

XCEL ENERGY MARSHALL FIRE REBATE FAQ

INFORMATION SHEET
COLORADO



Xcel Energy is offering one-time incentives specifically for those who lost their homes in the Marshall Fires. Below are some frequently asked questions about the rebates, eligibility requirements, and payment timing. [To learn more, call the Community Recovery Line at 866-672-3834.](#)

Q: Is this a bill credit or a rebate?

A: A rebate.

Q: When do I receive the rebate?

A: The homeowner must have an active Xcel Energy account to be issued a rebate. The rebate can be submitted by the homeowner once the house is completed and the homeowner takes possession or the HERS rater can provide the utility the paperwork once the performance of the new home is verified. The rebate will take approximately 4-6 weeks for processing and for payment to be issued after the final paperwork is submitted.

Q: What are the steps to comply and earn the incentive?

A: For Passive House, customers should engage with a certified designer or consultant as early as possible to ensure compliance, as Passive House construction requires continuous commissioning. For the other three energy efficiency tiers, there will be a performance-based path for compliance that will be finalized by mid-April 2022. Alternatively, there are checklists for the three ENERGY STAR® and DOE Zero Energy Ready tiers. Meeting the qualifications of those checklists qualifies your home to receive the associated rebate.

Q: Can I have an ENERGY STAR®/ZERH/Passive House architect design the house and then build it myself?

A: Yes, provided the performance criteria are met and validated. Builders are also eligible to receive incentives through Xcel Energy's ENERGY STAR New Homes Program. Program requirements must be met to receive builder incentives. Interested builders should contact Xcel Energy to start enrollment.

Q: I own the home, but it was a rental, and the Xcel Energy utility account was in my tenant's name at the time of the fire. Am I eligible for the incentives?

A: All impacted homeowners who complete the reconstruction of their homes on the same lots and submit for rebates by 12/31/2026 are eligible for the incentive. The homes do not need to be owner occupied to qualify.

Q: My house wasn't destroyed in the fire, but I was affected. Why don't I qualify for these incentives?

A: For those customers who do not need to rebuild their entire homes, we have a full portfolio of end-use rebates to help cover the cost of installing energy-efficient equipment. There is also a bonus incentive available for those homes in zip codes 80303, 80305, 80020, and 80027 where smoke damage has mandated insulation replacement.

Q: What does it take to build a Passive House?

A: The YouTube video, "Passive House Explained in 90 Seconds" is a good introduction. Customers should reach out to a Passive House certified designer or consultant early in the process.

Q: Do I have to go all electric to get these incentives?

A: No.

Q: Will the electric grid be able to handle all electric homes?

A: Although the disaster of the Marshall Fire provided unique circumstances for all homes impacted in the area to simultaneously incorporate more electric technologies as they are rebuilt, at the same time Xcel Energy will be constructing our local infrastructure to support this new potential increased load. Even before the Marshall Fire, Xcel Energy was preparing for the homes they serve to increase the number of end-uses powered by electricity.

Q: If I choose not to reconnect to Xcel Energy gas services, will I be charged?

A: No.

Q: What does “net zero” mean? Is it required?

A: Net Zero typically means a home that produces as much energy as it consumes. It is not a requirement for the energy efficiency incentives.

Q: What is the difference between all of the various building certifications?

A: We are working on webinars and trainings to help highlight the differences in the energy efficiency tiers. These are being developed for both customers and builders. We will be working with local experts and the impacted communities to make these available once they are developed.

Q: What happens if I aim for the credit but don't certify ENERGY STAR®/ZERH/Passive House?

A: It would depend on the scope and scale of how the home failed to achieve the performance threshold. Failure to install required elements to meet the energy efficiency tiers would likely result in a failure to qualify for the incentive. Alternatively, meeting all performance criteria and then not completing the full certification process would qualify for the incentive. Certifying organizations (building departments, HERS raters, or Consultants) should be providing intermittent feedback on whether expectations are being met.

Q: Does the builder need to obtain certification for ENERGY STAR® or ZERH or does only the home need to be certified?

A: We will be satisfied if the home meets the performance criteria and we receive documentation that certifies its performance. It is the customer's responsibility to select a builder and verify their capability to build an energy-efficient home that meets the qualifications of the certification level you have selected.

Q: What education resources are available to builders to ensure they are building high-performance homes/homes that meet the incentive certification programs?

A: We are compiling resources now. Our program HERS raters can provide immediate guidance on meeting the performance criteria for DOE programs. Builders looking to partner with a Program HERS rater should contact Residential Science Resources at 844-802-4443 for a comprehensive list. If you have an interest in building a Passive House (PH), begin by consulting an architect or PH consultant.

For more information, please call the Community Recovery Line at 866-672-3834.

