

Changes to the Weatherization Operations Manual: Client/Application & Appeals Process

Oklahoma Department of Commerce (ODOC)
Weatherization Program Notice 26-10

Issued: August 26, 2026

To: All ODOC Subgrantee Weatherization Program Service Providers - Executive Directors and Weatherization Program Managers

Regulations:

[OK Weatherization Operations Manual Requirements 27¹](#)

Purpose:

To update the procedures for the Client/Applicant Complaints & Appeals Process

Implementation Date:

Effective September 1, 2026. This guidance will remain in effect until further ODOC notice.

This Notice updates only the procedures of the Client/Applicant Complaints & Appeals Process. All other provisions of the corresponding Weatherization Operations Manual and WPNs remain unchanged and in full force.

Regulatory Background:

Historically, the Oklahoma Department of Commerce (ODOC) has escalated client complaints & appeals to the U.S. Department of Energy and/or the OK Department of Human Services Low-Income Home Energy Assistance Program (DHS LIHEAP), as applicable, for private counsel for additional remedies. Updated guidance from these outside organizations directs that clients' complaints and appeals should be handled within the Weatherization Network.

This Oklahoma Weatherization Program Notice (OWPN) formally clarifies and documents this process.



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Program Guidance:

The following sections must no longer be followed and will be removed from the OK Weatherization Operations Manual Requirements:

Section 27.2.7:

1.1 Procedure Level 3 (U.S. Department of Energy): If the client is unsatisfied with the weatherization agency's conclusion or action, they may send a written complaint to the United States Department of Energy WAP project officer. The client should seek private counsel for additional remedies.

Section 27.2.8:

1.2 Procedure Level 3 (OK Department of Human Services Low-Income Home Energy Assistance Program (DHS LIHEAP)): If the client is unsatisfied with the weatherization agency's conclusion or action, they may send a written complaint to DHS LIHEAP. This process starts by reaching out OK DHS at 1-800-522-8014 and requesting a Form 15GR001P. Once the form has been completed, the form must be returned to the OKDHS office. Once a grievance is received, OKDHS will contact the client within one business day. The client should seek private counsel for additional remedies.

2.1.1 27.2.8.1. Additional information can be found here.

If you have any questions about this Oklahoma Weatherization Program Notice (OWPN), please contact your Energy Programs Specialist.