbrella Contract automatically be approved?

Each contract is carefully reviewed for consideration. Prior participation is not a factor in the approval process. All service providers must complete an umbrella contract prior to using EEPM. Go to the training guide you were provided for specific help on the Umbrella Contract.

Why haven't I been given a login to access EEPM? I am already participating in an Energy Efficiency Program that Oncor offers.

Each Service Provider or inspection organization must complete an Umbrella Contract to participate in the programs that are available. This is a one-time process.

Do I still need to submit an application to participate in the Energy Efficiency Programs that are offered within EEPM?

Yes. Instructions for submitting an application are listed in the corresponding training guide for each program.

General

What is EEPM?

EEPM is a comprehensive database tool that will be the sole method for the submittal, approval, tracking and payment of incentives for energy efficiency projects. It replaces any online database currently in place.

Help

Where can I get help for EEPM?

There are several places to get Help. Each page that you navigate to will have a glossary and instructions based on the content. This guide will be available for download online. You may also contact the Help Desk with questions.

I require additional training on EEPM. Who should I contact?

The Help Desk will help Oncor determine what additional training is required. Online support is available 24 hours a day. If you navigate to a specific page, help content will be available by clicking on the corresponding link in the task bar to the left of the page.

How can I contact the Help Desk?

The Help Desk can be contacted by email at support@oncoreepm.com. We prefer, however, that you use the Contact us section of EEPM. If you are logged in, the Contact Us Page will capture your credentials so you don't have to provide us with those details. If you don't use the Contact us page, we will have to call you to verify your identity. Please provide us with a phone number where we can contact you. You may also call the Help Desk Directly at (866) 258-1874.

How long will it take the Help Desk to answer my question?

The Help Desk is open Monday through Friday from 6 AM to 6 PM. In certain cases the Help Desk will be available 24 hours a day. The extended hours of help normally correspond with a program launch or other special events. Typically we will make an announcement on the EEPM Login Page.

Login

I have submitted the Umbrella Contract. I still don't have my username or password for EEPM yet. How can I obtain my credentials?

The process for getting Umbrella Contract may take up to 10 business days. Once the application of UC is approved, a password will be sent to the email address listed on the UC automatically.

I can't log in to EEPM.

When you are ready to submit an Umbrella Contract in the live environment, follow the link to the Umbrella Contract at <https://www.oncoreepm.com>. You will select a User ID during this process. After you submit the online contract and mail in the signed document(s) from the Print Documents tab, an Oncor Program Manager will e-mail you within ten days to notify you of approval to participate in the programs selected. This e-mail also contains the password to access the live environment.

If you have been approved for an Umbrella contract, and your new password isn't working, contact the Help Desk so we can assist you further.

How can I apply for the Umbrella Contract for Inspection Organizations?

Please visit <https://www.oncoreepm.com/>. Click Log In or Umbrella Contract link. Click on Tools -> Training Guide and review the Inspection Org Training Guide. You'll find the procedure for applying for the Umbrella Contract for Inspection Organizations and other useful information. If you are already a Service Provider for one of Oncor's Energy Efficiency Programs, you will not be able to participate as an inspector.

Is my login the same as it was for the old system and will I be able to see my old information?

No. Although during the [Umbrella Contract](#) process you may be able to select the same User ID that you utilized with the old system, it is not connected with EEPM. You will not be able to see history of your old Projects or PR's at this time. EEPM contains only information for Program Years of 2009 or later.

I'm approved for multiple program options, do I need to login to a different website?

No. The benefit of EEPM is that you can utilize the same login and access all the program options you are approved for.

I lost or forgot my login. How can I reset my password?

On the login page for EEPM, there will be a link for those users that are experiencing login issues. Typically, if you forgot your login, there will be some security questions that will allow you to retrieve it. If you required additional assistance, please contact the [Help Desk](#).

Payment

Who do I contact about payment issues for my approved projects?

Before contacting anyone about a payment question, make sure to view the summary of your project in EEPM. Check the training guide for the corresponding program and go to the instructions about the Summary. If you still have questions, the [Help Desk](#) can escalate the issue to your Program Manager.

Program Applications

I don't know which documents to attach in my program application, e.g. insurance docs, etc.

Please refer to the online user's manual for the specific program you are applying for. From the EEPM homepage, <https://www.oncoreepm.com>, select Standard Offer Programs on the left-hand side, and select the specific program you need clarification on, for example, Residential, Low-Income, etc. The manual will be linked as a .pdf document from this page.

If you need additional clarification regarding which documents to submit, please contact the appropriate Oncor Program Manager.

If you have additional questions related to application submission via the EEPM website, please contact the Help Desk

I can't see the measures that I want to include in the drop-down menu from the projects section.

You might not have checked this measures box in the Measures & Locations section of your Program Application. Once your application is approved, this section cannot be edited. We can forward your inquiry to the appropriate Oncor Program manager, who can update your profile accordingly.

If you have any additional questions related to project submission via the EEPM website, please contact the Help Desk.

My application for a specific program was rejected can you tell me why?

If you haven't already done so please make sure you read through your comments tab where the Program Manager usually provides detailed reasoning and fixes for your application process.

We may, on your behalf, contact the Program Manager to inquire as to why you were rejected if it is found that there was no explanation.

I forgot to include some documents/attachments in my application, what do I do?

If you have already clicked on the Submit button then your program application is in the review process and cannot be changed at this time. You will either need to wait for a rejection from the PM or request one so that your application can be sent back for you to make the necessary adjustments.

When I first applied for my program, I didn't check all the boxes for "Measures I can install" under the Measures & Locations tab. When I try to go back and check more boxes and save them it won't let me. How do I add more "Measures I can install"?

Once you have submitted your application you will not be able to edit this field for that project again. To accomplish this you will need to contact the appropriate program manager to request the additional measures be noted.

I am the EEPM Admin for my company. I have set another user as an Admin Surrogate. Why can't he/she request or submit Program Applications?

By default, there's only one EEPM Admin per company. Please visit <https://www.oncoreepm.com/>, Login and click on the "Users" section of the site Header. Verify the user's role of the user in question. Please review in Training Guide on the definition of each user's role. The Admin Surrogate can submit a Program Application only if you assign a Program Option to them. Please see the training guide to view the process of assigning Program Options to specific users.

Why can't I upload the E-files (or Inspection forms)?

All E-file and Inspection forms must be saved in .xlsx format (Excel 07).

Please ensure the version of Excel is MSOffice07. If you don't have MSOffice 07, you may want to download the "MS Office Compatibility Pack (Excel 2007) from Microsoft site, or the link below

<http://www.microsoft.com/downloads/details.aspx?FamilyID=941b3470-3ae9-4aee-8f43-c6bb74cd1466&displaylang=en%20>.

Also, instead of opening the E-files from the application directly, please download the E-files and save to your desktop prior to working on it.

Why can't I make any changes on the "X" program application? I was working on it a moment ago.

Did you submit the application? If so, you cannot make any changes on application when it's in a submitted status. You will have to wait until the Program Manager rejects or approve your application.

I copied and pasted information from one application to another and my information was deleted.

If you copy data from one application to the other, please make sure you open the application in a New Internet Explorer window instead of a new Tab. Opening a separate instance of the program in a new tab may cause some residual errors.

Why can't I save my work on my application?

If you use Firefox, Safari, Google Chrome as browser, try using IE for using EEPM, or please clear the cache under Internet Option in IE. Internet Explorer is the only browser that will give you full functionality while working in EEPM.

Why isn't my company's name showing on the public access webpage of ONCOR?

If the Service Provider's company name is not showing up on the public access webpage of ONCOR, the box to confirm "I would like my company's information displayed on Oncor's website" may not have been checked. You will need to contact the appropriate Program Manager for that specific program to request that they check the box for you.

Measures & Locations **2012 Basic Commercial Standard Offer Program**

Application No : POA_BCSOP - 2012 - 2839 Application Date :

[Return To Program List](#)

Measures & Locations Attachments Print Documents Comments

I would like my company's information displayed on Oncor's website

Why can't I participate in the Multi-Family program?

Only those SPs that have previously participated in the Large Program with Oncor are eligible for participating in the Multi-Family Program.

I am trying to enter a measure for the LIW Multi-Family program but I don't know what to put in the Pre & Post kW & kWh fields.

The Multifamily Helper Application should be used to determine the Pre KW and Pre KWH. After the SP enters all their information onto the excel sheet the KW Saved and the KWH Saved will be the values used for the Pre and Post when adding a measure. The post KW and post KWH will be left at zero.

Inspections

When I log into EEPM why don't I see a link to view my inspection assignments?

Do you have an account for both admin and inspector role? If so, please make sure you log into the system as Inspector by using the corresponding user name and password.

Why is there no check box in front of the completed inspection?

A check box appears only if all inspections associated with the same PR have been completed.

Why can't I edit Program Option or Location? (For Inspection)

Only Inspection Manager's can edit this information.

I am an inspector. How can I get job assigned to me?

Please apply for the Inspection Organization Umbrella Contract from <https://www.oncoreepm.com/IOLogin.aspx> . Once the UC is approved and the qualification of inspector is being validated by Oncor, you'll get inspection jobs assigned.

How do I reject an inspection back to the Inspection Manager (IM)?

You have to be logged in as inspector not admin and then find the customer. Once you find the customer check the box next to their name, scroll down and click on Reject to IM.

Technical Issues

What web browsers can I use with EEPM?

EEPM is optimized for Internet Explorer 6 and above and Mozilla Firefox 2.0. The application has been tested and may work with other browsers. If you are using a Mac, we recommend that you download Firefox and use that as the default browser for EEPM.

What do I do if I get a Page Error?

Internet Explorer (or other browsers) may show page errors when there is a problem with the application. If you get a page error, we recommend that you take a Screen Shot and send an email to the [Help Desk](#). To take a screen shot, simply press the Print Screen button on your keyboard and paste it into an email. You must have html turned on as the format for your outgoing email. Check the documentation on the specific email client that you utilize for additional information.

What if I can't connect to the internet?

A connection to the internet is required to use EEPM. If you are having problems connecting to EEPM only, please contact the [Help Desk](#). If you are having issues connecting to all sites, please contact your Internet Service Provider.

I can't attach photos or other files.

When you are attaching photos or scanned files, check that the file extension is .jpg or .gif. For example photo.jpg. Other file formats such as .tif may be too large to upload. If the file is too large, it may be best to put it in a compressed or zipped folder prior to upload.

EEPM works best with Internet Explorer. If you are still encountering problems, please attach the file that is causing trouble and email us so we can further assist you, and refer to the case/ticket number provided to you from the representative.

I can't save data on the qualifications page.

The text boxes are limited to 2000 characters. If you are pasting from another document, there may be additional spaces which are counted as characters. Copy and paste into a new Word document and remove any formatting such as bullets, underlining, etc. Check the character count using the word count tool located in the MSWord Review tab or Tools menu (older versions of Word). Once the section is under 2000 characters, copy and paste this data into the appropriate Qualifications text box.
