



# High Efficiency for Low Income Program (HELP) Customer Authorization Form

The AEP Ohio (“Utility”) High Efficiency for Low Income Program (“Offering”) is available to eligible low-income residential customers to identify and install energy efficiency improvements available for their homes. As a Utility customer, you may be eligible to receive comprehensive energy efficiency improvements and rebates. This Customer Authorization Form sets forth the terms and conditions applicable to customers participating in the Offering.

## Contact Information (should match the name shown on your electric bill)

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Preferred contact method for automated program dates:    Text            Email

Check here to receive emails from your utility about other ways to save money and energy. The utility will not share your information with any third party, and you can unsubscribe at any time.

Address: \_\_\_\_\_

Address 2: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Select the type of residence in which you currently live:    Single Family            Mobile Home

Multifamily with 2-3 units            Multifamily with 4 or more units

Including yourself, how many people are currently living or staying at your residence? \_\_\_\_\_

## Ownership

Owned      Rented/Leased

If rented or leased, please also have your landlord complete the Landlord Authorization Form.

## Utility Information

Electric Utility: \_\_\_\_\_

Electric Account Number: \_\_\_\_\_

Enter all digits that appear on your bill. Include any leading zeros. All AEP Ohio electric account numbers should be formatted like this example: 100-123-456-0-1

## Eligibility

This Offering is for AEP Ohio residential customers within 300% of the Federal Poverty Level. See Offering Terms and Conditions on pages 5-7 below for more information.

2026 Federal Poverty Level (Annual Income)*		
# of Persons in Household	≤ 200% Federal Poverty Level	> 200% to ≤ 300% Federal Poverty Level
1	\$31,920	\$47,880
2	\$43,280	\$64,920
3	\$54,640	\$81,960
4	\$66,000	\$99,000
5	\$77,360	\$116,040
6	\$88,720	\$133,080
7	\$100,080	\$150,120
8	\$111,440	\$167,160
<b>Each person over 8, add</b>	\$11,360	\$17,040
<b>HELP Incentives</b>	Get up to <b>90% - 100%</b> of project costs covered	Get up to <b>65% - 100%</b> of project costs covered

\*Income guidelines are subject to change.

Proof of income must be submitted with the application to determine eligibility. There are two ways to provide this:

**Option 1: Proof of Income**

Please provide the most recent version(s) of one of the following documents that show an accurate representation of each household member’s current income:

- 1040 Form from the Internal Revenue Service (IRS)
- W-2 or 1099 Form
- Pay Stub(s) or Unemployment Statement
- Tax Returns
- Employer Letter certifying salary or compensation amount

**Option 2: Equivalent Income Qualified Program Enrollment**

Please include proof of enrollment for one of the following programs:

- Medicaid
- Home Energy Assistance Program (HEAP)
- Home Weatherization Assistance Program (HWAP)
- Inflation Reduction Act Program for Ohio (IRA)
- Percentage of Income Payment Plan Plus (PIPP)
- Community Housing Improvement Program (CHIP)
- Supplemental Nutrition Assistance Program (SNAP)

**Referral Information**

How did you hear about the Offering?:    Community Based Organization    Email    Bill Insert  
Mail    Social Media    Landlord    Housing Authority or Organization  
Family/Friend/Neighbor    Program Outreach Representative    Other \_\_\_\_\_

Local HELP Installation Contractor (if known): \_\_\_\_\_

By signing below, I certify that:

1. I would like to participate in the Offering and authorize a HELP Installation Contractor to perform an energy assessment of my home and to install eligible energy-efficient equipment and improvements and health and safety measures identified in the assessment report subject to a separate service agreement.
2. I am an account holder with Utility at the property address listed below and I have the authority to accept the Offering Terms and Conditions outlined in this Customer Authorization Form;
3. I understand the eligibility requirements for the Offering, and I have reviewed the Federal Poverty Level chart; I certify that my total household income is at or below the qualifying income levels based on the number of income earning residents living in Customer's home and that I am eligible for the Offering;
4. I have read, understand, and agree to comply with the Offering Terms and Conditions;
5. The information provided to the Utility in and as a part of this Application is accurate and complete and I will notify the Utility and Implementing Contractor immediately of any changes to the information provided; and
6. If signing by electronic signature, I agree that my electronic signature is the legal equivalent of my handwritten signature.

Customer Signature	
Customer Signature	
Customer Printed Name	
Date	

## Offering Terms and Conditions

**Offering Year:** The Offering Year is from [January 1st, 2026, through December 31st, 2026.], (“Offering Year”). Eligible projects are accepted on a first-come, first-served basis until the conclusion of the Offering Year, or until Offering funds are exhausted, whichever comes first.

**Implementing Contractor:** Utility has contracted and authorized Resource Innovations, Inc. (“**Implementing Contractor**”) to administer the Offering including such activities, but not limited to: reviewing, processing, and approving customer projects; pre- and post-inspections of customer premises; facilitating project information requests from customers and Installation Contractors; and measurement and verification activities.

**Installation Contractor:** As a convenience to customers, the Offering has identified contractors, service providers, Community Action Agencies, and other organizations who are approved to assist customers participating in the Offering (“**Installation Contractors**”). For this program, Customer will be required to engage an Installation Contractor approved by the Offering to qualify for services and measures through the Offering. Customer acknowledges that Utility, Implementing Contractor, and the Installation Contractor are independent contractors with respect to the Offering, and that Installation Contractors are not authorized to make representations or incur obligations on behalf of the Utility or Implementing Contractor. Participation as an Installation Contractor does not constitute an endorsement by the Utility or Implementing Contractor, nor does it certify or guarantee the quality of work performed.

**Eligibility:** To be eligible for the Offering, Customer must: be a Utility account holder on a residential rate; own and live in a single-family home (up to two units) or multifamily facility; and have an annual household income of less than 300% of the Federal Poverty Level. Additional rebates may be available if Customer is less than 200% of the Federal Poverty Level.

**Offering Participation Steps:** The services provided through the Offering are performed by Installation Contractors to qualifying customers participating in the Offering. To be considered for Offering services, Customer must submit a completed and signed Customer Authorization Form. An Installation Contractor will meet with Customer to conduct an initial in-home assessment of Customer’s home to identify opportunities that Customer may qualify for through the Offering and generate a Home Assessment Report (“**Report**”). An Installation Contractor will review the Report with Customer and Customer will select and approve measures for installation by the Installation Contractor. Customers interested in participating in the Offering are required to utilize an approved Offering Installation Contractor for the installation of eligible measures. After selected measures are installed, Customer may be selected by the Implementing Contractor to have measures inspected for quality assurance.

**Project Payment:** The Offering provides incentives for the installation of eligible measures. Payment of the incentive/rebate amount is issued directly to Customer’s Installation Contractor. Eligible equipment receiving incentives under the Offering are not eligible for purchase and installation incentives or credits under any other Utility Offerings.

**Incentive Payment:** Customer understands that they will only receive one rebate payment for each qualifying measure and that no rebate will exceed the cost of the equipment installed. Rebate amounts are subject to regulatory modifications without notice and Offering availability until fully subscribed. Projects must be complete before rebates will be paid. Rebates cannot be reserved.

**Right to Inspect/Access:** Customer authorizes Installation Contractor to perform an initial assessment of Customer’s home to determine Customer’s eligibility for participation in Offering. The Utility and Implementing Contractor reserves the right to conduct post-installation inspections of all improvements to verify compliance with Offering requirements and/or to perform participant interviews. For a period of one year after the date of installation, and upon reasonable notice by the Utility, Customer agrees to allow access to project documents and the installed improvements. Customer may be contacted by an evaluator to complete a customer survey.

**Customer Information:** Customer authorizes and acknowledges that the Utility may duplicate, disseminate, release and disclose Customer's information relating to a Customer application (including the entirety of its contents), and any other information related to the Customer's participation in the Offering, including but not limited to customer contact information, account information and billing data, energy usage, and tax identification numbers to Implementing Contractor and Installation Contractors, as applicable, and any other third party utilized by the Utility for the purpose of providing Offering services, reviewing and processing the Customer Application, to confirm eligibility for participation in the Offering, to verify equipment installation or service implementation, operation and results, to issue payment on behalf of the Offering, to monitor compliance with Offering requirements and terms; or as required to comply with state and/or federal law, fraud prevention, regulation, and other legal action; in those cases, the Utility and its service providers shall comply with all legal requirements of the jurisdiction of the individual whose Customer data would be disclosed before making such disclosure.

**PJM Capacity Credits:** Customer will be entitled to the energy cost savings realized by Customer that result from the installation of Energy Conservation Measures ("ECMs") at Customer's home. In consideration of the services provided as part of this Offering, Customer agrees that the Utility are entitled to 100% of the rights and benefits associated with the measures, including without limitation PJM products and all other attributes, credits or products associated therewith under any regional initiative or federal, state or local law, Offering or regulation, and Customer waives, and agrees not to seek, any right to the same.

**Energy Rights:** As consideration for the Incentives provided by the Utility as part of the Offering, the Customer agrees that, other than the energy cost savings realized by Customer, any and all energy savings and coincident demand savings generated by participants' projects described in this Application are hereby committed to the Utility to count against the Utility's benchmark requirements. Any retained demand savings provided to PJM auctions must be done so by the Utility only.

**Project Installations:** Customer acknowledges that while the Offering may provide energy assessments and identification of energy efficiency opportunities available at the Customer's home, neither the Utility nor Implementing Contractor will directly install or implement such equipment or measures. Installation of and implementation of any qualifying equipment or measures will be carried out by the Installation Contractor working with Customer. The Utility and Implementing Contractor assume no responsibility for oversight of contractor services, or for any claims the Customer might have against the manufacturer, the retailer or the Installation Contractor regarding services or measures implemented under the Offering.

**Toxic Materials:** Neither the Utility nor its Implementing Contractor shall have any responsibility for the discovery, presence, handling, removal, disposal of, or exposure to hazardous materials of any kind in connection with customer's facility, including without limitation, asbestos, asbestos products, PCBs or any other toxic substances.

**Disclaimer of Warranties:** Customer shall independently evaluate any information provided by the Utility, Implementing Contractor, or an Installation Contractor related to estimates of energy savings or costs for the selection of equipment or measures to be installed or implemented. THE UTILITY AND IMPLEMENTING CONTRACTOR DO NOT MAKE ANY WARRANTIES OR REPRESENTATIONS OF ANY KIND WITH RESPECT TO THE DESIGN, MANUFACTURE, CONSTRUCTION, SAFETY, OPERATION, PERFORMANCE, INSTALLATION, EFFECTIVENESS OR ANY POTENTIAL ENERGY OR COST SAVINGS OF EQUIPMENT INSTALLED, MEASURES IMPLEMENTED, AND/OR SERVICES RENDERED BY ANY PERSON OR ENTITY IN CONNECTION WITH THE OFFERING. THE UTILITY AND IMPLEMENTING CONTRACTOR DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, TO THE MAXIMUM EXTENT PERMITTED UNDER LAW, WHETHER STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, USE, ENERGY SAVINGS, AND NON-INFRINGEMENT.

**Fraud:** Customer represents and warrants that it is eligible and authorized to participate in the Offering, and that Customer's participation in the Offering will not result in the violation or breach by Customer of law, Customer's contractual obligations, or other duties to or rights of any third party. Any person who knowingly files an application containing any materially false information or who purposely or misleadingly conceals information subjects such person to criminal and civil penalties. Any and all funds determined to have been acquired on the basis of inaccurate or fraudulent information must be returned to the Utility. Any customer found to be engaged in fraudulent activity or misrepresentation of any kind will be removed from the Offering and may be barred from participation in other Utility programs. This section shall not limit other remedies that may be available for the filing of a false or fraudulent application, including, but not limited to, referral to law enforcement authorities.

**Limitation of Liability:** The Utility and Implementing Contractor' total liability, regardless of the number of claims, is limited to the amount of the incentive payment approved in accordance with Offering requirements. To the fullest extent allowed by law, the Utility and Implementing Contractor shall not be liable hereunder for any type of damages, whether indirect, incidental, consequential, exemplary, reliance, punitive or special damages, including, without limitation, loss of use or loss of profits, regardless of the form of action, whether in contract, indemnity, warranty, strict liability or tort, including negligence of any kind.

**Offering Changes:** The Utility reserves the right to change or cancel the Offering or its terms and conditions at any time without notice. Preapproved applications, for which the Customer has completed the required Offering requirements, will be processed to completion under the terms and conditions in effect at the time of the preapproval by the Utility. The Offering may be terminated by the Utility or Customer at any time without cause.

**Governing Law:** Participation in this Offering will be exclusively governed by and interpreted in accordance with the laws of the State of Ohio. Any litigation brought against the Utility by or on behalf of Customer shall be prosecuted only in the state or federal courts located in Ohio.

**Entire Agreement:** The Offering Terms and Conditions set forth herein, the Home Assessment Report and the Final Inspection Form constitute a complete statement of the terms and conditions applicable to Customer's participation in the Offering and supersede all prior representations or understandings, whether written or oral.