



High Efficiency for Low-income Program

Save Money and Enjoy a More Comfortable Home



AEP Ohio's High Efficiency for Low-income Program (**HELP**) provides energy-efficient products and services for eligible residential customers. These upgrades help reduce energy use, save money and improve home comfort.

HELP benefits include:

- A free in-home energy assessment
- A customized home energy report
- Low- or no-cost upgrades (appliances, heating and cooling systems, weatherization, and more!)
- Enhanced property value
- Increased comfort
- Energy savings

Eligible customers begin their efficiency journey with a free home energy assessment to determine their home's energy-saving potential. From there, an authorized contractor will install the energy-efficient improvements selected by the customer and schedule installation of larger equipment upgrades that the customer may also qualify to receive.

What type of upgrades are offered through HELP?

Depending on the current efficiency of a customer's home, qualified properties may be eligible to receive high-efficiency upgrades including:



Heating, Ventilation, and Cooling Equipment



Water Heaters



Refrigerators and Freezers



Advanced Thermostats



Insulation



Water-Saving Products



Lighting



Air Sealing and Weatherization

Who is eligible?

Customers must meet the following criteria to receive benefits through HELP:

- Must be an active AEP Ohio customer living in a single-family residence, townhome or individually metered multi-family dwelling* (e.g. apartments and condos).
- Must be enrolled in one of the residential electric rates offered by AEP Ohio.
- Must meet one of the following household income requirements:
 - Current participation in an approved federal, state or local subsidized housing program:
 - Medicaid
 - Home Energy Assistance Program (HEAP)
 - Home Weatherization Assistance Program (HWAP)
 - Ohio's Inflation Reduction Act Program
 - Percentage of Income Payment Plan Plus (PIPP)
 - Community Housing Improvement Program (CHIP)
 - Supplemental Nutrition Assistance Program (SNAP)
- Proof of resident household income levels at or below 300% of the federal poverty level.

2025 Federal Poverty Level (Annual Income)*		
# of Persons in Household	≤ 200% Federal Poverty Level	> 200% to ≤ 300% Federal Poverty Level
1	\$31,300	\$46,950
2	\$42,300	\$63,450
3	\$53,300	\$79,950
4	\$64,300	\$96,450
5	\$75,300	\$112,950
6	\$86,300	\$129,450
7	\$97,300	\$145,950
8	\$108,300	\$162,450
Each person over 8, add	\$11,000	\$16,500
HELP Incentives	Get up to 100% of project costs covered	Get up to 65% of project costs covered

*Income guidelines are subject to change.

Get started today!

Visit [AEPOhio.com/HomeUpgrades](https://aepohio.com/HomeUpgrades) to apply online OR find a program-approved HELP Home Energy Assessor.

Contact us

AEPOhioHELP@resource-innovations.com

1-888-642-9363

*Customers residing in multi-family dwellings must be on a residential rate and have an active account with AEP Ohio. Additional restrictions apply. See website for full details.