

HOME ENERGY REBATES FREQUENTLY ASKED QUESTIONS

**State of West Virginia
Home Energy Rebates
Inflation Reduction Act
(50121-50122)**

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1. Introduction

West Virginia's Home Energy Rebate Programs are administered by the [West Virginia Office of Energy](#) (WVOE).

Program details may change as WVOE incorporates updated federal requirements, completes pilot implementation, and prepares for statewide rollout. This FAQ will be updated as additional information becomes available.

2. About the Programs

2.1 What is the West Virginia Home Energy Rebates Program?

West Virginia's Home Energy Rebate Programs are federally funded programs designed to help eligible households make energy-saving home improvements and install high-efficiency equipment.

The programs are administered by the West Virginia Office of Energy and include two separate offerings:

- [Home Owner Managing Energy Savings \(HOMES\) Rebate](#), which supports qualifying whole-home energy-efficiency improvements.
- [Home Efficiency Appliance Rebate \(HEAR\)](#), which supports qualifying high-efficiency appliances, equipment, and related home improvements.

HOMES and HEAR have different eligibility requirements, approved measures, and rebate structures. A household may be able to participate in both programs if it meets the requirements for each and does not receive duplicate federal funding for the same improvement.

2.2 What is the HOMES Program?

HOMES supports qualifying whole-home improvements that reduce energy use.

Eligible improvements may include insulation, windows and doors, air sealing, ductwork, heating and cooling equipment, and other measures identified through a home energy assessment. Rebate amounts may vary based on household income, eligible project costs, and projected energy savings.

Equipment may be replaced with a more energy-efficient model or equivalent using the same fuel type.

2.3 What is the HEAR Program?

HEAR will provide rebates for qualifying high-efficiency appliances, equipment, and related home improvements.

Eligible measures are expected to include certain heating and cooling equipment, water heaters, cooking appliances, electrical upgrades, insulation, air sealing, and ventilation. Final program details will be announced before HEAR becomes available.

Like HOMES, HEAR does not allow fuel switching.

2.4 Why were the program names changed?

The program names were updated to reflect revised federal guidance and changes to program design.

The former Home Efficiency Rebate is now called Home Owner Managing Energy Savings (HOMES) Rebate, and the former Home Electrification and Appliance Rebate is now called Home Efficiency Appliance Rebate (HEAR).

The updated names also reflect the removal of fuel-switching requirements.

2.5 What are Regional Implementation Partners?

WVOE works with Regional Implementation Partners, or RIPs, to support program delivery across West Virginia.

RIPs are local organizations assigned to specific counties. Depending on the program and phase of implementation, they may help residents understand program requirements, complete applications, verify eligibility, coordinate with contractors, and navigate the rebate process. Residents should contact the RIP assigned to their county for local program assistance.

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Table 1: Regional Implementation Partners

Regional Implementation Partners	Counties	Contact Information
<u>CHANGE Inc.</u>	Hancock, Brooke, Ohio, Marshall, Wetzell, Marion, Tyler, Doddridge, Harrison	Program Manager: Walt Dawson P: 304-797-7733 E: <u>wdawson@changeinc.org</u>
<u>Eastern Action</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: <u>jkvanmeter@easternaction.org</u>
<u>Southwestern Community Action Council, Inc. (SCAC, Inc.)</u>	Pleasants, Ritchie, Wood, Wirt, Jackson, Mason, Putnam, Cabell, Lincoln, Wayne	Program Manager: April Knight P: 304-525-5151 E: <u>april.knight@scawv.org</u>
<u>Community Action of South Eastern (CASE)</u>	Raleigh, Mercer, Summers, Monroe, Greenbrier, Pocahontas	Program Manager: Amanda Hall P: 304-327-3506 E: <u>ahall@casewv.org</u>
<u>Coalfield CAP, Inc.</u>	Gilmer, Calhoun, Roane, Clay, Kanawha, Boone, Mingo	Program Manager: Matt Allsup P: 304-235-1701 E: <u>mattsup@coalfieldcap.org</u>
<u>PRIDE Community Services</u>	Lewis, Upshur, Braxton, Webster, Nicholas, Fayette, Logan, Wyoming, McDowell	Program Manager: Elizabeth Farley P: 304-727-6868 E: <u>elizabeth.farley@loganpride.com</u>

2.6 Where can I find official program updates?

WVOE will publish confirmed program information, application instructions, and launch updates on its official website (energywv.org) and public communication channels.

Residents and contractors should rely on information issued directly by WVOE or an authorized program partner, and can sign up for the appropriate email mailing list through the [Home Energy Rebate Programs](#) webpage.

2.7 How long will the programs remain available?

The programs will operate for a limited period and are subject to available funding. Rebates will be offered until the applicable program deadline (September 2031) or until allocated funds are fully committed, whichever occurs first.

3. Pilot Phases and Availability

3.1 What is the HOMES pilot?

WVOE is launching HOMES first through a pilot with [Coalfield Community Action Partnership](#), [Southwestern Community Action Council](#), and [PRIDE Community Services](#).

Participation will be limited to selected households within the pilot service area. The pilot will allow WVOE and its partners to test program processes, complete qualifying projects, and make any needed adjustments before statewide rollout.

3.2 When will HOMES become available statewide?

WVOE plans to expand HOMES statewide after the pilot is completed and program processes are finalized.

The length of the pilot may change based on project progress, implementation needs, and any required program adjustments. A statewide launch date will be announced once it is confirmed.

3.3 When will HEAR become available?

HEAR remains under development as WVOE revises program materials and processes to reflect updated federal guidance.

A HEAR pilot phase is planned, subject to federal approval. Additional information will be released once the pilot and launch timeline are confirmed.

3.4 Can I apply for HOMES or HEAR now?

Only households selected for the HOMES pilot may participate during the pilot phase. However, applications for the full program will be accepted during this phase. The link to apply will be published on our website.

HEAR applications are not yet available.

4. Eligibility

4.1 Who is eligible for HOMES?

HOMES is available to qualifying households completing approved whole-home energy-efficiency improvements in single-family homes or multifamily buildings.

Eligibility and rebate amounts may depend on household income, residence type, project scope, and projected energy savings. Households at lower income levels may qualify for higher rebate amounts.

4.2 Who is eligible for HEAR?

HEAR will be available to qualifying low- and moderate-income households.

Households must have an income of 150% or below the area median income, or AMI. Higher rebate amounts may be available to households below 80% AMI.

Final eligibility requirements will be published before HEAR applications open.

4.3 Can renters and multifamily property owners participate?

Yes. Renters may qualify for certain rebates with written permission from the property owner.

Owners of qualifying multifamily buildings may also be eligible to participate. Eligibility may depend on the number or percentage of residents who meet program income requirements, the proposed improvements, and the requirements of the applicable rebate program.

4.4 How is household income determined?

Household income is compared with the AMI for the county where the household is located. AMI limits vary by household size and location.

WVOE's Home Energy Rebate Programs [eligibility webpage](#) includes an AMI calculator that allows households to estimate their income category and see the percentage of eligible project costs that may be covered under HOMES and HEAR.

The [eligibility webpage](#) also provides the current list of assistance programs that may be used to verify income eligibility.

4.5 What documents will I need?

Applicants may be asked to provide documents confirming:

- Identity
- Residency
- Homeownership or rental authorization
- Household income
- Other information needed to confirm eligibility

Final documentation requirements will be included in the application instructions.

4.6 Does applying guarantee that I will receive a rebate?

No. Submitting an application does not guarantee approval or reserve rebate funding.

Eligibility, project requirements, available funding, and program authorization must all be confirmed before a rebate is awarded.

5. Eligible Improvements

5.1 What types of improvements may qualify for HOMES?

HOMES supports whole-home improvements that reduce energy use.

Eligible measures may include:

- Insulation
- Windows and doors
- Air sealing
- Duct sealing or replacement
- Heating and cooling equipment
- Other improvements identified through the home energy assessment

The final project scope will depend on the home's condition, expected energy savings, and program requirements.

5.2 What types of improvements may qualify for HEAR?

HEAR will support qualifying high-efficiency appliances, equipment, and related home improvements.

Eligible measures are expected to include:

- Heat pumps
- Heat pump water heaters

- Clothes dryers
- Combination washer-dryer units
- Electric stoves, cooktops, ranges, or ovens
- Electrical panel upgrades
- Electrical wiring
- Insulation
- Air sealing
- Ventilation

Final eligible measures will be published before HEAR applications open.

5.3 Do I have to switch fuel types?

No. These programs do not allow fuel switching.

Existing equipment may be replaced with a more energy-efficient model or equivalent that uses the same fuel type.

5.4 Can I choose any improvement I want?

Not necessarily. Improvements must be approved under the applicable program and meet technical, efficiency, and installation requirements.

Under HOMES, a home energy audit will help determine which improvements are appropriate and capable of producing the required energy savings. Heating and cooling equipment may qualify, but weatherization improvements must be completed before or as part of an eligible HVAC installation.

Under HEAR, the appliance or measure must appear on the approved measure list and meet applicable program requirement

6. Applying and Receiving a Rebate

6.1 How will I apply?

Applications will be submitted through the process established by WVOE and its Regional Implementation Partners.

During the HOMES pilot, participation will be limited to selected households working with [Coalfield Community Action Partnership](#), [Southwestern Community Action Council](#), [PRIDE Community Services](#) Statewide application instructions will be announced on our website

during the pilot phase.

6.2 What happens after I apply?

The WVOE or its Regional Implementation Partner will review the application and supporting documents to confirm eligibility.

Once approved, the household will work with the program team to evaluate the home and identify qualifying improvements. The process may include:

- A home energy assessment
- Development of a proposed project scope
- Confirmation of expected energy savings
- Review and approval of the proposed work
- Installation of approved measures
- Final inspection or project verification

The exact process may vary based on the home and project.

6.3 How will the rebate be paid?

For contractor-installed projects, the rebate will generally be applied as an upfront discount on the household's approved project costs.

The participating contractor or provider will receive the rebate payment and deduct that amount from the total amount charged to the household. The household will be responsible for any remaining approved balance.

Rebates are not general cash payments to households.

6.4 Can I purchase equipment or begin work before I am approved?

No. Households should not purchase equipment, begin construction, or authorize work before receiving program approval.

Rebates are not available retroactively, and projects completed before authorization will not qualify.

6.5 Can I use the program for an emergency repair?

The Home Energy Rebate Programs are not designed to provide immediate assistance for emergency repairs.

Households needing urgent heating, cooling, electrical, or weatherization work should contact

their local [Community Action Agency](#), utility provider, or other assistance program to ask about available resources.

6.6 How long will the application and project process take?

Timing will vary based on application review, required assessments, contractor and equipment availability, project complexity, and inspection requirements.

WVOE will provide more detailed timelines as the pilots progress and statewide processes are finalized.

7. Contractors and Do-It-Yourself Projects

7.1 Do I have to use an approved contractor?

Rebate-eligible work being performed by a contractor must be completed by a contractor approved to participate in the West Virginia Home Energy Rebate Programs.

Households may be able to request a preferred contractor, but that contractor must complete the required application and approval process before beginning rebate-eligible work. Work completed by an unapproved contractor will not qualify for a rebate.

WVOE's website includes a [Contractor and Agency Finder](#) to help households identify approved contractors serving their area.

7.2 How can contractors apply to participate?

The link to the contractor application form can be found on [WVOE's Home Energy Rebate Programs](#) webpage.

Requirements may vary by trade and type of work and may include professional licenses, certifications, insurance, training, and program onboarding.

7.3 Are contractor training opportunities available?

Yes. WVOE supports workforce-development and training opportunities for established contractors and individuals interested in entering the field through our partnership with [Everblue](#).

Contractors who already hold certain credentials may not need to repeat equivalent training. Individuals without prior experience may also be eligible for training, but they must obtain all required licenses, certifications, and program approvals before performing rebate-eligible work.

Individuals interested in training or joining our network should [complete the application](#) on Everblue's training portal.

7.4 Are do-it-yourself projects allowed?

HOMES projects must follow the approved assessment, contractor, and installation process.

HEAR is still in development, but there is a possibility that it will include a do-it-yourself option for certain approved measures. Potential measures include heat pump water heaters, washers and dryers, and electric stoves, cooktops, and ranges.

The final eligible measures, purchase requirements, verification process, and rebate-payment procedures are still being developed and will be announced before HEAR launches.

7.5 Will all HEAR measures be eligible for do-it-yourself installation?

No. Some products may require professional installation to meet electrical, plumbing, permitting, warranty, or safety requirements.

Applicants should not purchase equipment or begin work until they have completed the required program steps and received approval.

8. Costs, Payments, and Other Funding

8.1 How much will the rebate cover?

Rebate amounts will vary based on the program, household income, eligible project costs, and the expected energy savings.

Some qualifying households may receive rebates that cover a large portion of approved project costs, while others may be responsible for part of the cost. WVOE's [eligibility webpage](#) includes an AMI calculator that shows the percentage of eligible costs a household may qualify to receive under each program.

Final rebate amounts will be determined through the application and project approval process.

8.2 Are taxes, permit fees, and warranties covered?

Qualifying taxes, permitting fees, and warranties may be included as eligible project costs, subject to applicable program limits and requirements.

8.3 Can I combine a rebate with another assistance program?

Households may be able to use multiple funding sources for a project, including participation in both HOMES and HEAR.

However, the same improvement cannot receive duplicate federal funding. Each measure must be assigned to the appropriate program, and applicants must disclose any other grants, rebates, tax credits, or assistance being used.

The program team will determine whether the funding sources may be combined.

8.4 Are financing options available for costs not covered by the rebate?

Financing or additional assistance may be available through other federal, state, local, or utility programs. Availability will vary by household and project. Applicants should speak with the program team or their Regional Implementation Partner before agreeing to financing or beginning work.

8.5 What happens if the project costs more than originally estimated?

Any change in project cost or scope must be reviewed and approved before additional work is completed.

Costs that were not approved through the program may not be eligible for rebate funding.

8.6 Will I have to pay taxes on the rebates?

Home Energy Rebates are treated as a reduction in the purchase price or cost of the eligible improvement rather than as taxable income to the household.

8.7 How long will rebate funding remain available?

Rebates will be available until the federal program deadline (September 2031) or until allocated funds are fully committed, whichever occurs first.

9. Consumer Protection and Fraud Prevention

9.1 How will WVOE protect participants?

WVOE uses safeguards designed to prevent fraud, waste, and abuse and to help ensure that rebate-funded work meets program requirements.

These safeguards may include contractor screening, project documentation, inspections, payment controls, and procedures for reporting concerns.

9.2 How can I confirm that a contractor and project are approved?

WVOE's website includes a [Contractor and Agency Finder](#) that households can use to identify approved contractors serving their area.

Contractor approval does not guarantee that a specific household, project, or purchase qualifies for a rebate. The household, proposed improvements, projected energy savings, and project scope must also be reviewed and approved before work begins.

9.3 What are common warning signs of a possible scam?

Households should be cautious of anyone who:

- Guarantees a rebate before an eligibility or project review
- Pressures them to sign a contract or pay immediately
- Requests payment through unusual or unapproved methods
- Claims that work can begin before program approval
- Uses WVOE's name or logo without proof of authorization
- Requests personal or financial information through unofficial channels
- Charges a fee simply to submit a program application

Residents should verify program information before providing documents, signing an agreement, or making a payment.

9.4 What should I review before authorizing work?

Before work begins, participants should review:

- The approved project scope
- The estimated total cost
- The approved rebate amount
- Any remaining household responsibility
- Equipment and efficiency specifications
- Warranty information
- Permit requirements
- The anticipated project schedule

Any changes to the approved scope or cost should be reviewed through the program before additional work is authorized.

9.5 Will projects be inspected?

Projects may be subject to inspections, documentation reviews, or other verification requirements before final approval and payment.

The type of review may depend on the program, measure, and project scope.

9.6 What should I do if I have a concern about a contractor or project?

Participants should document the concern and [contact WVOE](#) or the appropriate [Regional Implementation Partner](#) as soon as possible.

Concerns may include suspected fraud, unauthorized charges, poor-quality work, unapproved changes, or requests to provide false information.

9.7 How should I protect my personal information?

Applicants should provide personal and financial information only through official program systems or directly to authorized program representatives.

Households should avoid sending sensitive documents to unverified individuals and should confirm the identity of anyone requesting information on behalf of the program.