



## Consumers Bill of Rights

### I. **Availability of Information on Home Energy Rebates**

Consumers have the right to clear and accurate information about Home Energy Rebate programs. West Virginia will provide the information through the state's energy website and a state-managed consumer telephone hotline and email box. The information will include this Consumer Bill of Rights and the information required by the state's Consumer Protection Plan. The state will make the information available as printed copies, in ADA-compliant format, in Spanish, and in other languages as appropriate.

### II. **Information on Home Energy Rebates Eligibility**

Consumers have the right to clear and accurate information on whether they are eligible and qualified for rebates under the Home Energy Rebate programs. This information will explain how rebates apply to products and can be found on the state's website at [www.energywv.org](http://www.energywv.org).

### III. **Qualified Contractors**

Consumers have the right to have work performed by a contractor from their state's qualified contractor list. The qualified contractor list will be publicly available so consumers can confirm their contractor is on the list. This list is available on the state's website at [www.energywv.org](http://www.energywv.org).

### IV. **Information on Contractors**

Consumers have the right to clear and accurate information about how the state qualifies and disqualifies contractors from the Home Energy Rebate programs. The Contractors Guide to State Provided Trainings and Certifications is available for download on the states website and can be mailed at the request of the consumer.

### V. **Quality Installation**

Consumers have the right to products and installations that comply with local, and state laws, permits, codes, and industry standards when they are installed under Home Energy Rebate programs.

### VI. **Energy Efficient Products**

Consumers have the right to energy-efficient products, including ENERGY STAR products, if applicable.

### VII. **Impact on Energy Bills**



Consumers have the right to clear and accurate information about how their energy bills will change as a result of installing products through Home Energy Rebate programs. The information will show how the changes are estimated.

**VIII. Confidentiality of Personal Identifiable Information**

Consumers have the right to confidential treatment of their financial data and other Personally Identifiable Information (PII) that they provide. Companies should share the data and information only as necessary to verify the consumer's income and administer the Home Energy Rebate programs.

**IX. Consumer Feedback and Complaints**

Consumers have the right to send their questions, concerns, complaints, and other feedback to a state consumer telephone hotline or email box. They have the right to receive a prompt response. The response will include information on actions that will be taken. The response will also include clear and accurate information about processes for resolving disputes with companies, contractors and/or others related to the project.

**X. Information as a Renter**

Consumers who live in apartments or rental properties designated for low-income tenants can only be charged an increase in rent because of energy improvements for a period of two years after installation in order to pay for increases in property taxes, or in operating and maintenance costs related to the energy improvements. In addition, for a period of at least two years after the improvements are made, renters cannot be evicted so the landlord can rent the home to tenants making higher payments.

**XI. Consumer Responsibilities**

In exchange for the rights listed here, consumers who participate in a Home Energy Rebate program have reasonable responsibilities and obligations. Consumers must cooperate with program administrators. This could include: (1) consenting to a home energy assessment prior to work being done; (2) consenting to the testing of installed products during and after installation; (3) consenting to an in-person or virtual inspection and photographing of any products after installation; and (4) providing the state with access to utility bills upon request. Consumers are encouraged to return the customer satisfaction survey they receive from their state energy office several months after installation of any home improvements or appliances funded through a Home Energy Rebate program.