

# HOME EFFICIENCY REBATES CONSUMER PROTECTION PLAN

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**State of West Virginia**  
**Home Energy Rebates**  
**Inflation Reduction Act**  
**(50121)**

**February 2026**



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## 1. Introduction

The Inflation Reduction Act was signed into law on August 16, 2022, to support clean energy initiatives and address climate change. Under the Inflation Reduction Act, the U.S. Department of Energy (DOE) distributed \$8.5 billion to all U.S. State Energy Offices for the Home Energy Rebates Program, of which approximately \$88 million was granted to the State of West Virginia for both the Home Efficiency and Home Electrification Appliance Rebates Program. Of that total, West Virginia was allocated \$44,188,177 for the IRA Section 50121 Home Efficiency Rebates Program.

The West Virginia Office of Energy (WVOE) is designing the program to reduce the cost of energy for West Virginians and simultaneously building a workforce well-versed in household upgrades that make West Virginians' homes more comfortable. This Consumer Protection Plan aligns with the following guiding principles that WVOE has established for the Home Energy Rebates Program:

- **Reduce Energy Burden and Increase Comfort:** Prioritize affordability and lasting savings for the highest need households.
- **Participant Experience and Accessibility:** Deliver a program that focuses on customer and contractor satisfaction.
- **Maximize Program Impact and Integration:** Leverage pre-existing resources where possible and target funds to maximize impact.
- **Build Contractor Network, Workforce, and Capacity:** Contribute to the growth of West Virginia's workforce and its contractor capacity.

The Home Electrification and Appliance Rebates (HEAR) Consumer Protection Plan is a comprehensive initiative to protect consumers and their personal information and data with the highest standards of care, respect, and integrity. The West Virginia Office of Energy is committed to preventing and/or minimizing fraud and ensuring the efficient and appropriate use of program funds, while offering multiple channels for consumers to submit feedback. This input will be utilized to inform and refine program design. By integrating robust security measures and fostering a culture of transparency and accountability, WVOE aims to safeguard consumer rights and enhance public trust in the state's services.

This Consumer Protection Plan will be readily accessible on the program's website to all participants, including implementers, contractors, third-party inspectors, homeowners, and building owners. The state will also provide a hard copy of the plan to any participating party upon request. Visit [www.energywv.org](http://www.energywv.org) for further details about the Consumer Protection Plan and additional program information.

WVOE will review this plan at least every two years and make any necessary adjustments to the plan based on lessons learned during implementation of the program. Upon making these adjustments, a revised version of the plan will be posted on WVOE's website, along with a list of every change

incorporated into that version of the plan. West Virginia will also inform DOE and all contractors and third-party inspectors participating in the program of the changes to this plan when a revised version is posted. West Virginia will inform DOE of its monitoring, review, and revision of the plan on a biennial basis (or more frequently subject to agreement with DOE).

## 2. Roles and Responsibilities

Community Action Partnership will serve as the Central Implementer for the Home Energy Rebates Program, while six agencies—CHANGE INC, PRIDE INC, Eastern Action Agency, Coalfield Community Action Partnership, Community Action of South Eastern West Virginia, and Southwestern West Virginia Community Action Council—will act as regional implementers.

The Central Implementer will be tasked with administering the program on behalf of and under the direction of the West Virginia Office of Energy (WVOE). The Central Implementer's responsibilities will include managing regional implementers, ensuring compliance through desk reviews and site audits, assigning contractors, approving applications and payments, and reporting all program activities to WVOE. They will also provide guidance and oversight for the regional implementers to support continuous improvement and quality control.

The six regional implementers will assist counties based on their locations and handle day-to-day program execution. Their key responsibilities include providing application support, conducting income eligibility reviews, and managing marketing and outreach efforts.

To support the program, WVOE is in the process of procuring both a technology vendor and a training/workforce development vendor.

## 3. Consumer Feedback

WVOE will provide program participants the ability to file complaints, concerns, and issues via a consumer hotline (833) 549-3833, and email [wvoeinfo@wv.gov](mailto:wvoeinfo@wv.gov). Consumers may also directly communicate complaints, concerns, and issues to the six regional CAA implementers through email, phone, and in-person consultation. All partners will sign a Commitment to Excellence Agreement with WVOE to ensure all complaints are directed to the appropriate channels identified above and addressed promptly. WVOE is committed to responding to all consumer complaints promptly by reaching out within two business days.

All consumer feedback reporting mechanisms, documents, and other communications will meet Americans with Disabilities Act (ADA) accessibility standards and the needs of non-English speakers, including documents available in Spanish and other languages as appropriate. Consumers can also request hard copies of online documents.

To ensure high-quality resolutions, all consumer complaints will be systematically recorded through

West Virginia's tech platform for the state's HEAR program. The platform will capture relevant information, including the name of the associated party, contact information, and location, as well as any submitted documentation related to the issue including photographs and PDF document uploads. The regional implementer will try to resolve the consumer complaint; however, if needed, the regional implementer will escalate the complaint to the central implementer to try and resolve. WVOE will be informed about the complaints from the central implementer in their meeting. The state will utilize the insights from complaints and concerns to continuously refine program operations and enhance overall program effectiveness.

### 3.1 Consumer Satisfaction Survey

WVOE understands the importance of consumer feedback and will provide consumers with an option to complete a consumer satisfaction survey no sooner than three months post-project completion. The survey will, at a minimum, ask consumers to respond to the statements listed in Appendix A. As part of the consumer application process, the state will inform consumers that they will receive a survey three to six months after project completion. Surveys may be administered via US mail, email, phone and/or in person. No additional attempts for survey collection will be made after six months.

Consumer feedback and survey responses will be regularly reviewed and analyzed by the regional implementers for negative comments and addressed with the affected contractors and/or eligible entity representatives during virtual or in-person program meetings within the appropriate timeframe based on the predetermined priority (e.g., P1 = 24 hours, P2 = 48 hours, P3 = 1 week). The central implementer will review the survey feedback analysis, and they will share with all of the regional implementers and WVOE through email communications, regularly scheduled meetings (such as biweekly check-ins), or phone calls.

Pending the severity and/or volume of the comments directed to specific contractors, the contractor will be placed on a performance review plan or attend mandatory additional Quality Assurance (QA)/Quality Control (QC) training until their performance is satisfactory.

Consumer feedback will follow improvement processes as indicated in the "Continuous Improvement" section of this plan to ensure feedback is incorporated as new iterations of this plan are created.

### 3.2 Multifamily Specific Process

WVOE will provide details regarding a discrete consumer feedback process and corresponding directions for those households that reside in a multifamily building but are not direct program participants. Those non-direct participant households may have feedback related to quality assurance, and WVOE will ensure they are provided with the opportunity to convey this feedback.

The renters affected by multifamily unit upgrades will be notified of all possible feedback channels prior to installation.

These residents will also have the option of completing a survey and sharing program feedback directly with partnering agencies and/or the program implementer.

## 4. Resolution Procedures

WVOE understands that disputes between program participants and parties representing the state or affiliated with the program will arise in the process of delivering rebates from the HEAR program across West Virginia. WVOE will establish transparent and comprehensive resolution procedures to address these disputes. The resolution process will be documented and tracked in the application profile of the homeowner/building owner.

WVOE will create a template within the technology platform to formally report and record disputes. This form will include:

- Identification of responsible parties
- Description of incident
- Incident date and location
- Resolution tactics and corrective actions taken

All reported incidents will be discussed with affiliated parties, such as contractors or regional implementers, within two business days after receipt. Biweekly coordination meetings with WVOE and its partner agencies will be dedicated to addressing and resolving any complaints received.

WVOE will ensure the inclusion of the holder-in-due-course rule in contracts associated with the HEAR program so consumer protections are not lost if the contract is assigned to a third-party creditor.

The state, the central and regional implementers, and other partners will further maintain records on quality inspections including sampling rates, findings, corrective actions taken, and verification of conformance to requirements in the technology platform. These records will be retained in accordance with the state's standard record retention policies for a period of seven years.

### 4.1 Remediation Process

West Virginia and its partners will establish and uphold a standardized remediation process applicable to all third-party agreements. Upon identification of deficiencies through either in-person or virtual inspections, findings will be documented, communicated, and shared with the responsible party within one week of discovery. Any remedial or punitive actions will adhere to a pre-established set of protocols, which include:

- Formal notification to the responsible party
- Assessment of the severity of the issue related to the project inspection

- Determination and implementation of appropriate remedial actions based on the severity of the deficiency
- Documentation of the deficiency and issue a Corrective Action Plan where appropriate
- Completion of the remedial actions, including verification by state and agency representatives to ensure compliance with requirements

## 4.2 Fraud Prevention

WVOE and its partners will establish a comprehensive investigation process to address fraud allegations involving any consumers, contractors, or associated parties. This process will outline the specific punitive measures that may apply, including fines, disqualification from future program eligibility, and civil and/or criminal charges, as applicable.

For contractors, these punitive measures may be enforced, as shown in Table 1 below, according to the requirements set by WV Code 30-42-14.<sup>1</sup> Contracts associated within the HEAR program will not contain mandatory arbitration clauses.

Under WV Code 6C-1, whistle blowers who report fraud committed by contractors are legally protected from retaliation, thereby encouraging employees or other contractors to report illegal activity.<sup>2</sup> Any allegation of fraud will be a priority of West Virginia and will be thoroughly reviewed following the processes outlined above in the “Remediation Process” section of this plan.

Table 1: Contractor Fraud Allegation Penalties

Penalty	Explanation
Criminal charge	Contractors found guilty of fraud can face criminal charges such as theft by deception, fraud in obtaining state funds, or falsifying documents. Fraudulent actions, like over billing, providing false information on rebates, or not completing work to required standards, can lead to charges of felony fraud, which may result in fines, restitution, and imprisonment of no less than 30 days and no more than one year as set forth in WV Code 30-42-14. <sup>3</sup>
Civil penalty	In addition to criminal charges, contractors may face civil lawsuits from the state for damages. West Virginia may seek repayment of any ill-gotten funds, along with any additional penalties that apply under West Virginia law. Contractors may also be delisted from the contractor network.
Debarment or License Revocation	Contractors involved in fraudulent activity may be subject to debarment, which would prevent them from bidding on or participating in any state-funded contracts in the future. Additionally, state licensing boards may revoke or suspend the contractor’s license, effectively barring them from operating in the state.

1 <https://code.wvlegislature.gov/30-42-14/>  
 2 <https://code.wvlegislature.gov/6C-1/>  
 3 <https://code.wvlegislature.gov/30-42-14/>

Penalty	Explanation
Restitution	Fraudulent contractors can be ordered to pay restitution to both the state and affected consumers. This includes reimbursing any funds obtained fraudulently and compensating homeowners for any faulty or incomplete work.
Audit and Investigation	The state may conduct audits or investigations on contractors suspected of fraudulent activity. If fraud is detected, evidence gathered during these audits can be used to prosecute the offending party.

## 5. Data Review

Data validation controls will be a critical component of the program’s QA procedures. Data submitted to the program for all projects via the contractors will be subject to a comprehensive data or file review. This review will be conducted by the central implementer and tech vendor personnel who have undergone training administered by WVOE on program requirements for data review. Data or file submissions will be reviewed to validate that the following program requirements are met.

### 5.1 Validation Controls

West Virginia is in the process of procuring a tech vendor that can develop a platform using “smart” technology to automatically read uploaded documents for income verification and/or other purposes. This platform will be used by consumers, contractors, the six regional implementers, the central implementer, the workforce development partner, WVOE, and others. Therefore, the state aims to ensure that data validation controls such as exception handling and file processing error alerts are in place with the new technology platform. WVOE will outline business procedures to address data exceptions and train the appropriate staff for timely resolution and documentation. WVOE will ensure that the selected tech vendor at a minimum meets the following requirements and will have conversations with the tech vendor to ensure these requirements are in place within two months of the tech vendor coming aboard prior to launch:

- Smart Technology Utilization
- Accurate Data Extraction
- Data Validation Controls
- Audit Trails
- Data Backup
- Processing Error Alerts
- Existing and New Tools Evaluation
- Encryption
- High Availability
- Interoperability & Integration

- User Management & Accessibility

## 5.2 Home Assessment Data

WVOE and the central implementer will randomly select a statistically significant number of home assessments to conduct quarterly data audits to ensure all required data listed in Section 4.2.4 of the Home Energy Rebates Requirements and Application Instructions is captured.<sup>4</sup> Additionally, the state will follow the standardized data specifications and guidelines within the “IRA Home Energy Rebates: Data and Tools Requirements Guide” for data captured within the assessment to ensure data compatibility.<sup>5</sup> Home energy assessment data for large multifamily buildings will be consistent with Building Sync. Note that for HEAR, home assessments are only required for projects that include an electric heat pump for space heating and cooling and/or the building envelope.

## 5.3 Scope of Work Requirements

The state has developed a standardized Scope of Work Template, located in Appendix C, consistent with all program requirements. WVOE will require the central implementer to use this template to capture necessary information and provide guidance on program requirements. The first five projects of all contractors will be reviewed; additionally, on an annual basis, the central implementer will review at least 0.5% of invoices. These processes aim to confirm the invoices are sufficiently detailed and the rebates are consistent with current program measures and equipment eligibility requirements (for example, equipment types and model numbers listed on the invoice are eligible for rebates under Home Energy Rebates programs). In instances where deficiencies and/or errors are noted, the Conflict Resolution Protocols Template in Appendix D will be utilized.

## 5.4 Installation Address Verification

For a rebate application to be considered valid, there should be sufficient evidence, in either the application (geo-coded photos, etc.) or as part of the QA process, to validate that the address listed is the location of the equipment installed. Any rebate or incentive application that cannot be validated through appropriate measures will be labeled as conditional and for which payment will be withheld until appropriate measures have been corrected or verified.

In addition, the state will require contractors to submit a signed and dated installation confirmation document and project certificate, affirming that the installation was performed at the claimed address. The proof of upgrade will include an install attestation, invoice, post-install photo, installation/remote QA documentation, and if the statement of work changed after initial submission, the proof of upgrade must also include updated model files. The project certificate will include the work performed, equipment and materials installed, and how the contractor will be paid. Additionally, the resident will have to sign both of these documents. These documents serve as a formal acknowledgment from the contractor, reinforcing accountability and reducing the risk of fraudulent address claims. To further

<sup>4</sup> [United States Department of Energy \(published on June 17, 2024\), Program Requirements & Application Instructions.](#)

<sup>5</sup> [IRA Home Energy Data and Tools Requirements](#)

safeguard against discrepancies, the state will randomly select and conduct QA reviews on 15% of all claims submitted during the program’s first year. If the results of the QA process show that more than 75% of the randomly selected claims are accurate, the state may opt to reduce the percentage of claims reviewed over time, reflecting an improvement in the program’s reliability.

### 5.5 Income Verification

WVOE is in the process of procuring a technology vendor to develop an Application Programming Interface (API). The regional implementers will support income verification using the program technology platform which will integrate API to validate income with Internal Revenue Service (IRS) data. If the regional implementer needs to conduct a manual review of the household eligibility, the household will need to provide official documentation to illustrate their income, whether that is showing documentation of household income (1040) or documentation of enrollment in a pre-qualifying program. The regional implementers have years of experience with income verification through the Weatherization Assistance Program (WAP) and their employees are adept at validating income in instances of failed verification. Additionally, the central implementer will review and approve all applications to ensure validity. As the central and regional implementers are CAAs, they all have the available data for categorical eligibility through other programs administered by the state. Income data for new applicants will be requested from the entire household. See Table 2 below for approved categorically eligible programs.

Table 2: State Approved Categorically Eligible Programs

<b>Recognized Categorically Eligible Programs</b>
Low-Income Home Energy Assistance Program (LIHEAP)
Medicaid
Supplemental Nutrition Assistance Program (SNAP)
Head Start
Supplemental Nutrition Assistance Communications (Lifeline)
Food Distribution Program on Indian Reservations (FDPIR)
National School Lunch Program – Free (NSLP)
Housing Improvement Program (HIP)
Housing Opportunities for Persons with AIDS
Supplemental Security Income (SSI)
Weatherization Assistance Program (WAP) for households located in areas where 80% AMI is greater than 200% of the Federal Poverty Level (FPL)

### Recognized Categorically Eligible Programs

Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) for households located in areas where 80% AMI is greater than 185% of the FPL

Verified government or non-profit program serving Asset Limited Income Constrained Employed (ALICE)

Public Housing (housing owned and operated by Public Housing Authorities) for multifamily only

After verifying household eligibility, the regional implementers will then determine if the household will receive an income qualified or market rate rebate. Any household whose income is less than 80% AMI will be assigned an income qualification rebate, and any household over the 80% AMI threshold will receive market rate. During the central implementer's application review and approval step, they will sign off on the rebate amounts.

## 5.6 Data Maintenance Procedures

WVOE will require the third-party contractor responsible for the on-site QC on the first assessment completed by each newly onboarded contractor to provide their findings within 30 days of assessment. The state will retain records of QC inspections and all project data that is required as part of the Data & Tools Requirements Guide in the Rebate Processing Platform in accordance with standard record retention policies for seven years.<sup>6</sup> These data points include:

- Post-installation photos of major upgrades/the equipment included in each qualified electrification project for all homes
- Proof of combustion safety testing on fossil fuel equipment in all homes where fossil fuel systems have been impacted by the installation
- Proof of commissioning testing on HVAC and heat pump water heater equipment in all homes where HVAC systems are installed
- Description of data retention plan
- Description of the training or credentials of personnel who conduct data/file review
- Detailed notes and pictures are required to explain the findings and verify any improper installation was remedied
- Record of corrective actions taken

### 5.6.1 Data/File Review

West Virginia will conduct data/file reviews monthly on 5% of all rebated projects. In the event there is an anomaly, discrepancy, or exception in the data that indicates potential fraud, waste, or abuse, the state will follow data validation processes and procedures to investigate. Post-installation onsite inspections may be warranted, and further actions may be taken to rectify the issue. WVOE and the central implementer will take on the responsibility of conducting the data/file review. Qualifications

<sup>6</sup> [IRA Home Energy Rebates Data & Tools Requirements Guide](#)

for the person(s) that will be tasked with such responsibilities will be as follows: bachelor's degree or equivalent experience, the Home Energy Professional (HEP) Quality Control Inspector certification, and completion of identified yearly compliance training.

## 6. Onsite and Virtual Home Inspections

WVOE will implement routine onsite and virtual inspections to ensure compliance with requirements for post-installation inspections for the HEAR projects that received a home assessment. This section details the protocols, credentials, and minimum requirements for onsite and virtual inspections.

### 6.1 Inspection Protocol

WVOE and the central implementer will define and document a process for the coordination of inspections with the third-party inspector and relevant contractors. All inspections will be coordinated with the home/building owner/manager to avoid inconvenience. For homes that received a home assessment, the third-party inspector will assess a minimum of the first five projects completed by any new contractor and, subsequently, a random selection of at least 5% of projects thereafter for each contractor, provided no significant issues are identified. If inspection failure rates exceed 5%, an increased inspection approach and/or progressive discipline protocols may be required.

Failed onsite and virtual inspections must be reported to WVOE and the central implementer. Contractors must successfully and completely address all issues identified within 30 days or submit an extension request for approval with the regional implementer. The contractor must demonstrate to both the workforce development partner and the homeowner a feasible plan to sufficiently address all issues. A second inspection will be required after the issue has been remedied. All issues must be addressed at no additional cost to the home/building owner, but the contractor may submit a case for approval to the central and regional implementers to request additional funds as applicable. Contractors who fail to comply with installation processes for a third instance will be removed from the qualified contractor list.

#### 6.1.1 Inspector Qualifications

WVOE and the central implementer will work together to conduct independent onsite and virtual post-installation inspections. Anyone completing an onsite or virtual inspection must meet the following minimum training, credentials, and/or qualifications requirements that align with West Virginia's Section 50123 Contractor Grants Training Program:

- BPI certification of at least the minimum required by the program
- QA/QC staff should meet the same certification and licensure requirements as in-network contractors
- Certified Building Safety Inspector/Certified Code Enforcement Official

## 6.2 Onsite Inspections

Onsite inspection procedures will be developed in accordance with state, county, and town building inspection agencies. Multifamily buildings will require onsite inspections only. The following procedures will be included at a minimum:

- A visual inspection of the site and work conditions
- Verification that the installed measures match the contracted scope of work and that any change orders have been appropriately documented
- Verification that diagnostic test results are accurate
- Compliance with E-Sign or prohibit the use of electronic devices and signatures to enter into the contract if not E-Sign compliant

## 6.3 Virtual Inspections

Virtual inspections will provide participants and contractors with an alternative to onsite inspections to ensure the quality of installations following program standards. Virtual inspectors must be up to speed on code, equipment installation, and local installation requirements, along with any other applicable requirements. If a program participant declines any part of a virtual inspection, an onsite inspection will be required. In addition to the requirements of the onsite inspections, virtual inspections will meet the following requirements, at a minimum:

- A description of the methods used (e.g., video recording, interview with the site contact, photos taken during the virtual tour)
- A description of verification of installed equipment (ex: test out, run time, etc.)
- A description of how installed equipment will be assessed
- Submission of project documentation via the Rebate Processing Platform (ex. invoices, specification sheets, calculation models, permit and inspection paperwork)
- A description of the tools and platform that will be used
- A description of privacy agreements

The virtual inspection process will involve a thorough review of recorded documentation of the work completed. All photos and recordings will be carefully reconciled with the initial scope of work template, invoices from contractors, and the comprehensive home energy audit data to verify that all improvements align with the pre-approved energy modeling. This ensures that any predicted energy savings are based on actual, accurately completed work.

## 7. Contractors and Other Partners

WVOE will partner with various workforce organizations, state agencies, utilities, community-based organizations, and its central and regional implementers to develop a qualified contractor list. These organizations already maintain contractor rosters for various state and federally-funded programs,

which West Virginia will leverage by implementing a re-certification training requirement for inclusion in the approved contractor network for the Home Energy Rebates Program. Contractors may include, but are not limited to, installers, energy auditors, code enforcement personnel, BPI-certified professionals, licensed electrical professionals, licensed HVAC professionals, appliance vendors, consultants, service providers, and inspectors. All contractors included in the network must meet licensing, insurance, and labor standards to qualify for program enrollment. To ensure transparency, the conflict resolution procedure, and the CCA in Appendix B, will be clearly defined, acknowledged, and agreed upon by all parties prior to initiating any work within the scope of the project.

WVOE has applied for Training for Residential Energy Contractors Program (TREC) funding and is currently awaiting approval. WVOE hopes to provide incumbents the opportunity to earn all necessary certifications with TREC funding. The state will work with the appropriate IRA 50123 program implementation teams to review and include contractors for consideration who are trained under an IRA 50123-funded initiative, TREC.

Additionally, the state will conduct outreach campaigns to contractors who completed the training under IRA 50123 to apply for inclusion on the qualified contract list. Those without prior contractor experience will be required to undergo a more extensive training program to gain the necessary certifications and licenses to participate as contractors in HEAR. To assist this effort, apprenticeship programs with certified contractors will be established.

WVOE will not be offering the DIY route for the HEAR program, and all projects and installations will have to be run through a contractor. All rebated products will be installed by a qualified contractor. The state and the central and regional implementers have informed several small business and local retailers and distributors about this program. Retailers and distributors will continue to be engaged throughout the program to ensure the products needed are in the stores for the contractors to purchase. Many of the regional implementers already work with small business retailers and distributors in their area, but WVOE does not plan to establish participation agreements with retailers and/or distributors.

## 7.1 Contractor Qualifications

All contractors interested in participation must complete an online contractor application. Interested, eligible contractors must submit all information according to developing guidelines which may include, but are not limited to, the following items:

- Company Name and Address
- Contact Name, Email, and Phone Number
- Unique Entity Identifier (UEI)
- Licensing/Certification Information with documentation and expiration dates
- Proof of Insurance
- Business License
- Applicable West Virginia Contractor's license

- Building Performance Institute (BPI) Certificates
- Employee background checks – for ALL employees entering homes
- W-9 submission – signed and dated
- Signed Terms and Conditions

## 7.2 Contractor Review and Fraud Prevention

Contractor open enrollment and review of contractor applications may occur on a rolling basis. When an application is submitted, the workforce development partner will perform due diligence on the potential contractor to prevent the listing of fraudulent or illegitimate entities. This may include investigating consumer complaints, checking against databases such as the “Do Not Pay” list, or matching business credentials against state business entity lists or other available public records to ensure that the business addresses are legitimate.

All required information requested within the application must be submitted according to guidelines set by WVOE. If there is missing information, the contractor may be denied entry to the network and given feedback for re-submission where applicable.

## 7.3 Contractor Onboarding

The contractor and workforce development partners will maintain the approval process and a contractor database that includes the retention of necessary business documents required by State law to affirm proper licensure and certifications to perform their duty.

Once the application and required documents have been reviewed for eligibility, contractors that meet the program requirements will be approved and published to the contractor list. WVOE intends to execute participation agreements with contractors and aggregators which will include an agreement to comply with all QA/QC processes.

Upon acceptance into the program, contractor onboarding activities may include receiving a welcome email, reviewing enrollment instructions and requirements for training, and assigning a point of contact. Onboarding training will leverage an in-person and virtual model for providing guidance on program protocols, customer service, BPI Standard Procedures, and other topics.

## 7.4 Contractor Delisting

Negative feedback will be addressed and handled at the state level, with direct involvement of the workforce development partner and/or contractor if the complaint specifically relates to their services. WVOE will work directly with all affected parties, including the consumer, to remedy complaints and ensure program satisfaction and success. Contractors who no longer meet the minimum requirements and standards in accordance with the associated programs will be delisted, including but not limited to contractors who have received complaints and/or negative feedback as listed in the “Consumer

Feedback” section of this plan and/or failed to comply with processes defined within the “Resolution Procedures” section of this plan no more than three times. Additionally, it will also include instances where the contractor is found to have committed fraud. The contractor will be removed from all associated listings on all digital channels and printed material. The contractor will also no longer be allowed to promote the ability to contract work on behalf of the program. WVOE will notify and work with the DOE Office of Inspector General on cases as needed.

## 7.5 Publication of Contractor List

The qualified contractor list will be made publicly available on the state’s website ([www.energywv.org](http://www.energywv.org)), and a hard copy will be available upon request. The list will include a description of how consumers applying for HEAR can access a qualified contractor. WVOE, and any other key program partners, are not to recommend any specific contractor via marketing materials or word-of-mouth. West Virginia will also provide consumers with a hotline to address inquiries related to the qualified contractor list. It will provide a hard copy of this information upon request.

## 7.6 Prioritization of Envelope Improvements

WVOE and its partners will educate contractors and building owners to prioritize investment in envelope improvements with the greatest cost-reducing impacts. These training and education materials will reference the DOE Better Buildings Solution Center and will be included as content and activities for the efforts described in West Virginia’s Education and Outreach Plan for the HEAR program.

# 8. Installation

WVOE will require working with building inspectors to ensure installation compliance with local and state laws, permits, codes, and industry standards. Installers are required to obtain appropriate, applicable permits as they pertain to the scope of work. Compliance will be enforced through post-install inspections as described in the “Onsite and Virtual Inspections” section of this plan. WVOE is in the process of procuring a technology vendor, and it aims to build the DOE Standard of Work Specifications for Quality Installs for each kind of upgrade within the platform. The state will additionally provide installers and consumers with publicly available information and resources to ensure minimum quality installation standards for rebated technologies such as:

- ANSI
- ISO
- OSHA
- ENERGY STAR®

As stated in West Virginia’s HEAR Application, WVOE will instruct contractors to prioritize and integrate improvements that have the most significant impacts on greenhouse gas reductions and/or grid reliability into their scopes of work where feasible and sensible. West Virginia will provide

consumers and installers resources such as the [Retrofit Decision Tool | Building America Solution Center](#) to promote the use of standardized and sequenced procedures for contractors and installers as guidance for building their scopes of work.

WVOE will not provide, or engage in, financing options for HEAR.

## 8.1 Equipment Upgrades

For projects involving HVAC, heat pump, water heater, and other equipment upgrades, contractors will be required to properly size, install, test, and commission the equipment per the manufacturer's installation instructions. Compliance will be verified during the post-installation inspection with diagnostic and safety testing to ensure optimal operations of the installed equipment.

Contractors, installers, and post-installation inspectors shall provide evidence of the following to verify the proper installation and operation of the installed equipment:

- Equipment performance information
- Written job documentation or checklist inclusive of applicable testing results for the installation or procedures approved by the building inspector (for example, for HVAC upgrades, applicable testing may include airflow, electrical requirements, combustion testing, and proper functioning of system controls)

WVOE plans to analyze 5% on an annual basis for quality assurance purposes.

## 8.2 Installation Contracts

WVOE reserves the right to provide a contract template for installers and contractors to use. If they do not use the contract template provided by the state to ensure sales and contract language are the same, installers and contractors will be required to provide their standard contract agreements for review. The contract agreements will be available through the central implementer. Contractors must provide the state with collateral samples for review to ensure compliance while co-branding with the state Home Energy Rebates Program.

## 9. Continuous Improvement

WVOE is dedicated to maintaining the highest standards of operational excellence through continuous improvement methods. As part of the approach, WVOE and its partners, such as the central and regional implementers, will provide consistent monitoring and transparent reporting of key performance indicators (KPIs) and specific, actionable feedback. WVOE will take steps to identify, mitigate, and reduce fraud, waste, or abuse and unfair business practices by developing a series of manual and automated controls designed to ensure consumer protection and safeguard HEAR. Once identified, potential red flags will be reviewed and resolved before processing an application further. Various data

points collected through the Rebate Processing Platform may be used to inform the control design to facilitate identifying potential suspicious applications. Examples of such data are listed below:

- Duplicate IP Addresses
- Duplicate Property Addresses
- Duplicate Email Addresses
- Contractor Business Address Verification
- Installation Photo Geo-Code Matching
- Suspicious Attachments
- Submission Times

Additional items will be identified through our QA procedures to ensure our approach is responsive to the program's operations.

## 9.1 Unfair Business Practices

WVOE reserves the right to provide a contract template for installers and contractors to use. If they do not use the contract template provided by the state to ensure sales and contract language are the same, installers and contractors will be required to provide their standard contract agreements for review. The contract agreements will be available through the central implementer. Contractors must provide the state with collateral samples for review to ensure compliance while co-branding with the state Home Energy Rebates Program.

- The state will follow guidelines within the IRA Home Energy Rebates Program to collect the appropriate data such as the utility account number and to ensure compliance with established limitations on the rebates allowance per consumer. Furthermore, the state will utilize the Climate & Economic Justice Screening Tool (CEJST) to ensure appropriate rebate amounts are being distributed.
- The DOE Rebate Tracking System will be used to ensure the effective issuance of rebates, eliminate or dramatically reduce the possibility of duplicating rebates, and allow an effective flow of information to the users as well as to the state, implementer, and DOE.
- The state will ensure third-party entities, vendors, and contractors meet the specified qualifications following the work they will perform. Third parties and contractors will be required to submit a plan for responding to incidents, which will include investigating the cause and scope of the breach, securing data, and possibly issuing certain notifications to affected persons, government officials, and others. Third parties and contractors will be required to provide proof of substantial Cyber Security Insurance and Liability Insurance. Additional consideration will be given to B-Corp accredited entities.

- The state will provide a hotline and contact form for consumers to anonymously report instances of suspected fraud, waste, or abuse. The hotline and contact form will be made available to meet accessibility standards as well as the needs of non-English language speakers.
- The state investigator will complete the investigation and issue a report of investigation by the 60th day after the complaint is received by the state, unless it is deemed permissible, for good cause, to extend the investigation for no more than 30 days. An analysis will then be prepared and inclusive of recommended actions.

## 9.2 Leveraging Automation

WVOE reserves the right to provide a contract template for installers and contractors to use. If they do not use the contract template provided by the state to ensure sales and contract language are the same, installers and contractors will be required to provide their standard contract agreements for review. The contract agreements will be available through the central implementer. Contractors must provide the state with collateral samples for review to ensure compliance while co-branding with the state Home Energy Rebates Program.

## 9.3 Realizing Performance with Measurement and Evaluation

West Virginia's consumer protection processes will be evaluated as part of DOE's evaluation of the state's Home Energy Rebates program. However, if any of the program or consumer insights warrant adjustment of this plan to meet key state objectives and goals, WVOE will modify and adjust as needed. These revisions or updates to the plan will also be provided to DOE.

## 9.4 Program Improvement

West Virginia will define, manage, and follow program improvement processes in conjunction with leadership, program implementers, and applicable parties. The Program Manager will analyze findings within the "Data Review" and "Consumer Feedback" sections of this Plan to be shared on a quarterly basis. Evaluation will be conducted via customer reviews, and reports of fraud will be addressed by the case managers. Post-project surveys will indicate potential gaps in the participation process, evaluate household and occupant satisfaction with the home improvements, and point to any system performance issues. The central and regional implementers will be required to acknowledge, evaluate, and provide a status on applicable improvement items. Program improvements will be managed, quantified, and prioritized according to a defined assessment criterion. The state will provide DOE with quarterly updates on improvement opportunities and implementation plans.

Furthermore, the state will continuously refine this plan by incorporating feedback from participants, contractors, and partner agencies. Additionally, the state will introduce annual reviews of contractor

performance to ensure they meet consumer protection standards. Any adjustments to the plan, such as updates to complaint procedures or new contractor guidelines, will be communicated to all involved parties. Consumers will receive notifications through email and physical mail, contractors and agencies will be updated through official meetings and documentation, and DOE will be informed via formal reports.

The Program Manager along with relevant Subject Matter Experts will review technical performance data from the quality assurance process on a quarterly basis to identify common quality assurance deficits across the network of contractors, vendors, and staff. Identification of common issues will result in broader communications, training, or technical assistance for the applicable pool of contractors, vendors, or staff. WVOE will measure and report against targets, such as the number of open tickets, the frequency of data errors, and system performance metrics, on a monthly basis. These indicators will provide the state with insights into program success rates and signal areas of improvement.

## 9.5 Budget and Financial Performance

WVOE will closely track and report spending annually at a minimum to ensure that administrative limits are maintained.

The state has assigned AECOM, an infrastructure consulting firm, the responsibility of governing and monitoring the program's budget and financial performance to ensure that funds are being used efficiently and effectively. The state will work to ensure that the Justice40 goals of providing 40% of the program's benefits to disadvantaged communities is achieved. WVOE will also ensure that project initiatives and goals are being met through a robust framework of monitoring and accountability by regular data collection and reporting from project partners, continuous performance evaluations, and compliance checks with DOE standards. WVOE's central and regional implementers will work together to provide detailed updates on progress, including metrics on energy savings, project completion timelines, and adherence to budget allocations. Additionally, the state will implement periodic audits and inspections to ensure QA while leveraging feedback from community participants to adjust strategies as needed. These measures, combined with close collaboration with partners, will help track progress and ensure the program's success.

The state will leverage the DOE-approved Budget Allocation Calculator in addition to following Generally Accepted Accounting Principles (GAAP) and conducting audits annually. AECOM and other partners will provide oversight and audits on program financials to ensure budget adherence and stringent DOE compliance.

## 9.6 Low-Income Rental Housing Requirements

WVOE's plan will include tenant protection measures such as restrictions on rent increases, evictions, and lease covenants/amendments. Protections and owner obligations will be communicated to tenants and will be a condition of rebate eligibility for owners of low-income dwellings. Common


area upgrades in multifamily buildings may also be eligible, provided they directly benefit tenants by reducing energy costs and enhancing living conditions without leading to rent increases. Additional benefits for multifamily units include overall energy and cost savings, reduced pollution, and improved indoor air quality, all of which contribute to healthier and more comfortable living environments. West Virginia will comply with the following requirements for dwelling units occupied by low-income renters for at least two years following the receipt of a rebate. For all tenant-occupied properties that receive higher rebate amounts available only to households with incomes less than 80% AMI, West Virginia will require the building owner to sign a statement acknowledging the following:

- The owner agrees to rent the dwelling unit to a low-income tenant.
- The owner agrees not to evict a tenant to obtain higher rent tenants based upon the improvements.
- The owner agrees not to increase the rent of any tenant of the building as a result of the energy improvements with exception of increases to recover actual increases in property taxes and/or specified operating expenses and maintenance costs.
- The owner agrees that if the property is sold within two years of receipt of the rebates, the aforementioned conditions apply to the new owner and must be part of the purchase agreement.
- In the event the owner does not comply, the owner must refund the rebate.
- The owner will provide written notice to tenants explaining their rights and the building owner's obligations (e.g., add an addendum to the lease).
- The owner will be subject to penalties commensurate to their actions with a minimum penalty of the amount of rebate funds received, in addition to damages and attorney's fees recoverable by tenants.

As a means of enforcement, the state will provide contact information for tenants to notify the state of breaches to this agreement. The state will also include this information in the consumer education campaign, so tenants are aware of their rights under the applicable state law.

# Appendix

## Appendix A: Consumer Satisfaction Survey Details



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### Home Energy Rebates Consumer Satisfaction Survey


The West Virginia Office of Energy is committed to ensuring that consumers have a positive experience with the Home Energy Rebates Program and will realize significant value through your input.

Please indicate the answer to each survey question (under the “Question” column) by selecting the appropriate box (from “Strongly Disagree” to “Strongly Agree”).

Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know	Not Applicable
It was easy to understand the rebate requirements and provide the needed information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was easy to find a contractor/retailer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The contractor/retailer provided high-quality service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The rebate was a major reason for my purchase.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My new efficiency upgrades perform well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My home is more comfortable than it was before the new efficiency upgrades.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My energy bills have been lower since the new efficiency upgrades.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I am satisfied with my experience with the Home Energy Rebates program.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend this program to a friend or family member who could use it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I plan to do more to save energy in my home because of my experience with this program.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## Appendix B: Contractor Commitment Agreement



**WEST VIRGINIA  
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**Contractor Commitment Agreement**

This agreement outlines the expectations and commitments required of contractors working with the West Virginia Office of Energy (WVOE) and its partners. It establishes a framework for delivering high-quality services, maintaining safety and communication standards, ensuring transparent pricing, and prioritizing clean energy and energy efficiency practices. Additionally, it defines the contractor's service commitment following federally funded training, reinforcing the importance of professionalism, compliance, and sustainable impact. By signing this agreement, the contractor acknowledges these responsibilities and agrees to uphold the standards necessary for the success of WVOE's initiatives.

---

**Commitment to Excellence**

The contractor agrees to deliver services of the highest quality, ensuring all work meets or exceeds industry standards.

- *Safety Compliance:* The contractor commits to adhering to all safety regulations and best practices to protect both workers and clients.
- *Communication:* The contractor will maintain clear, respectful, and timely communication with WVOE, clients, and all project stakeholders.
- *Punctuality:* The contractor agrees to honor commitments, including arriving on time for appointments and completing projects within agreed timelines.

**Transparent Pricing**

- *Detailed Quotes:* The contractor will provide clear and detailed quotes, avoiding hidden fees or unexpected costs.
- *Competitive Pricing:* The contractor commits to offering competitive pricing while ensuring fair compensation for quality work.

**Commitment to Clean Energy and Home Efficiency**

- *Promotion:* The contractor agrees to promote and use clean energy sources in all projects where feasible.
- *Innovation:* The contractor commits to staying informed about and incorporating the latest clean energy technologies and practices.
- *Energy Efficiency:* The contractor will prioritize energy-efficient solutions in all home improvement projects.
- *Sustainability:* The contractor agrees to implement sustainable practices to minimize environmental impact.

**Service Duration**

The Contractor agrees to accept project work on behalf of the West Virginia Office of Energy (WVOE), its affiliates, and associated partners for a minimum duration of two (2) years following the completion of any certification courses funded in full or in part by federal funds. This commitment is intended to ensure the

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investment made in the Contractor's professional development is directly applied to advancing state and partner objectives in energy efficiency, sustainability, and other mission-critical goals. Specifically, the Contractor acknowledges and agrees that:

- *Commitment Period:* The two-year service period begins on the date the federally funded certification course(s) are successfully completed and verified by WVOE or an approved training partner.
- *Scope of Work:* During this period, the Contractor will prioritize and actively accept relevant project work assignments as offered by WVOE and its designated partners, including but not limited to energy audits, efficiency upgrades, renewable energy installations, and other approved tasks aligned with program objectives.
- *Quality and Compliance:* The Contractor agrees to maintain a high standard of quality, professionalism, and compliance with state and federal guidelines in all project work assignments, with a focus on delivering value and sustainable outcomes as per program guidelines.
- *Continuity and Impact:* By committing to this duration, the Contractor contributes to the stability and continuity of WVOE's programs, helping ensure that the knowledge, skills, and competencies gained through federal training investments are maximally leveraged for the benefit of West Virginia's communities.
- *Termination and Consequences:* Should the Contractor terminate their involvement before the two-year period, WVOE reserves the right to seek reimbursement for the training costs or to take other remedial actions, except where early termination is mutually agreed upon due to unforeseen circumstances or as permitted under the agreement.

**Contractor Training and Certification Guidance**

The Contractor Training and Certification Guidance will accompany this document. By signing below, the contractor acknowledges receipt of the Contractor Training and Certification Guidance document and agrees to the terms outlined within.



**Signatures**

***This agreement is binding upon the parties and their respective successors and assigns. Any amendments to this agreement must be made in writing and signed by both parties. By signing this agreement, the contractor acknowledges their commitment to the outlined principles and agrees to uphold these standards in all projects undertaken in collaboration with the West Virginia Office of Energy and its partners.***

\_\_\_\_\_

Contractor Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Witness Signature

\_\_\_\_\_

Date

## Appendix C: Scope of Work Template



### HOME ENERGY REBATES SCOPE OF WORK TEMPLATE



#### Consumer and Contractor Notice

This Scope of Work serves as a projection of the proposed upgrades and associated costs; work will not commence until all authorized parties have reviewed and signed the finalized document on page 3.

#### Project Information *(Completed by Regional Implementation Partner)*

Project Address	
Homeowners Name	
Contact Person and Number	
Date	

	Program	Estimated Energy Savings	Rebate Percentage	Rebate Amount (A)	Rebate Amount (B)
	HER	20%-30%(A) - 30%+(B)		Up to-	
	HEAR	20%-30%(A) - 30%+(B)		Up to-	
	WAP/HEAR	20%-30%(A) - 30%+(B)		Up to-	

#### Home Energy Audit *(Completed by Certified Energy Auditor and attached to this form)*

Date Completed	
Auditor	

	Program
	HER
	HEAR
	WAP/HEAR

#### Detailed Project Scope

Task 1	
Task 2	
Task 3	

Task 4	
Task 5	
Task 6	

**Material Specifications**

**Contractor** *(Completed by Contractor)*

Contractor Name	
Contractor Phone	

**Timeline**

Start Date	
Anticipated End Date	

**Project Cost**

Material Cost	
Labor Cost	
Mileage <sup>1</sup>	
DAC Incentive	
Total Cost (A)	

<sup>1</sup> Employees traveling more than 21 miles from their home base may claim mileage at \$.70 cents per mile.

\_\_\_\_\_  
Contractor Print

\_\_\_\_\_  
Contractor Sign

\_\_\_\_\_  
Date

**Quality Control<sup>2</sup>** (Completed by certified contractor no more than 48 hours after project completion)

Post Install Inspection Date	
Inspectors Signature	
Inspectors Title	
Notes	

**Total Cost** (Completed by Central Administration)

Total Cost (A)	
Rebate Percentage	
Consumer Cost	

Approved for Payment	by,		on,	
----------------------	-----	--	-----	--

**Consumer Notice and Signature**

By signing below, you acknowledge and agree to the following terms: Transitioning to electric energy sources through the Home Energy Rebates Program may affect your utility bills, with potential increases in electricity costs offset by reductions in gas or propane expenses. Personalized estimates based on your energy usage and current utility rates will be provided to help you make informed decisions, though actual results may vary. Seasonal fluctuations in electric bills are also possible. The scope of work detailed in this agreement may be subject to change if unforeseen conditions are identified during the upgrade process. You will be informed of any changes, including pricing adjustments, and no additional work will be completed without your prior written consent. This agreement includes the scope of work outlined on pages 1 and 2 and the terms of this disclaimer.

<sup>2</sup> The first 5 projects of all new contractors must pass QA inspection- afterwards 15% of projects completed will randomly be selected for quality control measures.


\_\_\_\_\_  
**Contractor** (Date)

\_\_\_\_\_  
**Homeowner / Building Owner** (Date)

\_\_\_\_\_  
**Quality Inspector** (Date)

\_\_\_\_\_  
**Central Administration** (Date)

## Appendix D: Conflict Resolution Protocol Template



**WEST VIRGINIA  
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**Conflict Resolution Protocol Template**

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This document outlines the protocol to address complaints or discrepancies regarding projects within the Home Energy Rebates Program. The West Virginia Office of Energy (WVOE) is the main source for ensuring timely and adequate resolution of such issues. Upon receipt of a complaint or discovery of discrepancies, the office will acknowledge the submission within two business days. This form should be filled out in its entirety and should include all relevant details such as the project address, description of the issue, and any supporting documents from the homeowner or contractor. Attach any necessary documents to the submission of the complaint.

---

The Complaint Resolution Process involves a multi-layered approach to ensure the consumer is made whole and applicable consequences are imposed for neglect, fraud, and/or deviations from signed agreements, through comprehensive and efficient investigating. A root cause analysis will be constructed to ensure the same issue is not representative and/or repeated.

1. The West Virginia Office of Energy will receive the initial complaint through surveys, the consumer hotline, emails, and walk-ins.
2. Within 24 hours of receiving the complaint, the designated Program Coordinator will confirm with the consumer that the complaint has been received and will be thoroughly investigated.
3. The Program Coordinator initiates the completion of this document.
4. Once the severity assessment is complete, proper parties are notified.
  - a. **Level 1:** Central Implementor
  - b. **Level 2:** State, Central Implementor, Contractor(s)
  - c. **Level 3:** State, Central Implementor, Contractor(s), State AG's Office
5. Pertinent and applicable documents related to the project/concern are reviewed for signatures, proposed dates, project scope, invoices, and quality assurance forms when appropriate.
6. Interviews are conducted with homeowners and other complaint-related parties. Interviews are aimed at confirming received information, addressing desired outcomes, and asking follow-up questions to properly address resolution procedures.
7. Based upon collected and reviewed information, a resolution is drafted. The resolution will include action steps to make the consumer whole and restore trust and satisfaction within the Rebate Program. Resolutions will be shared with all involved parties by email or formal written notice.
8. Consequences and/or penalties will be placed upon parties found to be negligent during the investigation. Specific penalties will be outlined and documented in section H of this document.
9. All parties involved in the Complaint Resolution Procedure must sign and date this document after the investigations and once a resolution has been agreed upon.



An authorized state representative and/or partner will sign this document, certifying that a resolution has been reached and agreed upon, and that all parties affected have been notified.

This document will be stored per the West Virginia Office of Energy's Record and Retention Policy for no less than seven years and made available to the Department of Energy upon request.

**A- Initial Review:** Collect project-related details and recognize key players involved with received complaint.

<b>Date Received</b>	
<b>Project Address</b>	
<b>Consumer Name</b>	<b>Phone:</b>
<b>Contractor Name / Organization</b>	<b>Phone:</b>
<b>Overview / Concern Description</b>	
<input type="checkbox"/>	Check here to confirm that the original complaint was reviewed and is attached to this document.

**B- Severity Assessment:** Rate the severity of the complaint received by checking the appropriate box below. Review details of the documented complaint to adequately select the severity level.

<input type="checkbox"/>	<b>Level 1:</b> Minor discrepancies	clerical errors, slight deviations in work scope, general concerns
<input type="checkbox"/>	<b>Level 2:</b> Moderate discrepancies	financial inconsistencies, moderate delays
<input type="checkbox"/>	<b>Level 3:</b> Major discrepancies	fraud, severe financial or contractual breaches




**C- Notifications:** Note the appropriate parties notified based upon the guidelines provided on the introduction page of this document.

Title	Date	Name	Notification Type
Program Manager			
Implementer			
Contractor			
Retailer			
Deputy Director			
Executive Director			
Attorney General's Office			

**D- Data Review:** Review all project-related documents and note discrepancies and/or deficiencies that relate to the received complaint.

Document	Notes




<b>Scope of Work</b>	
<b>Invoices</b>	
<b>Signed Agreements</b>	

**E- Interviews:** Interviews with involved parties are aimed at gathering firsthand information, clarifying misunderstandings, and ensuring all perspectives are considered. These interviews help uncover the root cause of the issue, verify the accuracy of the complaint, and provide an opportunity for all involved parties to present their side. Questions to be asked include but are not limited to:

- Can you describe the issue or experience that led to your complaint?
- Were there any previous attempts to resolve the issue? If so, what happened?
- How has this issue impacted you?
- What outcome or resolution would you consider fair or satisfactory?

Date	Interviewee	Notes / Questions




**F- Root Cause Analysis:** This table will help identify the underlying factors that led to the complaint, rather than just addressing the symptoms. A comprehensive review of interviews, documents and desired resolution will assist in determining the Root Cause of the issued complaint. In the details section, list findings of the initial category review and/or detail information gathered from each source that will help identify the Root Cause of the complaint.

Category	Details
Issued Complaint	
Data Review	
Interviews	
Contributing Factors	
Root Cause	

**G- Resolution:** The resolution will provide the consumer with tailored solutions aimed at making them whole and restoring confidence in the Rebate Programs. By addressing the root cause of the complaint in alignment with the consumer's desired outcome, the West Virginia Office of Energy will prioritize adherence



to program guidelines by all stakeholders. This approach not only ensures the integrity of energy efficiency initiatives across the state but also strengthens trust and acceptance in the Office's role in driving sustainable outcomes.

<b>Consumers desired resolution</b>	
<b>WVOE Recommendation</b>	
<b>Agreed Resolution</b>	

**H- Consequences & Penalties:** Check the box of the appropriate consequence level based on the results of document review and interviews.

x	<b>Level 1</b>	<ul style="list-style-type: none"> <li>• Corrective actions, such as amending documentation or revisiting the project scope.</li> <li>• No penalties. Additional training may be required.</li> </ul>
x	<b>Level 2</b>	<ul style="list-style-type: none"> <li>• The contractor may be required to redo parts of the project at their own expense.</li> <li>• Warning issued to contractor, noted in their record.</li> </ul>
x	<b>Level 3</b>	<ul style="list-style-type: none"> <li>• Contractor delisting from the state's certified contractor list.</li> <li>• Legal or criminal charges in accordance with WV CODE 30-42-14.</li> <li>• Homeowners compensated as per the state's reimbursement policies.</li> </ul>
<b>Notes</b>		

**I- Signatures:** All parties involved in the Complaint Resolution Process must sign and date this document upon agreement of the outlined resolution procedures. By signing below, you acknowledge and accept the resolution procedures specified in Section G and confirm that no further action or due diligence is required regarding the initial complaint detailed in Section A and attached to this document.

—

