

## **WVOE Rebate Program FAQs V4.0**

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### **West Virginia Office of Energy (WVOE) Home Energy Rebates Frequently Asked Questions**

*The following is a list of frequently asked questions about West Virginia's Home Energy Rebate Programs. This list will be updated periodically to reflect program design details as they are developed and address additional questions submitted to WVOE about the programs.*

### ***Eligibility, Process, Application***

#### **1. What is the West Virginia Home Energy Rebate Program?**

The West Virginia Home Energy Rebate Program will provide discounts to qualified West Virginians for high-efficiency electric appliances and whole-home energy efficiency upgrades. Two different types of rebates will be available:

- The Home Efficiency Rebates (HER) will provide rebates for individual households or multifamily buildings for energy efficiency retrofits. The rebate will depend on the amount of energy saved and the income eligibility of the dwelling occupant. WVOE opted to increase the rebate levels for households below 80% AMI. Please visit our [Home Efficiency Rebates page](#) for more information.
- The Home Electrification and Appliance Rebates (HEAR) will provide rebates to low- to medium-income households (households with income less than 150% AMI) for heat pumps; heat pump water heaters; heat pump clothes dryers; electric stoves, cooktops, ranges, or ovens; electric load service center (breaker box/electrical panel); electric wiring; and insulation, air sealing, and ventilation. Please visit our [Home Electrification and Appliance Rebates page](#) for more information.

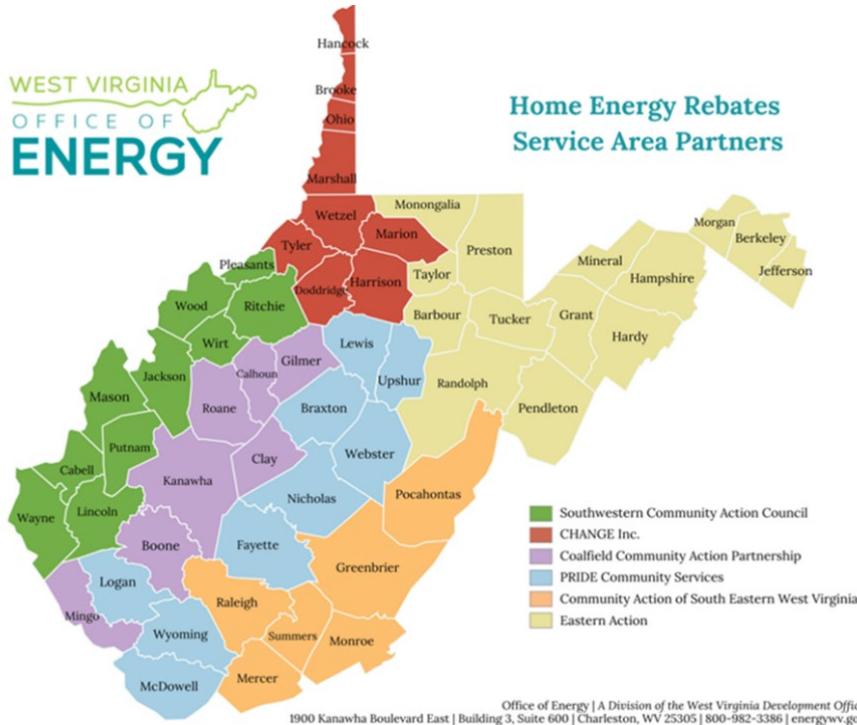
#### **2. Where can I find out more about West Virginia's Home Energy Rebate Programs?**

WVOE will continue to update their website as the program progresses. West Virginia residents can stay informed of program developments by signing up for the [homeowner interest list](#) or [contractor interest list](#).

WVOE is teaming up with West Virginia Community Action Partnership (WVCAP) and six Community Action Agencies (CAAs) across the state to help deliver the program. The six CAAs will be acting as Regional Implementation Partners, where they will provide application support, conduct household eligibility reviews, and assist households and contractors throughout the program. You can reach out to the Regional Implementation Partner assigned to your county with any questions. You can find your assigned Regional Implementation Partner below.



### Home Energy Rebates Service Area Partners



Regional Implementation Partners	Counties	Contact Information
<u><a href="#">CHANGE Inc.</a></u>	Hancock, Brooke, Ohio, Marshall, Wetzel, Marion, Tyler, Doddridge, Harrison	Program Manager: Walt Dawson P: 304-797-7733 E: <a href="mailto:wdawson@changeinc.org">wdawson@changeinc.org</a>
<u><a href="#">Eastern Action</a></u>	Monongalia, Preston, Taylor, Barbour, Randolph, Tucker, Pendleton, Grant, Hardy, Mineral, Hampshire, Morgan, Berkeley, Jefferson	Program Manager: Jill Van Meter P: 304-752-1047 E: <a href="mailto:jkvanmeter@easternaction.org">jkvanmeter@easternaction.org</a>
<u><a href="#">Southwestern Community Action Council, Inc. (SCAC, Inc.)</a></u>	Pleasants, Ritchie, Wood, Wirt, Jackson, Mason, Putnam, Cabell, Lincoln, Wayne	Program Manager: April Knight P: 304-525-5151 E: <a href="mailto:april.knight@scacwv.org">april.knight@scacwv.org</a>
<u><a href="#">Community Action of South Eastern (CASE)</a></u>	Raleigh, Mercer, Summers, Monroe, Greenbrier, Pocahontas	Program Manager: Amanda Hall P: 304-327-3506 E: <a href="mailto:ahall@casewv.org">ahall@casewv.org</a>
<u><a href="#">Coalfield CAP, Inc.</a></u>	Gilmer, Calhoun, Roane, Clay, Kanawha, Boone, Mingo	Program Manager: Matt Allsup P: 304-235-1701 E: <a href="mailto:mallsup@coalfieldcap.org">mallsup@coalfieldcap.org</a>

<b><u>PRIDE Community Services</u></b>	Lewis, Upshur, Braxton, Webster, Nicholas, Fayette, Logan, Wyoming, McDowell	Program Manager: Elizabeth Farley P: 304-752-6868 E: <a href="mailto:elizabeth.farley@loganpride.com">elizabeth.farley@loganpride.com</a>
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### 3. Who is eligible for rebates?

For the Home Efficiency Rebates (HER) program, rebates are available to individuals carrying out energy efficiency upgrades of single-family homes and multifamily buildings. These rebates are available to households of any income.

West Virginia's Home Electrification and Appliance Rebate (HEAR) programs are available to low- or moderate-income households and individuals or entities that own a multifamily building with low- or moderate-income households comprising at least 50% of the residents. A low- or moderate-income household is one where an individual or family has a total annual income of less than 150% of the median income of the area in which the individual or family resides.

For households with a total annual income below 80% of the area median income (AMI), WVOE opted to increase the rebate amount for both programs.

### 4. I am a tenant (renter) in my home, can I participate in the programs?

Yes, tenants may participate in the programs with written permission from the building owner. Please refer to our [eligibility page](#) for details on income requirements for renters.

### 5. What documentation is required to submit my application?

Households are required to submit a proof of identification, proof of residency, proof of ownership, proof of rental authorization (only for tenants/renters), and proof of income. To prove income eligibility, WVOE will utilize both direct proof of income and categorical eligibility. Please reference our [eligibility page](#) for a full listing of eligible programs.

### 6. How can I find out my household's AMI?

AMI varies by county in West Virginia. Please reference the [U.S. Department of Housing and Urban Development database](#) to find out the AMI for your household. To determine your eligibility for the HEAR or HER programs, please reference our [AMI Calculator](#) page. When you click on the link, you will be prompted to download an Excel spreadsheet. After downloading, review the Instructions tab within the spreadsheet for detailed guidance on its use. If you do not have access to Microsoft Excel or encounter any difficulties using the spreadsheet, please reach out to your local Regional Implementation Partner for assistance.

### 7. How does the rebate payment process work?

To qualify, a registered contractor must install home improvements eligible for the West Virginia Home Energy Rebate Program. Registered program contractors will receive the rebate and deduct the rebate amount from the total project cost, providing an upfront discount to the household at the time of installation. Additional information for contractors is provided below.

## **8. What can I expect once I am approved?**

Once approved for the program, you will work with your assigned contractor to determine what upgrades you want and need. An additional energy audit may be required, which will test the overall energy efficiency of your home. Once the work is completed, you will be given the opportunity to provide feedback and receive a certificate listing the work completed. Please visit the specific [HER](#) and [HEAR](#) program pages for more information on the program processes.

## **9. Can I participate in both the Home Efficiency Rebates (HER) and Home Electrification and Appliance Rebate (HEAR) programs?**

A single household may participate in both the HER and HEAR programs under the following conditions:

- The household meets all income requirements for both the HER and HEAR Programs.
- Neither the HER nor HEAR may be combined with other federal grants or rebates for the same single upgrade.

## **10. I am a participant in another government funded home improvement program, i.e., Weatherization Assistance, can I still participate in West Virginia's Home Energy Rebates programs?**

West Virginia residents may potentially be able to use multiple programs, but please reach out to your Regional Implementation Partner directly as it will vary depending on the funding source of each program. Federally-funded programs cannot be used concurrently.

### ***Timeline***

#### **1. When will the program begin? When will rebates be available?**

The State of West Virginia's application has been approved by the Department of Energy, and the West Virginia Office of Energy has received implementation funds as of January 17, 2025; however, we are still waiting for approval to launch. WVOE will conduct pilots for both the HER and HEAR programs in select communities and households to test critical processes essential for the full program launch. West Virginia residents can stay informed of program developments by signing up for the [homeowner interest list](#) or [contractor interest list](#).

#### **2. I need a home energy upgrade now. What should I do?**

Households should not use HER or HEAR to complete emergency energy efficiency upgrades. They do not offer immediate rebate payments, and are designed to cover more comprehensive, and often, time-intensive upgrades such as HVAC, insulation, and electric wiring improvements.

Your household may be eligible for other federal programs, including the [Weatherization Assistance Program \(WAP\)](#) and other local utility programs.

### **3. Can I get a Home Energy Rebate retroactively?**

No. WVOE will only issue rebates for projects implemented after the official launch of the West Virginia Home Energy Rebate Program.

### **4. How long will the program last?**

The rebates will be available until September 2031 or until funds are spent, whichever occurs first.

## ***Financial Questions***

### **1. Will I be taxed on the rebate amount?**

West Virginia's Home Efficiency Rebates (HER) and Home Electrification and Appliance Rebate (HEAR) Programs will be treated as a reduction in the purchase price or cost of property for eligible upgrades and projects. The consumer receiving the IRA rebate will not be required to report its value as income.

### **2. How will WVOE protect consumers?**

Consumer protection is important to WVOE. WVOE developed a consumer protection plan that is posted on the program website. WVOE is committed to ensuring consumers are informed of best practices for identifying unfair business practices when engaging with contractors.

### **3. What other resources are available?**

Eligible households, families, businesses, organizations, and government partners may be able to save even more money outside of the West Virginia Home Energy Rebate Program. Please contact your Regional Implementation Partner to discuss other resources that may be available to you.

## ***Contractors***

### **1. I am a contractor. How do I become an approved contractor for West Virginia's Home Energy Rebate Programs?**

Contractors interested in joining the program can begin by submitting an application [here](#). You're also encouraged to contact the Regional Implementation Partner in any jurisdiction you serve to discuss requirements or next steps.

Any contractor who already holds the required certifications may apply to join the closed network of approved providers, while those without certifications can take advantage of free workforce development and training opportunities offered through the program.

## **2. Do I have to use a specific contractor to receive a rebate?**

All projects must be completed by a WVOE-approved contractor to be eligible for West Virginia's Home Energy Rebate Programs. If you want to use a contractor that is not registered, the prospective contractor will need to apply to join the program contractor network to be eligible for a rebate.

WVOE will publish a list of approved program contractors when the program launches. Your Regional Implementation Partner will assign a contractor based on your location and need; however, you may alert them if you have a contractor you prefer to work with.

## **3. What if I want to use a contractor that is not registered?**

Improvements must be installed through a registered contractor with the Home Energy Rebate Program. Your contractor will need to apply and be approved to join the program contractor network to be eligible for a rebate.

## **4. Do I need to complete the West Virginia Certified Energy Contractor (WVCEC) pathway to participate in the Home Energy Rebates Program?**

No, you are not required to complete the WVCEC to participate in the program given that you already hold the required certifications. Contractors are encouraged to participate if they current do not hold the required certifications. (Required courses can be found [here](#)). By obtaining the WVCEC, contractors will be placed on an exclusive closed network of providers, authorized by the West Virginia Office of Energy to perform work under the Home Energy Rebate Programs.

## **5. I am interested in becoming a contractor, but I don't have any prior experience. Can I participate in the trainings?**

Yes! West Virginia offers a pathway for individuals interested in becoming contractors to earn nationally recognized certifications. Although you won't be able to make any upgrades until you obtain the necessary certifications, you will have the opportunity to earn them and participate in on-the-job trainings with field experts. By the end of the program, participants will be job-ready and prepared to lead and make upgrades.

## **6. As a contractor with existing certifications and no interest in further training, what requirements must I fulfill?**

All contractors must complete the WVOE CTCP Administrator Pathway, which includes an onboarding course, the BPI Building Science Principles course, and the OSHA 10 course. If you have already completed the OSHA 10 and BPI Building Science Principles courses, you are exempt from retaking them upon providing documentation of completion.