



Ohop Mutual Light Company
34014 Mountain Highway East
Eatonville, WA 98328
253-847-4363

State HEAR Program
Customer FAQ

What is the State HEAR Program?

The State Home Electrification and Appliance Rebates (HEAR) Program provides funding to help eligible households, Adult Family Homes, small businesses, and nonprofit organizations install high-efficiency electric equipment.

The program is administered locally by Ohop Mutual Light Company (OMLC) and funded through the Washington State Department of Commerce.

Who can apply?

You may be eligible if you are:

- An OMLC customer.
- A homeowner or tenant in an eligible property.
- A household with income at or below 150% of Area Median Income (AMI).
- A licensed Adult Family Home.
- An eligible small business.
- An eligible nonprofit organization.

Who gets priority?

The program initially prioritizes:

- Households at or below 80% AMI.
- Adult Family Homes.
- LIHEAP participants.
- Seniors.
- Manufactured-home residents.
- Medically vulnerable households.

Because funding is limited, priority populations may receive funding before other eligible applicants.

How much money can I receive?

Funding varies based on:

- Income level.
- Equipment installed.
- Total project cost.
- Available funding.
- Other incentives received.

In some situations, projects may qualify for substantial assistance or nearly full project funding.

OMLC will determine the approved amount before project installation.

Can rebates cover 100% of my project cost?

Potentially, yes.

However:

- Funding is limited.
 - Other incentives must be considered.
 - Total incentives from all sources may not exceed total project cost.
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Do I have to be an OMLC customer?

Yes.

The property receiving funding must be located within the OMLC service territory and receive electric service from OMLC.

Can renters apply?

Yes.

Tenants may apply if:

- The property is eligible.
- The tenant meets program eligibility requirements.
- The property owner allows the improvement.

Certain renter protections may apply.

Can landlords apply?

Yes.

Property owners may apply when:

- They meet program requirements; or
- Their tenant meets eligibility requirements.

Additional requirements may apply to rental properties receiving Program funding.

Do I have to use a contractor on OMLC's list?

No.

Customers may choose any contractor.

However, contractors participating in the OMLC Program have received information about program requirements and documentation expectations.

A contractor not currently participating may need to complete program onboarding requirements before a rebate can be processed.

Can I start work before approval?

OMLC strongly recommends waiting for written approval before beginning work.

Projects started before approval may not be eligible for funding.

What equipment qualifies?

Examples include:

- ✓ Heat pumps
- ✓ Heat pump water heaters
- ✓ Electrical panel upgrades
- ✓ Wiring upgrades
- ✓ Heat pump dryers
- ✓ Induction cooking equipment

Contact OMLC if you are unsure whether equipment qualifies.

What equipment does not qualify?

Examples include:

- ✗ Fossil fuel equipment
- ✗ Solar systems
- ✗ Battery storage systems
- ✗ EV chargers
- ✗ Stand-alone thermostats
- ✗ Windows and doors
- ✗ General insulation projects

How do I prove my income?

OMLC may verify eligibility through:

- LIHEAP participation
- Other income-qualified programs
- Operation Round Up participation
- Senior Discount participation
- Income documentation such as tax returns or benefit statements

OMLC will determine the easiest verification method available.

How long does approval take?

Approval times depend on:

- Application completeness
- Availability of documentation
- Project complexity
- Program demand

Providing complete information helps speed up the review process.

Will my project be audited?

Possibly.

OMLC is required to audit a portion of funded projects.

If selected, you may be asked to provide supporting documentation related to eligibility or project completion.

What if my equipment changes after approval?

Contact OMLC immediately.

Changes involving:

- Equipment models
- Contractors
- Project scope
- Costs

may require additional review before funding can be issued.

What if funding runs out?

Eligible applications may be:

- Approved
- Waitlisted
- Deferred

depending on available funding and program priorities.

A waitlist is not the same as a denial.

Who do I contact with questions?

Ohop Mutual Light Company

34014 Mountain Highway East
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Phone: (253) 847-4363

Email: hear@ohop.coop

Website: <https://ohop.coop>