

**The Low-Income Home Energy
Assistance Program (LIHEAP)**

**Pennsylvania Advocates Manual
2017-2018 Edition**

*Produced by the Pennsylvania Utility Law Project
118 Locust Street, Harrisburg, PA 17101
(717) 236-9486
pulp@palegalaid.net*

*Patrick M. Cicero, Esq.
Elizabeth R. Marx, Esq.
Joline Price, Esq.
Kadeem Morris, Esq.*

Preface

We are pleased to provide you with the 2017-2018 electronic edition of *The Low-Income Home Energy Assistance Program (LIHEAP) Pennsylvania Advocates Manual*. The manual is developed and produced by the Pennsylvania Utility Law Project (PULP) for use by members of the Pennsylvania Legal Aid Network and others who assist low-income individuals. We hope that you find it to be of value to you and the members of your staff. Please feel free to copy as needed, circulate, and maintain a copy in your reference library.

The updated 2017-2018 Manual is different from earlier editions circulated in prior years. Please replace any older version. This year's edition reflects program changes, current forms, references, website links, as well as additional issues and advocacy suggestions. The footnotes contain citations to the 17-18 LIHEAP State Plan¹ and relevant legal authority for your reference. In the Appendices, you will find contact lists and resources to assist in your advocacy.

The different aspects and components of LIHEAP often change from year to year and can be confusing to advocates and applicants. Many eligible consumers do not apply, and those who do apply often receive less than their full potential benefits. We intend this Manual to be a working reference that aids understanding of and access to the benefits provided by Pennsylvania's LIHEAP. We value and request your input regarding the success of the Manual in meeting your needs and welcome any suggestions for modification.

¹ All references to the State Plan in this manual refer to the Final 2017-2018 State Plan. PA. DEP'T OF HUMAN SERVICES, LIHEAP STATE PLAN (FY 2017-2018) (hereinafter 17-18 17-18 LIHEAP STATE PLAN), available at http://www.dhs.pa.gov/cs/groups/webcontent/documents/document/c_241596.pdf.

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Grant Amounts:⁸

- o Minimum Cash grant will be \$200.
- o Maximum Cash grant will be \$1,000.
- o Minimum Crisis grant will be \$25.
- o Maximum Crisis grant will be \$500.

Changes to LIHEAP in 2017-2018

DHS has eliminated the **Supplemental Cash Benefits** that were previously available to “vulnerable” households qualifying for a LIHEAP cash grant.⁹ If funding allows, DHS may issue supplemental grants later in the LIHEAP year or, as they have often done, after LIHEAP closes.

Suspension of the Turn-On Program: In past years, DHS has operated a Summer Turn-On Program that is designed to get households connected in late-summer, early fall. Because of funding uncertainties, DHS has decided not to run the program this year and removed language that had previously been in the state plan regarding this program. However, if funding allows, DHS has indicated that it may file a plan amendment to reinstate this program.

Treatment of Loans: DHS will exclude *all* loans from the income calculation, if those loans can be verified through a statement from the lender or a loan document specifying the repayment plan.¹⁰

Coordination of Cash and Crisis Benefits: A household must use all of its authorized and not yet received LIHEAP Cash benefits to resolve a crisis before receiving a Crisis grant.¹¹

Automated Eligibility Determination: Households who 1) apply through COMPASS and 2) use income that is verified and known to DHS (because the household receives other benefits such as food stamps, Medical Assistance or cash benefits) may get an automated eligibility determination, so long as the household’s address and membership match the known information and all other conditions of eligibility are met.¹²

⁸ *Id.* at vi - viii.

⁹ *Id.* at app. B § 601.41(c).

¹⁰ 17-18 LIHEAP STATE PLAN, at app. B § 601.84(13). This is a change from the proposed State Plan, which had required loans to be from an established financial institution to be excluded from income. Please advise PULP if you have a client whose loans are being counted as income.

¹¹ *Id.* at app. B § 601.32(3).

¹² *Id.* at app. B § 601.22(2).

Clarifications that Continue to Require Attention

Public utilities that operate Customer Assistance Program (CAPs) are required to apply the LIHEAP cash component benefits only to the CAP customer’s monthly ‘Asked to Pay’ or ‘CAP Payment’ amount. Specifically, it must be applied only to resolve past due CAP payments, then to current CAP payments. Any remaining funds must be applied to future CAP payments.¹³ No LIHEAP funds may be applied to a CAP customer’s pre-program arrearages or unbilled usage amounts.¹⁴ DHS makes no distinction between a Percentage of Income Payment Plan (PIP or PIPP) CAP program or a Rate Discount CAP program. The purpose of LIHEAP is to help low income households meet their home heating needs. The LIHEAP Federal statute, regulations and Pennsylvania’s approved state plan all require that LIHEAP funds be applied in full to the account of those households determined LIHEAP eligible. A fuller discussion of this issue is found at pages 30 - 31 of this Manual.

DHS is obligated to provide assistance that would resolve a home-heating crisis within 48 hours, but has clarified that a **life-threatening crisis that is a documented medical emergency must be resolved within 18 hours.**¹⁵ DHS has not provided guidance as to how or if this documentation requirement will affect Crisis applicants with a life-threatening crisis situation. Please advise PULP if you have a client who has been negatively affected.

Furnace replacement is specifically designated as an appropriate activity within the Crisis Interface Program.¹⁶ However, the Crisis Interface Policy of the State Plan states that **if the furnace has not been operating within past two heating seasons, it may not be eligible for Crisis services**, as a furnace that has not been working for that long of a period of time may not be considered to be a weather-related emergency. The applicant must provide proof of a home heating emergency to be eligible for Crisis Interface.¹⁷ The State Plan allows for some consideration on a case by case basis.

Recent Modifications to the LIHEAP Application Form (HSEA 1):

- **Language in the Certification section was added to allow the applicant’s energy suppliers to “seek assistance for which I may be eligible”. The challenge with this question is that it might allow a vendor to seek a crisis grant on behalf of the applicant at a point in which the applicant wants that grant to go to a different funding source. If your client has been affected by this, please let PULP know.**

¹³ See *id.* at app. B § 601.45

¹⁴ *Id.*)

¹⁵ See *id.* at app. B § 601.4.

¹⁶ 17-18 LIHEAP STATE PLAN, at app. C § II.

¹⁷ *Id.* at app. C § II.

LIHEAP: PA ADVOCATES MANUAL 2017-2018 EDITION

Prepared by the Pennsylvania Utility Law Project

Introduction

This Manual is produced by the Pennsylvania Utility Law Project (PULP) for members of the Pennsylvania Legal Aid Network and others who assist low-income individuals. It is intended as a general reference guide, and is not intended to be a substitute for direct legal advice in individual cases. The footnotes contain citations for your reference. The Appendices contain additional resources and contact information. Website references can be found throughout. The authors welcome your questions and comments on this manual.

LIHEAP in Brief

The Low-Income Home Energy Assistance Program (LIHEAP) provides low-income households with assistance to help pay the costs of home energy consumption. In Pennsylvania, LIHEAP supplements are intended primarily to assist with paying the cost of heating a residence during the cold weather months.

LIHEAP is funded by the Federal Government through a block grant administered by the states. In Pennsylvania, the Department of Human Services (DHS) administers the LIHEAP program through local County Assistance Offices and other agencies.

In 2017-2018 LIHEAP assistance can take three different forms. A particular household may be eligible for more than one of these different forms of assistance, and advocates should consider each LIHEAP component for every household:

- **Cash Component:** a single grant, to assist a household in meeting heating costs. It is paid directly to either a heating fuel vendor/utility company or paid to an individual. The amount of the LIHEAP Cash grant to the household differs depending on various factors at the time of application including household size and income.¹⁸ The set formula for the grant amount is discussed below. This year, a household may apply for the LIHEAP Cash component from November 1, 2017 until April 6, 2018.¹⁹ The grant amount will range from a minimum of \$200 to a maximum of \$1000.²⁰
- **Crisis Component:** In 2017-2018, cash grants of up to \$500 will be available to help qualified households resolve a home heating crisis caused by a lack of heating-related utility service, a pending utility termination notice, an actual or imminent (less than 15 days of fuel) lack of a deliverable fuel (such as home heating oil, propane, etc.) or a problem with a heating system

¹⁸ *Id.* at app. B § 601.41.

¹⁹ *Id.* at iii.

²⁰ *Id.* at iv.

(i.e., furnace), or a weather-related event.²¹ Any household requiring less than \$25 to resolve a home heating emergency will not be eligible to receive a Crisis grant.²²

- Crisis Interface/Weatherization Assistance Component:²³ provides for the repair or replacement of the heating system or furnace for households with a heating system breakdown. Traditional weatherization and conservation services may supplement the repairs.²⁴

The same application form may be used to apply for each of the LIHEAP components.

An individual may be able to designate a different vendor to receive different types of grant payments; for example, a Cash grant may be designated to an oil vendor and a Crisis grant to the electricity provider.

An individual may receive more than one Crisis benefit during the program year, subject to the maximum Crisis grant amount allowed and the amount of available Federal funding.²⁵

LIHEAP is available to both renters and homeowners.²⁶ Renters who pay for heat for their residence indirectly (rather than directly to a fuel vendor or utility) as a part of rent will receive only 50% of the Cash benefit for which they would otherwise be eligible.²⁷ This benefit is **not** available to renters who pay for their heat indirectly **and** whose rent is based on a percentage of the household income. The LIHEAP State Plan says that these households do not have home heating responsibility and, thus, are not eligible for LIHEAP cash grants. There are however, circumstances where they would be eligible for LIHEAP crisis grants. Specifically, if they pay for a secondary heating source directly (typically, electricity) and that heating source is needed to run their primary heating source.

Eligible households may reapply for and receive Cash and Crisis assistance each program year.

No lien will attach to a home as a result of receiving any LIHEAP assistance.

²¹ 17-18 LIHEAP STATE PLAN, at app. B § 601.62.

²² See 17-18 LIHEAP STATE PLAN, at vi.

²³ This component is the only component not administered completely within DHS. DHS makes the Crisis eligibility determination, but the Department of Community and Economic Development (DCED) administers the repair and replacement segment. See 17-18 LIHEAP STATE PLAN, at app. C § I.

²⁴ See *id.*

²⁵ 17-18 LIHEAP STATE PLAN, at app. B § 601.63.

²⁶ See *id.* at app. B § 601.3.

²⁷ *Id.* at app. B § 601.42.

Resources and Authority

DHS maintains a Heating Assistance/LIHEAP website.²⁸

Every year, DHS must update the LIHEAP State Plan with program guidelines and parameters, such as program opening and closing dates, funding levels, and eligibility criteria. DHS publishes a Proposed State Plan during the summer months which is subject to public comments and public hearings in which anyone may participate. After comments are received and reviewed, DHS publishes a Final State Plan that governs the LIHEAP operation for that program year. The LIHEAP Cash and Crisis rules for the program year are found in Appendix B of the Final State Plan. Information regarding Crisis Interface and the Weatherization Assistance Program may be found in Appendix C of the Final Plan. The current State Plan is found online at this link.²⁹



Advocacy Tip: Advocates should use rules found in Appendix B of the 17-18 LIHEAP STATE PLAN when making arguments to County Assistance Offices and LIHEAP administrators, as these are the most up to date.

DHS also provides a LIHEAP Policy Handbook for its caseworkers. The Handbook includes Operations Memoranda which are issued periodically and which indicate the most recent LIHEAP procedures and policies. The most recent publicly available Handbook is found online at: <http://services.dpw.state.pa.us/oimpolicymanuals/liheap/index.htm>.

The 2017-2018 Cash grant benefit tables, which indicate the amount of the Cash grant to which each household is entitled, may be found online at: <http://www.dhs.pa.gov/citizens/heatingassistanceliheap/liheapbenefitamounttable/index.htm>.

A LIHEAP application may be completed online through the COMPASS program at www.compass.state.pa.us, or a paper application may be mailed or hand delivered to the local County Assistance Office.³⁰

Application assistance is available.³¹ Upon request, LIHEAP staff will mail an application form or take other steps such as referral to other agencies that make home visits to help homebound persons apply for LIHEAP benefits.³²

²⁸ The LIHEAP website address is: <http://www.dhs.pa.gov/citizens/heatingassistanceliheap/>.

²⁹ The link address is: http://www.dhs.pa.gov/cs/groups/webcontent/documents/document/c_266106.pdf

³⁰ See *id.* at app. B §§ 601.21, 601.22.

³¹ See *id.* at app. B § 601.24.

³² *Id.*

Applicants may get an automated eligibility determination if they apply on COMPASS and the applicant if the income is already known to DHS because they receive other benefits, such as SNAP (food stamps), medical assistance, or TANF (cash).³³ Even with automated eligibility, applicants may still have to verify their home heating responsibility.³⁴

The English and Spanish versions of the paper application may be downloaded from the DHS website at: <http://www.dhs.pa.gov/citizens/heatingassistanceliheap/index.htm>. They are also appended to this manual at Appendix B.

The addresses and phone numbers of local County Assistance Offices can be found online at: [local county assistance offices](#). Also, appended to this manual as Appendix D is a list of the LIHEAP Supervisors for each county.

Legal Authority

LIHEAP is a Federal block grant program through the U.S. Department of Health and Human Services.³⁵ It is authorized by the Low-Income Home Energy Assistance Act (Pub. L. 97- 35, 42 U.S.C.A. §§8621-8629) as amended by the Human Services Reauthorization Act (Pub. L. 98-558, 98 Stat. 2878), the Human Services Reauthorization Act of 1986 (Pub. L. 99-425, 100 Stat. 966), the Augustus F. Hawkins Human Services Reauthorization Act of 1990 (Pub. L. 101-501), the National Institutes of Health Revitalization Act of 1993 (Pub. L. 103-43), the Low-Income Home Energy Assistance Amendments of 1994 (Pub. L. 103-252), the Coats Human Services Reauthorization Act of 1998 (Pub. L. 105-285), and the Energy Policy Act of 2005 (Pub. L. 109-58).³⁶

While Federal law forms the legislative basis for the LIHEAP program, the annual State Plan contains the policies governing implementation of the program each year. The State Plan includes Program Updates, DHS/DCED Crisis Interface, Assurances, and three appendices with rules governing the LIHEAP programs.

Advocates should pay special attention to LIHEAP State Plan “Appendix B – Determination of Eligibility for LIHEAP Cash and Crisis Benefits.” This section of the Plan provides guidelines for the Cash and Crisis grants, which are the most commonly accessed components of LIHEAP.

³³ *Id.* at app. B § 601.22.

³⁴ *See id.*

³⁵ The U.S. Department of Health and Human Services website page dedicated to LIHEAP can be found at: <http://www.acf.hhs.gov/programs/ocs/programs/liheap>.

³⁶ 17-18 LIHEAP STATE PLAN, at app. B § 601.1.

“Appendix C - Weatherization Assistance Program” contains information concerning both the Crisis Interface Program as well as the Department of Community and Economic Development (DCED) administered weatherization programs.

Administration

The Department of Human Services (formerly the Department of Public Welfare) administers LIHEAP in Pennsylvania.³⁷

Cash Grants: For the most part, DHS uses the County Assistance Office (CAO) as the administering agency for the Cash grant.³⁸ In some cases, DHS coordinates the activities of several counties and one CAO processes LIHEAP applications for several counties.

Crisis Grants: DHS uses several different agencies to assist in the delivery of the Crisis program.³⁹ These agencies include CAOs, community action agencies, the Department of Community and Economic Development, and other local organizations.

Crisis Interface: DHS and the Department of Community and Economic Development (DCED) jointly administer the Crisis Interface/Weatherization Assistance component.⁴⁰ DHS makes the Crisis eligibility determination, and DCED administers the heating system repairs, furnace replacements where warranted, and any appropriate weatherization treatments.⁴¹

County staff members administering LIHEAP may not always be fully aware of the details of the current year’s program. LIHEAP is only one of many programs the CAOs implement; it is available only part of the year; and its operations and guidelines are often modified within the course of a single year. In addition, many of the CAOs hire temporary energy assistance workers to staff the LIHEAP program, and these workers often become familiar with program guidelines at the same time the first applicants enter the system. Application delays beyond the mandated 30 day determination period are therefore not surprising.



Advocacy Tip: Although DHS has modified its training and monitoring process in order to expedite the processing of applications, advocates should encourage individuals to apply for Cash grants early in order to reduce any negative effect on applicants as a result of processing delays.

³⁷ See PA. DEP’T OF HUMAN SERVICES, 17-18 LIHEAP STATE PLAN i (2016).

³⁸ See PA. DEP’T OF HUMAN SERVICES, 17-18 LIHEAP STATE PLAN app. B § 601.5.

³⁹ See *id.*

⁴⁰ See PA. DEP’T OF HUMAN SERVICES, 17-18 LIHEAP STATE PLAN app. C § I.

⁴¹ See *id.*

In the 17-18 Plan, DHS anticipates receiving \$209.1 million, based on the previous year's allocation.⁴² At the time the State Plan was finalized, DHS anticipates carrying forward a balance of \$18 million. This results in a total anticipated budget of \$227.1 million. Approximately \$166.8 million of the \$227.1 million will be allocated to LIHEAP Grants.

An appeal process is available for individuals to challenge CAO decisions or failures to act on LIHEAP applications.⁴³ A Fair Hearing can be requested through the local LIHEAP office.⁴⁴ Individuals have 30 days to file an appeal with their local CAO in a process that is further detailed in the "Appeals" section of this manual.⁴⁵

Timetable

In 2017-2018, DHS's opening date for both the Cash and Crisis components is on November 1, 2017 with a closing date estimated to be April 6, 2017.⁴⁶ The Crisis Interface program will also be open from November 1, 2017 until April 6, 2018.⁴⁷

In addition, the length of the program is dependent on the availability of funds as the program year progresses, so DHS may shorten or extend the closing date.⁴⁸ In some previous years, DHS has often extended the program closing date several weeks into April, when funding was available.

General Eligibility

To qualify for and receive Cash or Crisis benefits, an individual must meet several eligibility requirements: household income, home heating responsibility, Pennsylvania residency, and immigration status.⁴⁹ Crisis eligibility additionally requires that there be an actual or imminent home heating emergency that will be resolved through receipt of those grants.⁵⁰

Household Income

For 2017-2018, Pennsylvania has set the income eligibility level for both Cash and Crisis grants at 150% of the 2017 Federal Poverty Guidelines.⁵¹ The income eligibility level for the Crisis Interface program is 150% of the Federal Poverty Income Guidelines.⁵² However, the income eligibility level for the Weatherization Assistance Program is 200% of the 2017 Federal Poverty

⁴² 17-18 LIHEAP STATE PLAN, at i.

⁴³ See 17-18 LIHEAP STATE PLAN at app. B § 601.123.

⁴⁴ See *id.*

⁴⁵ See 55 PA. CODE § 275.3(b)(1) (1981); PA. DEP'T OF HUMAN SERVICES, SUPPLEMENTAL HANDBOOK § 870.12 (Sept. 27, 2012), <http://services.dpw.state.pa.us/oimpolicymanuals/supp/index.htm>.

⁴⁶ See *id.* at iv.

⁴⁷ See *id.*

⁴⁸ 17-18 LIHEAP STATE PLAN, at app. B § 601.6(b).

⁴⁹ See *id.* at app. B § 601.31.

⁵⁰ See *id.* at app. B § 601.32 (details regarding the specific eligibility requirements for Crisis grants).

⁵¹ *Id.* at app. B § 601.31(1).

⁵² 17-18 LIHEAP STATE PLAN, at 2.

Income Guidelines.⁵³ Income eligibility levels for the 2017-2018 LIHEAP program year can be found in Appendix A of this Manual or DHS eligibility charts.⁵⁴

Income Calculation

Gross annual income is used to determine both a household's eligibility and Cash grant amount.⁵⁵

The **applicant** is given the discretion to choose between two time periods to be used in calculating their gross annual income.⁵⁶ **The applicant may choose to:**

- use their income from the previous 12 months or
- use their income from the calendar month immediately prior to the filing of the application, multiplied by 12 (monthly amounts are converted to a yearly figure).⁵⁷



Advocacy Tip: Advocates should help the applicant determine which of the time frames (12 months or past calendar month) yields the income level most advantageous for the household. In some cases, the selection of the time frame to be used, as well as the timing of the Cash grant application, may help lead to a determination of eligibility and may lead to significantly different benefit amounts.

Income for recipients of SNAP, Cash, or Medical benefits from DHS will be annualized based on the gross income on DHS's Client Information System.⁵⁸ Applicants in this situation who would have a lower income based on the previous month's income can appeal if the system automatically calculates a benefit amount and the applicant believes that it should be a higher amount because of lower income based on a different method.⁵⁹

Household Size

For the purposes of LIHEAP, a household is defined as an individual or a group of individuals, including related roomers,⁶⁰ who live together as one economic unit and customarily pay for home heating energy.⁶¹ However, an individual who has previously received a LIHEAP cash benefit as a member of another household during the program year is not included in the household size.⁶² Neither are temporary visitors, institutional residents, individuals who do not

⁵³ *Id.*

⁵⁴ PA. DEP'T OF HUMAN SERVICES, LIHEAP ELIGIBILITY INCOME CHART (2017), <http://www.dhs.pa.gov/citizens/heatingassistanceliheap/homeheatingassistanceliheapeligibility/index.htm>.

⁵⁵ *See* 17-18 LIHEAP STATE PLAN at app. B §§ 601.81 – 84..

⁵⁶ *See id.* at app. B § 601.83(a).

⁵⁷ *Id.*

⁵⁸ *Id.* at app. B § 601.83(a).

⁵⁹ *See id.*

⁶⁰ 17-18 LIHEAP STATE PLAN at app. B §§ 601.3 and 601.81. Note that unrelated roomers are treated as a separate household, and may qualify for LIHEAP assistance separately – provided the other eligibility requirements (such as home heating responsibility) are met.

⁶¹ 17-18 LIHEAP STATE PLAN, at app. B § 601.3.

⁶² *Id.* at app. B § 601.41.

meet the immigration requirements, or individuals who are currently incarcerated or considered a fleeing felon.⁶³

Whose Income Counts?

Income level for an applicant household includes the gross annual income from **all** of the following people:

- all household members, regardless of relationship,⁶⁴
- a roomer related by blood, marriage, or adoption to a household member,⁶⁵ and
- a person living with the applicant who, as a member of another household, has already received a LIHEAP Cash or Crisis grant during the present program year.⁶⁶

Gross income is the total earned and unearned income of the household, including:

- employee earnings,
- profit from self-employment,
- income from roomers, boarders or apartment renters, and
- unearned income.⁶⁷

Note: Each of these categories of earnings has multiple subcategories.⁶⁸ For example, DHS has specifically stated that funds withdrawn from Individual Retirement Accounts, Certificates of Deposit and proceeds from the sale of stock certificates are to be counted as unearned income.⁶⁹

Some income sources, such as educational assistance, food stamps, and cash or in-kind heating assistance from public or private agencies, are **excluded** from the calculation of household income for the purposes of establishing eligibility for LIHEAP.⁷⁰ DHS has clarified that *all* students, not just undergraduate students, are able to exclude from household income educational assistance from scholarships, grants and loans.

⁶³ *See id.*

⁶⁴ Same sex marriage became legal in the Commonwealth of Pennsylvania on May 20, 2014, when a decision rendered by the United States District Court for the Middle District of Pennsylvania struck down Pennsylvania's 1996 law banning the recognition of same gender marriage as unconstitutional. According to the Operations Memorandum (#14-10-02) dated on October 9, 2014, LIHEAP policy has not changed regarding mandatory household members. Spouses are mandatory household members and must be included in the same LIHEAP household. Compass has been updated and allows applicants to input same-sex spouses.

⁶⁵ Roomers who are not related to a household member should not be counted in the household, and are eligible on their own for a cash grant if they meet LIHEAP's eligibility requirement. 17-18 LIHEAP STATE PLAN, at app. B § 601.3.

⁶⁶ *Id.* at app. B § 601.81.

⁶⁷ *Id.* at app. B § 601.82.

⁶⁸ *See id.*

⁶⁹ *Id.* at app. B § 601.82(4)(xi).

⁷⁰ *Id.* at app. B § 601.84(1)-(25).

Other income exclusions include:⁷¹

- Earned Income Tax Credits, even when paid throughout the year
- Wage earnings of a dependent child under 18
- Medicare premiums deducted from Social Security benefit payments
- Payments, including stipends, to volunteers for VISTA, Service Learning Programs, and Volunteer Programs under Title I of the Domestic Volunteer Service Act of 1973 (42 U.S.C.A. §§ 4951 – 4994)
- Loans **which can be verified with a statement from the lender or a loan document specifying the repayment plan**
 - *Note:* This year, the exclusion of loans from gross annual income no longer requires that the loans be designated for a specific purpose, **or** be from an established financial institution.⁷²

Home Heating Responsibility

Applicants must have a home heating responsibility to receive LIHEAP. The following qualify as having a home heating responsibility:

- Homeowners or renters (including subsidized housing tenants) who pay for home heating fuel or utility service **directly to a vendor**.⁷³
 - *Note:* If someone outside the household pays the bill because the household has zero/minimal income, the household is still considered to have a heating responsibility and is eligible to receive LIHEAP unless the bill is always paid by someone outside the household.⁷⁴
- Renters who **pay for heat indirectly** as a part of their rent.⁷⁵
 - *Note:* if a LIHEAP applicant pays for heat as an undesignated portion of the rent - provided the rent itself is not based on a fixed percentage of their income - they are considered to have a heating responsibility.
- Roomers⁷⁶ who pay for their lodging in either a commercial establishment or in a private home which is their permanent and primary home.⁷⁷

⁷¹ *Id.* at app. B § 601.84

⁷² *Id.* at app. B § 601.84(13).

⁷³ *Id.* at app. B § 601.31(2)(i)(A).

⁷⁴ *Id.*

⁷⁵ *Id.* at app. B § 601.31(2)(i)(B) (2016).

⁷⁶ A roomer is defined as “[a]n individual who has an agreement with an **unrelated** landlord or property owner to rent a room whose payment for lodging includes heat and may include a private bathroom or one of the following: (i) Board. (ii) Kitchen or bathroom privileges on a shared basis. (iii) Light housekeeping facilities.” *Id.* at § 601.3 (emphasis added). DHS had proposed requiring roomers to have a written agreement in its proposed State Plan but removed that requirement from the final Plan. However, DHS did state that it could request written verification from the property owner or landlord. *Id.* at vi.

⁷⁷ *Id.* at app. B § 601.31(2)(i)(C).

Cash grant: To establish home heating responsibility for a Cash grant, the household must show responsibility for paying for the **main source of heat** either directly to a vendor or to a landlord as a part of rent.⁷⁸

Note: Once it shows responsibility for the main source of heat, the household can choose to have the cash grant issued to its main **or** secondary heating source, and in certain circumstances, to a supplemental heating source.⁷⁹

- A cash grant can only be directed to a supplemental heating source where the main source of heat is inoperable and the supplemental heat source is the source of energy used most by the household.⁸⁰
- A **secondary** fuel type is the source of energy necessary to operate the main heating source, while a **supplemental** heat source is a source of energy used for heating in addition to the main heating source.⁸¹

Crisis grant: To establish home heating responsibility for Crisis, the household must show it pays for either its main **or** secondary source of heat either directly to a vendor or indirectly through a third-party as a part of rent.⁸² For an important comparison of main and secondary fuel types, as well as supplemental fuel types, please see the Special Issues section of this manual.

Per DHS policy, the following individuals **do not** have a home heating responsibility and cannot receive LIHEAP:

- Renters are ineligible if their rental charge includes an undesignated amount for heat AND their rental charge is based on a fixed percentage of their income or on their source of income.⁸³ This would apply to subsidized-housing tenants whose heat is included in their rent.⁸⁴
- A roomer is ineligible if the charge for room/room & board includes an undesignated amount for the main fuel AND the charge for room and board is based on a fixed percentage of their income or on their source of income.⁸⁵
- A household is ineligible if some other person or agency is *always* responsible for the heating bill (for example, people in subsidized housing who have the bill paid by the housing agency; students).⁸⁶ However if the bill is paid by someone outside the

⁷⁸ *Id.* at app. B § 601.31(2).

⁷⁹ *Id.* at app. B § 601.41(4).

⁸⁰ *Id.*

⁸¹ *Id.* at app. B § 601.3.

⁸² *Id.* at app. B § 601.31(2).

⁸³ *Id.* at app. B § 601.31(2)(i)(C).

⁸⁴ *Id.*

⁸⁵ *Id.* at § 601.31(2)(i)(C).

⁸⁶ *Id.* at app. B § 601.31(2)(i)(A)..

household because the household has zero/minimal income, the household is still considered to have a heating responsibility and therefore eligible to receive LIHEAP.⁸⁷

Residency

Household members must permanently reside in Pennsylvania.⁸⁸

Temporary Living Arrangements

Individuals in a temporary living arrangement, such as a visit, vacation or education, generally do not qualify for LIHEAP. People living in institutions, dormitories, fraternity or sorority houses, or boarding homes are ineligible.⁸⁹ College students can apply for and must not be denied LIHEAP eligibility solely on the basis of the temporary living arrangement section of the LIHEAP State Plan.⁹⁰ College students with year-round leases or for the school year only are considered residents of the county where they go to school and can qualify for LIHEAP. Generally, a temporary living arrangement is intended to last only for a few days or weeks, while a permanent living arrangement may last months or years.⁹¹



Advocacy Tip: Individuals who have temporarily left their permanent residence as a result of a home heating crisis *are* eligible for a grant for their permanent residence.⁹²

Recreational Vehicles

Persons living in recreational vehicles (Campers and RVs) are only eligible for LIHEAP if they provide verification that the recreational vehicle is permanently located in Pennsylvania and they have no other permanent residence.⁹³

⁸⁷ *Id.*

⁸⁸ *Id.* at § 601.31(3).

⁸⁹ *Id.* at § 601.31(2)(ii).

⁹⁰ See PA. DEP'T OF HUMAN SERVICES, LIHEAP HANDBOOK § 601.41 (Feb. 8, 2013), <http://services.dpw.state.pa.us/oimpolicymanuals/liheap/index.htm>.

⁹¹ See *id.* at § 601.42.

⁹² See 17-18 LIHEAP STATE PLAN app. B § 601.105.

⁹³ *Id.* at app. B § 601.31(2) (iii).

Operators of a Licensed Business

Persons operating a licensed business out of the LIHEAP household's residence are ineligible for LIHEAP if they use the home's utilities as a deduction on their business' tax return **and** a majority (more than 50%) of the home is used for business.⁹⁴ DHS will use line 30 of Schedule C of IRS Form 1040 (Profit or Loss from Business) and block 7 of IRS Form 8829 (Expenses for Business Use of Your Home) to determine LIHEAP eligibility for household business owners.⁹⁵

Fleeing Felon

Persons who are currently incarcerated or fleeing to avoid prosecution, custody or confinement after a felony conviction (or high misdemeanor in New Jersey) are ineligible for LIHEAP.⁹⁶



Advocacy Tip: There is an open question as to whether it is DHS's burden to demonstrate that the person is actually "fleeing." Advocates should carefully scrutinize the facts and, if the situation merits it, file an appeal if the individual has an outstanding warrant for a reason other than fleeing prosecution, custody, or confinement.

Operation of Heating Appliance

A heating appliance must be installed and operating based on the manufacturer's specifications or current code requirements, whichever is more stringent.⁹⁷ If not, or if the household isn't following all applicable building and fire codes, that household is not eligible for LIHEAP.⁹⁸

Non-Citizen Status

Lawfully admitted non-citizens are eligible to receive LIHEAP regardless of when they arrived in the United States, so long as they meet LIHEAP eligibility requirements.⁹⁹ Eligible non-citizens include: lawful permanent residents, asylees, refugees, Cuban/Haitian entrants, and non-citizens who have been battered or subjected to extreme cruelty in the United States.¹⁰⁰

Appendix B to the State Plan contains a full list of eligible statuses and acceptable documentation.¹⁰¹

Social Security Numbers

⁹⁴ *Id.* at § 601.31(2)(iv).

⁹⁵ PA. DEP'T OF HUMAN SERVICES, POLICY CLARIFICATION OF LIHEAP ELIGIBILITY FOR HOUSEHOLD BUSINESS OWNERS (Nov. 7, 2011), http://services.dpw.state.pa.us/oimpolicymanuals/liheap/PLA15989605_.pdf.

⁹⁶ 17-18 LIHEAP STATE PLAN at app. B § 601.31(2)(v).

⁹⁷ *Id.* at app. B § 601.31(2)(vi).

⁹⁸ *Id.*

⁹⁹ *Id.* at app. B § 601.31(4).

¹⁰⁰ *See id.*

¹⁰¹ *Id.* at B-27. The last category (battered or subject to extreme cruelty) can be shown through collateral contacts, affidavits, and eye witness accounts. *Id.*

An applicant **does not** need a Social Security number to be eligible for LIHEAP. However, each household member one year of age or older who does not provide a Social Security number must be listed on the Energy Assistance Affidavit. This Affidavit is in the Certification section of the LIHEAP application.

Note: The Energy Assistance Affidavit has been more prominently highlighted in the Certification section on page 3 of the LIHEAP application, however the instructions are still somewhat confusing.

Applications

An individual must complete and submit an application to receive LIHEAP.¹⁰² All households that received a LIHEAP grant in 2017-2018 should have had either an application or a postcard informing them of how to apply on-line mailed to their home in October. Applications are generally available upon request from different sources in the community, such as CAOs, a LIHEAP administering agency, utility companies, or online at DHS's website.¹⁰³ They are also attached hereto at Appendix B.

Note: Because the income eligibility requirements for LIHEAP can differ from year to year and a household may have experienced changes (such as in income level or size), receipt of an application or postcard in the mail does not imply or indicate current eligibility.

An individual also may apply online through the COMPASS website.¹⁰⁴ DHS strongly encourages applicants to apply online through COMPASS. Households using COMPASS may receive an automated eligibility determination, if the income is already known to and verified by DHS because of participation in other programs such as SNAP, MA, or TANF, and the household's address and composition matches the information already in DHS' system.¹⁰⁵ The household will still have to provide proof of home heating responsibility.¹⁰⁶ Please let PULP know if applicants experience any difficulties with the automated eligibility determination.

The same form is used to apply for each of the LIHEAP components, including the Crisis Interface program.

An individual may need assistance to complete the application. Homebound individuals have the right to request that LIHEAP staff mail an application to them at their home and may also request help in filling out the form.¹⁰⁷

¹⁰² 17-18 LIHEAP STATE PLAN at app. B § 601.21.

¹⁰³ See PA. DEP'T OF HUMAN SERVICES, LIHEAP BROCHURE - ENGLISH (2016); See also PA. DEP'T OF HUMAN SERVICES, LIHEAP BROCHURE - SPANISH (2016); PA Dep't of Human Services, *Heating Assistance/LIHEAP*, <http://www.dhs.pa.gov/citizens/heatingassistanceliheap/index.htm> (last visited Oct. 30, 2017).

¹⁰⁴ See www.compass.state.pa.us.

¹⁰⁵ 17-18 LIHEAP STATE PLAN at app. B § 601.22.

¹⁰⁶ *Id.*

¹⁰⁷ *Id.* at § 601.24.

Timing of Application

The date of application is the date the County Assistance Office or administering agency receives the application.¹⁰⁸ Where an individual is assisted by a utility, community group, or another party in filling out and forwarding an application, **the formal date of application is only when the local CAO or administering agency receives the application.**¹⁰⁹

DHS has indicated that all households submitting a LIHEAP Cash application in 2017-2018 will receive a system generated notice informing them that their application has been received. This notice will be triggered once the application has been data entered.

As noted above, households using COMPASS may receive an automated eligibility determination if income is already known to and verified by DHS because of participation in other programs such as SNAP, MA, or TANF, and the household's address and membership matches the information already in DHS' system.¹¹⁰

DHS Response

The CAO must provide the applicant with a written determination within 30 days of receiving a complete application for a Cash grant.¹¹¹ If the Cash grant application is deemed incomplete, the administering agency must send the applicant a notice indicating what information is missing within 10 *work days* of receipt.¹¹² The applicant will then have 15 *days* from the date of that notice to return the missing information in order to avoid rejection of the application.¹¹³



Advocacy Tip: If you have a client who has not applied by or near the end of the LIHEAP season (April 6, 2018) have them apply even if they do not have all of their documentation with them at the time. An incomplete application is not rejected, it is deemed incomplete and the client will then have 15 days from the date of the incomplete notice to submit the documentation. This will allow households nearing the end of the season to have their grant considered.

Although significant Cash grant processing delays have occurred in previous years, DHS' obligation to provide a determination of eligibility within 30 days of receiving a completed application continues to exist.¹¹⁴ If county offices are routinely failing to comply with this deadline, please alert PULP so that we can bring it to the attention of DHS.

¹⁰⁸ *Id.* at § 601.21(3).

¹⁰⁹ *Id.*

¹¹⁰ 17-18 LIHEAP STATE PLAN at app. B § 601.22.

¹¹¹ *Id.*

¹¹² *Id.* at app. B § 601.23.

¹¹³ *Id.*

¹¹⁴ See *id.* at app. B § 601.22.

Documentation vs. Verification

DHS uses two different classifications for information submitted in association with LIHEAP: “verification” and “documentation.”¹¹⁵ “Verification” includes “any form of convincing information, including oral statements or documentation.”¹¹⁶ “Documentation” meanwhile, is “written or printed evidence, such as fuel bills, rent receipts, or pay stubs, which is needed to determine LIHEAP eligibility and the type and amount of the LIHEAP benefit.”¹¹⁷

Documenting Income

Applicants must **document** the amount and source of the income for: 1) all household members and 2) for anyone living in the residence who already received LIHEAP benefits during the program year as a member of another household.¹¹⁸

If an applicant claims little or no income for the household, the applicant will be required to provide **evidence** explaining how the household is meeting its financial obligations and basic living needs.¹¹⁹ While the Plan does not specify the form of this evidence, the 2017-2018 Application for LIHEAP requires applicants with no income in the past month, or with income that is less than the cost of the household’s monthly basic living needs (food, shelter, personal items, etc.), to explain in writing how the household is meeting its basic living needs.¹²⁰ DHS generally applies a high level of scrutiny to applications of individuals who assert that they have no income.

Documenting Heating Responsibility

Cash grant: applicants must **document** their responsibility for the primary heating source for the household.¹²¹ A household that pays a vendor directly can satisfy this responsibility by submitting a fuel bill or receipt issued within the two months prior to the date of the LIHEAP application.¹²² Households can also submit receipts from vendors for fuel purchased since January 2017.¹²³

Note: Many utilities have established on-line portals that allow LIHEAP case workers to verify home heating responsibility directly through the portal. If a client does not have a bill from their primary heating source, they should still apply and this can be verified by the utility through the portal or through a phone call. Of course, for deliverable fuel vendors, the household will have

¹¹⁵ See *id.* at app. B § 601.101.

¹¹⁶ *Id.* at app. B § 601.101(1).

¹¹⁷ *Id.* at app. B § 601.101(2).

¹¹⁸ *Id.* at app. B § 601.102(a).

¹¹⁹ *Id.* at § 601.103.

¹²⁰ See PA. DEP’T OF HUMAN SERVICES, LIHEAP APPLICATION .

¹²¹ 17-18 LIHEAP STATE PLAN, at app. B § 601.104(a).

¹²² *Id.*

¹²³ *Id.*

to document their responsibility by providing a receipt for the delivery of home heating fuel. Since the purpose of this documentation is to prove home-heating responsibility, the receipt can be from a different vendor than the one that the client is electing to designate as the household's current LIHEAP vendor.

Households that pay for heat indirectly as an undesignated part of their rent can provide verification or documentation from the landlord or rental agent to show home heating responsibility.¹²⁴ Oral verification by the landlord is sufficient to meet this burden.¹²⁵

Note: If a household chooses to have a benefit paid to the vendor of a secondary fuel type, then the household must document its responsibility for both the primary and secondary fuel types.¹²⁶

Crisis grant: Applicants for crisis grants must prove payment responsibility for *either* the primary or secondary source of heat.¹²⁷ If, as a result of a prior service termination, the applicant does not have a recent bill or receipt, the intended vendor must supply documentation that indicates the vendor will activate service upon a determination of LIHEAP eligibility.¹²⁸

Note: In certain situations, an applicant for a Cash or Crisis benefit can show proof of home heating responsibility despite the billing payment responsibility being in someone else's name.¹²⁹ This includes the death of the bill payer, credit problems of the applicant, and domestic violence safety concerns.¹³⁰ The applicant must then provide written proof that he/she lives at the residence address, and explain why the bill is in another person's name.¹³¹

- For example, if the LIHEAP applicant continues to have the utility bill in the name of her deceased spouse, she may then provide a driver's license documenting that she resides at the residence.¹³²

Documenting Proof of Residence

Generally, an applicant must live at the residence being heated. However, an applicant temporarily living away from his or her actual residence can still apply for LIHEAP by providing some documentation of the emergency or extenuating circumstances requiring the household to

¹²⁴ *Id.* at app. B § 601.104(c).

¹²⁵ *Id.*

¹²⁶ *Id.* at app. B § 601.104(a).

¹²⁷ *Id.* at app. B § 601.104(b).

¹²⁸ *Id.*

¹²⁹ *See id.* at app. B § 601.104(d).

¹³⁰ *See id.*

¹³¹ *See id.*

¹³² *Id.*

live elsewhere.¹³³ The CAO is required, upon request, to assist in providing appropriate documentation for applicants in these situations.¹³⁴

Documenting a Crisis

To receive a crisis grant, the applicant must prove that there is a home heating crisis.¹³⁵

Acceptable forms of proof include:

- A utility termination notice or verification of a scheduled termination,
- Verification that utility service has already been terminated, or
- A statement from the applicant that the household's deliverable fuel supply is depleted or will last less than 15 days.¹³⁶

Whether a crisis exists is fact specific. For example:

- A termination notice is generally sufficient proof to document a crisis for receipt of a Crisis grant.¹³⁷ *However*, because regulated utility companies cannot terminate service to LIHEAP income-eligible households during the Winter Moratorium (December 1 through March 31), a termination notice issued by a regulated utility company during the Winter Moratorium is not, by itself, accepted by DHS as proof of a home heating emergency.¹³⁸ *However*, in past years, DHS has honored, as proof of a crisis, shut-off notices dated February 1 or later that are issued by regulated utilities.¹³⁹
- Subsidized housing tenants are not eligible for a Crisis grant if their rental charge includes an undesignated amount for heat AND is based on a fixed percentage of their income.¹⁴⁰ *However*, should the household become responsible for any payments directly to a vendor, the household is then potentially eligible once they document their heating responsibility.¹⁴¹

¹³³ *Id.* at app. B § 601.105 (2016).

¹³⁴ *Id.*

¹³⁵ *Id.* at app. B § 601.108.

¹³⁶ *Id.*

¹³⁷ *E.g., Id.* at app. B § 601.62(2)(ii); 66 Pa C.S. § 1406(g).

¹³⁸ 17-18 LIHEAP STATE PLAN, at app. B § 601.108.

¹³⁹ Shut-off notices are valid for sixty days from the date they are issued. 66 Pa. C.S. § 1406(b)(1)(i). As such, a shut-off notice issued after February 1st could be acted on by the utility in April, after the end of the winter moratorium.

¹⁴⁰ 17-18 LIHEAP STATE PLAN, at app. B § 601.31(2)(i)(B).

¹⁴¹ *Id.*



Advocacy Tips

An advocate may need to address:

- *Social Security Numbers*: A Social Security number is not required for eligibility, but if the applicant has a Social Security number and they are able to provide it, DHS has determined that it must be provided.¹⁴² Regulated vendors often request social security numbers in order to match the grant to the appropriate account. An applicant who does not have a Social Security number or is unable to provide one can complete an Energy Assistance Affidavit.¹⁴³ The Energy Assistance Affidavit is printed in the certification section on page three of the LIHEAP application.
- *Immigration Status*: Official documentation from the U.S. Citizenship and Immigration Services is generally sufficient to establish lawfully admitted non-citizen status.¹⁴⁴ A chart of acceptable documents for proving eligible non-citizen status is provided in the State Plan, at the end of appendix B.¹⁴⁵

Cash Grant

The LIHEAP Cash grant is available to all eligible individuals with a home heating responsibility.¹⁴⁶ An individual may be a renter or an owner and may use *any* type of fuel to provide heat to the residence, including but not limited to: gas, oil, electric, wood, propane.¹⁴⁷ The purpose of the Cash grant is to assist low-income households with their financial home heating burden.¹⁴⁸ Therefore, to receive a Cash grant an individual:

- Need **not** be threatened with termination of service;
- Need **not** have an outstanding bill or be in debt to a utility or energy vendor; and
- Need **not** have a direct relationship with a utility or energy vendor.

Grants are calculated based upon a number of household characteristics that impact affordability:¹⁴⁹

- Household size,
- Household income,
- Heating Region, and

¹⁴² See *id.* at app. B § 601.106.

¹⁴³ *Id.*

¹⁴⁴ See *id.* at app. B § 601.109.

¹⁴⁵ *Id.* at app. B.

¹⁴⁶ See *id.* at app. B § 601.31.

¹⁴⁷ See *id.*

¹⁴⁸ See *id.* at app. B § 601.2.

¹⁴⁹ *Id.* at app. B § 601.41(a)(1-4).

- Primary (or main) Fuel Type.

Based upon these household characteristics, Cash grants for 2017-2018 will range from \$200 to \$1,000 per household.¹⁵⁰ The LIHEAP Benefit Amount Table shows the size of the Cash grant a household may receive.¹⁵¹

Note: The Benefit Amount Table only includes income levels up through \$22,999. However, households with incomes above \$22,999 may still be eligible, depending on household size. Refer to Appendix A of this Manual for 2017-2018 PA LIHEAP Income Guidelines.

If the household pays for fuel directly, then DHS will send the Cash grant to the fuel vendor or utility on behalf of the household.¹⁵² The applicant receives the grant directly in the following situations: if the household pays for heat as an undesignated part of rent, the fuel vendor refuses to participate in the program or has been removed from the list of participating vendors, the heating bill is in the name of a non-household member, the applicant is a roomer, or the bill is paid to a third party such as in a master-metered situation.¹⁵³

Landlords, rental agents, housing authorities, or hotel or rooming house managers are not eligible to receive direct vendor payments.¹⁵⁴ Thus, an unscrupulous landlord is not able to intercept or coerce a LIHEAP grant from a tenant.

With the advent of competition in electric and natural gas utility service, some households may be purchasing their energy generation from an entity other than their local regulated distribution company. LIHEAP grants can only go to the local regulated distribution company. If a supplier bills customers separately for generation service, those customers cannot designate their LIHEAP grant to pay the generation bill.¹⁵⁵ However, in most cases, residential customers who use a supplier are billed through the distribution company. In that circumstance, LIHEAP can apply to the entire bill.

¹⁵⁰ See 17-18 LIHEAP STATE PLAN, at iv.

¹⁵¹ See PA. DEP'T OF HUMAN SERVICES, LIHEAP BENEFIT AMOUNT TABLE (2016), <http://www.dhs.pa.gov/citizens/heatingassistanceliheap/liheapbenefitamounttable/index.htm>.

¹⁵² 17-18 LIHEAP STATE PLAN, at app. B § 601.44(a).

¹⁵³ *Id.* at app. B § 601.44(b).

¹⁵⁴ *Id.* at app. B § 601.44(c).

¹⁵⁵ Note, however, that almost all competitive electric suppliers sell their receivables to the utility company and have that utility company bill the customer for the supply charges. In this case, applicants who direct their LIHEAP grant to the utility will indirectly pay for the competitive supply. This is because the utility retains the ability to terminate service for nonpayment of the energy costs that it purchases from the competitive supplier. It is only in those cases where a supplier separately bills the customer that the customer cannot direct the LIHEAP grant to the supplier.

Crediting a Cash Grant to a CAP Customer’s Account

Background

The purpose of LIHEAP is to help low-income households meet their home heating needs. The LIHEAP Federal statute and regulations and Pennsylvania’s approved State Plan require that LIHEAP funds be applied in full to the account of LIHEAP eligible households.

Customer Assistance Programs (CAPs)

In addition, each large regulated electric and natural gas distribution company in Pennsylvania must provide a Customer Assistance Program (CAP) for low-income consumers within its service territory.¹⁵⁶ CAPs generally serve payment-troubled households with incomes at or below 150% of the Federal poverty level, similar to the LIHEAP eligibility level. The Pennsylvania Public Utility Commission (PUC) oversees the CAP programs, which are administered by the individual utility companies. CAP programs protect consumers’ health and safety by helping low-income customers maintain affordable utility service.¹⁵⁷ In CAP, monthly utility bills are lowered by providing a reduced rate through either a Percentage of Income Payment Program (PIPP or PIP), a rate discount, or some other PUC approved model. Entry into CAP will also generally freeze any collection activity of pre-program arrears and enable their eventual forgiveness.

Companies provide unique names for their CAP program. For example, PPL’s CAP is OnTrack, PGW’s is Customer Responsibility Program (CRP), and NFG’s is Low-Income Rate Assistance (LIRA). Each program operates somewhat differently.

Intersection of LIHEAP and CAP

- CAP participants must apply for and designate one LIHEAP grant to the utility administering the CAP;
- LIHEAP Crisis recipients not already enrolled in CAP must be offered entrance into the CAP of the utility company designated to receive that Crisis grant, or a budget plan, depending on which is the most advantageous.¹⁵⁸

However, PUC policy, which governs utility accounting practices, had permitted utilities not to credit a CAP participant’s LIHEAP Cash grant specifically to that individual customer’s current bill. Instead, utilities could apply the grant to cover the general costs of the Customer Assistance Program, to frozen pre-program arrears or to the difference between the CAP “Asked to Pay” amount and the amount that the customer actually consumed.

To address this questionable application of the CAP payment by utilities, DHS formulated a policy **requiring utilities to apply the LIHEAP cash grant to the individual CAP customer’s**

¹⁵⁶ 66 Pa. C.S. §§ 2803 (electric), 2203 (gas).

¹⁵⁷ 52 Pa. Code §§ 54.73 (electric), 62.3 (gas).

¹⁵⁸ 17-18 LIHEAP STATE PLAN at app. B § 601.61.

asked-to-pay amount.¹⁵⁹ The vendor copy of the Vendor Agreement for the 2017-2018 program year¹⁶⁰ also states the following:

3. Public utilities that operate Customer Assistance Programs (CAP) will apply the LIHEAP Cash grant in full to the customer’s account:

- a) To resolve any past-due CAP payments;
- b) To the current CAP payment; and
- c) Any remaining funds credited to future CAP payments.

NOTE: A CAP payment is the amount the customer is required to pay under the terms of the utility’s CAP agreement.

DHS continues to require that LIHEAP Cash grants be applied to a CAP household’s “asked to pay” amount. The vendor agreement does not use that phrase, but instead talks about a household’s “CAP payment”, defined as “the amount the customer is required to pay under the utility’s CAP agreement.” Since each of the CAP programs operates slightly differently, advocates are encouraged to contact PULP staff with questions. Additionally, each of the utility’s CAP plans can be found on the Public Utility Commission’s website.¹⁶¹



Advocacy Tip: Advocates should remain vigilant and carefully review each customer’s account to be certain that the LIHEAP Cash grant has, in fact, been credited properly to the “Asked to Pay” amount. The review process may be daunting since it is often difficult to trace how utilities are applying LIHEAP payments. If you have questions, please contact PULP staff.

Policy Aftermath:

In reaction to this policy change, many utilities have sought novel means to recover the value of the LIHEAP grants which formerly covered general operating costs of the Customer Assistance Program. One method, called “CAP-Plus,” adds a flat fee to each customer’s account based on the total value of LIHEAP grants obtained in the previous program year. The legality of this process had been challenged; however, the Commonwealth Court of Pennsylvania has affirmed the adoption of the CAP-Plus program.¹⁶² LIHEAP clients participating in CAPs at utilities that have implemented CAP-Plus **are required to pay** this additional charge and advocates should be aware that other companies may also petition the Commission to implement a CAP-Plus payment.

¹⁵⁹ *Id.* at app. B § 601.45.

¹⁶⁰ See Appendix F attached hereto.

¹⁶¹ See http://www.puc.pa.gov/consumer_info/electricity/energy_assistance_programs.aspx. Scroll down on the page to the section titled “Universal Service Plans and Evaluations.”

¹⁶² Pa. Communities Org. for Change, Inc. v. Pa. Pub. Util. Comm’n, 89 A.3d 338 (Pa. Commw. Ct. 2014).

Crisis Grant

The LIHEAP Crisis grant aids households in a home heating related emergency, such as: loss of heat due to a heating system failure; actual or scheduled service shut-off; lack of fuel; or imminent depletion of fuel.¹⁶³ Crisis grants may be applied to either the main or secondary heat source, or a supplemental heat source where the main source of heat is inoperable.¹⁶⁴ Although households should apply for both Cash and Crisis grants if they are eligible for both, the LIHEAP State Plan is clear that households may apply for and, if eligible, receive a Crisis grant regardless of whether they apply for and receive a Cash grant.¹⁶⁵

When a crisis arises, an individual may apply for a Crisis grant as well as for a Cash grant. DHS first looks to the Cash grant amount to resolve the crisis; if that amount is not enough, DHS then approves the Crisis grant only to the extent necessary to resolve the crisis, and only if the Crisis grant will resolve the emergency.¹⁶⁶

Cash grants and Crisis grants, as well as the Crisis Interface program, can be used individually or jointly to resolve the crisis. Types of assistance can include:

- Pipe thawing,
- Gas/fuel line repair,
- Purchase of a new furnace/heating system,
- Furnace repair,
- Water-heating system repair,
- Broken window repair,¹⁶⁷ or
- Payment of utility bills or for fuel delivery.¹⁶⁸

The State Plan notes these particular examples, but other heat related emergencies can also be addressed.

Other grants, such as from a regulated utility's Hardship Fund or other public or private sources of funding, can also be used in combination with LIHEAP to resolve a crisis.¹⁶⁹

¹⁶³ See 17-18 LIHEAP STATE PLAN at app. B § 601.4(2).

¹⁶⁴ *Id.* at app. B § 601.61.

¹⁶⁵ *Id.* at app. B § 601.32.

¹⁶⁶ See *id.* at app. B § 601.32(3).

¹⁶⁷ Broken windows alone do not meet the definition of a home heating emergency unless their repair is necessary to ensure the effectiveness of other repairs or improvements. *Id.* at xi.

¹⁶⁸ 17-18 LIHEAP STATE PLAN, at app. B § 601.62.

¹⁶⁹ Each regulated electric and gas utility has a hardship fund. See http://www.puc.state.pa.us/consumer_info/electricity/energy_assistance_programs.aspx. Some of those hardship fund programs – such as PPL's Operation HELP – allow utility customers to use those funds for other fuel types.

In response to **an advocate’s request, or due to individual utility company policy, a utility may also accept less than the amount due to resolve a crisis.** For instance, this year (17-18) PECO has announced that it will accept a Crisis grant as sufficient to resolve a crisis and prevent termination of service or restore service for all households with balances of \$3,000 or less. After application of the Crisis grant, PECO will place the balance of the arrears on a payment agreement.

Advocates are encouraged to be creative in combining and leveraging these grants – and requesting that utilities reduce up-front payment amounts - for the purpose of resolving a utility crisis.

Expedited Processing

The CAO or other administering agency must expedite processing of Crisis grant applications. Households that qualify for a Crisis grant must receive assistance within **48 hours** of submitting the application.¹⁷⁰ In life-threatening situations, assistance must be provided within **18 hours** of the application.¹⁷¹



Advocacy Tip: CAOs and administering agencies often fall behind on the processing of applications due to the volume of applications within a limited time period. If an applicant does not get a decision from the CAO within the 48 hour/18 hour Crisis deadlines (as well as the 30 day Cash deadline), the advocate should contact the CAO. Each CAO has a LIHEAP coordinator who can troubleshoot missed Crisis deadlines.¹⁷² Have your CAO identify that individual, and contact them immediately when an application is not processed within the 48 hour/18 hour window. We have provided the list of LIHEAP Coordinators as Appendix D of this document.

Crisis Grant Eligibility

Crisis applicants must meet distinct eligibility criteria to receive a grant:

- The household must meet all of the general eligibility requirements regarding income, home heating responsibility, residency, and citizen status.¹⁷³
- The household must be without heat or in imminent danger of being without heat due to a weather-related event, a home heating system breakdown, a utility shut-off or an energy supply shortage.¹⁷⁴ **DHS has clarified that a household that heats with a deliverable**

See PPL Electric Utilities Corporation’s Universal Service and Energy Conservation Plan for 2014-2016, available at <http://www.puc.state.pa.us/pcdocs/1318186.pdf>.

¹⁷⁰ 17-18 LIHEAP STATE PLAN, at app. B § 601.4(2).

¹⁷¹ *Id.* at app. B § 601.4(2).

¹⁷² A list of LIHEAP contacts at each CAO is attached to this manual as Exhibit D.

¹⁷³ 17-18 LIHEAP STATE PLAN, at app. B § 601.32(1).

¹⁷⁴ *Id.* at app. B § 601.32(2).

fuel will be considered to be in a home heating emergency if their heating fuel supply will last less than 15 calendar days.¹⁷⁵

- The Crisis benefit must alone, or in conjunction with other resources, resolve the home heating emergency.¹⁷⁶
- The household must provide proof of the home heating emergency.¹⁷⁷

Grant Features

The amount of a Crisis grant is the amount needed to resolve the crisis subject to the minimum allowable Crisis grant of \$25 and the maximum allowable Crisis grant of \$500.¹⁷⁸ The amount of the Crisis grant cannot exceed whatever amount is needed to resolve the crisis.¹⁷⁹

Crisis grants are paid directly to the approved LIHEAP vendor or utility.¹⁸⁰ Exceptions in which Crisis grants are paid directly to the applicant are rare, but may arise in master meter situations (one meter which measures overall usage for the entire premises) or when the vendor is not a DHS approved vendor.¹⁸¹

Crisis funds can pay reconnection fees, re-start fees, and reasonable delivery charges.¹⁸² **They may not be used to pay security deposits or late fees.**¹⁸³ Advocates should note that as of January 2015, regulated utilities can no longer require CAP eligible customers to pay a security deposit and should advise PULP of any utilities that attempt to do so.¹⁸⁴ Most CAP programs use the same income guideline as LIHEAP -- 150% of Federal Poverty and below -- however, CAP programs may count income and household members that LIHEAP does not, and vice versa.

Heating System Repairs

Weather-related heating emergencies may include heating system repairs or heating system replacements.¹⁸⁵ A household can use a Crisis grant to pay for the repairs,¹⁸⁶ but PULP recommends that clients access the Crisis Interface/Weatherization Assistance Program for assistance in making the necessary repairs or replacing their heating system free of charge, provided the household is income eligible. This program is discussed in greater detail below.

¹⁷⁵ See *id.* at app. B § 601.62(2)(i).

¹⁷⁶ *Id.* at app. B § 601.32(3).

¹⁷⁷ *Id.* at app. B § 601.32(4).

¹⁷⁸ *Id.* at app. B § 601.61.

¹⁷⁹ See *id.* at app. B § 601.61.

¹⁸⁰ *Id.* at app. B § 601.64.

¹⁸¹ See *id.* at app. B § 601.4.

¹⁸² See *id.* at app. B § 601.62(2)(i-ii).

¹⁸³ *Id.* at app. B § 601.45.

¹⁸⁴ 66 Pa. C.S. § 1404(a.1).

¹⁸⁵ See *id.* at app. B § 601.62.

¹⁸⁶ See *id.*

Deliverable Fuels

Special rules apply to the payment of a Crisis grant for a shortage of deliverable fuels (e.g., oil, propane, kerosene, wood). In this situation, **an applicant’s statement** that their fuel supply has been exhausted or will last less than 15 days is acceptable proof of an energy crisis.¹⁸⁷

In the case of deliverable fuels, the LIHEAP crisis grant can include the cost of delivery up to the \$500 maximum payment.¹⁸⁸ If the fuel is not delivered by the vendor, the household will receive the amount needed to resolve the crisis or the maximum amount of fuel that can be transported by the household in one trip; again subject to the \$500 maximum Crisis payment.¹⁸⁹ A prior statement from the vendor is required to verify the cost of the non-vendor pick-up.¹⁹⁰

DHS requires deliverable fuel vendors to charge the lowest price if the vendor has a variable pricing structure (i.e., one price for cash deliveries and one for credit deliveries), and requires that the household be charged the same amount as a non-LIHEAP household for an identical delivery based on quantity. In other words, if there is a minimum delivery fee (or a higher per unit price for a lesser amount of fuel) it must be assessed for LIHEAP and non-LIHEAP households equally.¹⁹¹

Advocates should continue to watch out for this to ensure that households are paying the lowest possible price for deliverable fuel.

Crisis Resolution

A LIHEAP Crisis grant must resolve the crisis.¹⁹² Households are **ineligible** for a Crisis grant if the grant, alone or combined with other resources available to the household, will not resolve the crisis.¹⁹³ Given the fragile economic condition of LIHEAP Crisis applicants and the current cost of energy, a \$500 Crisis grant alone could very likely be insufficient to resolve the crisis.



Advocacy Tip: Applicants will still be eligible for Crisis grants if the grant will resolve the crisis **in combination with other resources**. Advocates should work with applicants, reach out to community organizations, and negotiate with utilities to identify additional resources that will complement the Crisis grant in resolving the home heating crisis. Resources can include, but are not limited to, supplemental funds from community organizations or friends and family, utility hardship funds, and negotiating a lower amount owed with the utility or a payment arrangement or deferral of debt by the utility.

¹⁸⁷ *Id.* at app. B § 601.108.

¹⁸⁸ *See id.* at app. B § 601.61.

¹⁸⁹ *Id.*

¹⁹⁰ *Id.*

¹⁹¹ *See* Vendor Agreement – Liquid or Solid Fuels ¶ 5a.

¹⁹² 17-18 LIHEAP STATE PLAN, at app. B § 601.61.

¹⁹³ *Id.*

Minimum Grant: If a household requires less than \$25 to resolve a home heating emergency, then it will not be eligible to receive a Crisis grant.

Maintenance of Service: When a regulated electric or natural gas vendor accepts a Crisis payment to prevent termination or reconnect service to the household, then that vendor must maintain ongoing service to that household for at least 30 calendar days following the resolution of the crisis.¹⁹⁴ When a household receives a Crisis grant approval up to 30 days before the Winter Moratorium or during the Winter Moratorium period, then service may not be terminated until either 30 days after the Crisis is resolved, or May 1st, whichever is later.¹⁹⁵

Enrollment in CAP: If a utility accepts a Crisis grant, then that utility *must offer* that individual the opportunity to enroll in that utility’s Customer Assistance Program (CAP) or into a budget billing plan, whichever is more beneficial to the applicant.¹⁹⁶

LIHEAP Crisis Grants and the Winter Moratorium

There are conflicting legal principles at work during the Winter Moratorium. In general, customers of regulated electric and natural gas utilities with a household income at or below 250% of the Federal Poverty Level are protected from service termination from December 1 through March 31 of each year, unless the utility is specifically given permission to terminate by the PUC.¹⁹⁷ A request for such permission by the utility is exceptionally rare. Customers of PGW have separate guidelines.¹⁹⁸

On one hand, Chapter 14 (the Pennsylvania statute that governs terminations) specifically states that a notice of termination is sufficient proof of a crisis to enable a low-income household to qualify for a Crisis grant.¹⁹⁹ However, since the basis for receiving a Crisis grant rests with the household demonstrating the existence of an *imminent or actual crisis*, DHS does not generally consider a low-income household protected by the Winter Moratorium to be in an imminent crisis and will not authorize a Crisis grant to such a household.

As a result, some confusing scenarios arise:

- **Scenario #1:** A regulated utility issues a termination notice, to take effect during the Winter Moratorium period. Because the Winter Moratorium prevents terminations, before the utility may act on that termination notice, it must petition the PUC for permission to do so.²⁰⁰ In the extraordinarily rare case that the PUC grants permission to

¹⁹⁴ *Id.* at app. B § 601.61.

¹⁹⁵ *Id.*

¹⁹⁶ *Id.*

¹⁹⁷ 66 Pa. C.S. § 1406(e)(1).

¹⁹⁸ 66 Pa. C.S. § 1406(e)(2).

¹⁹⁹ 66 Pa. C.S. § 1406(g).

²⁰⁰ 66 Pa. C.S. § 1406(e)(1).

act on the notice and terminate the household, then a crisis exists and the household will be eligible for a Crisis grant. DHS does not consider the household to be in crisis until the PUC has given permission for the utility to act.²⁰¹

- **Scenario #2:** Same facts as Scenario #1. The utility either does not seek PUC permission to act on the notice or seeks PUC permission and is denied. In either case, the applicant is not in an actual crisis, but Chapter 14 would appear to authorize the grant anyway.

DHS treats this situation as a quasi-crisis. In past years, applicants in this situation did not receive an absolute denial, but DHS delayed processing of the grant until a later date, pending funding availability.

Note: The applicant may receive a notice from DHS informing her that she is not presently eligible for a Crisis grant because there is no imminent or immediate crisis, but that she may receive a grant if, towards the end of the program year, she remains in a crisis situation and there is sufficient funding available. This could cause confusion for LIHEAP Crisis applicants.

- **Scenario #3:** A utility issues a termination notice in February to a household protected by the winter termination moratorium. Because termination notices are effective for sixty days, it will still be in effect after the close of the Winter Moratorium. After April 1, utilities can terminate service without PUC permission.



Advocacy Tip: Whether DHS will provide a Crisis grant may depend on a number of factors, such as the availability of funds, the actual closing date of the Crisis component, or other policy determinations. Because the notice will still be in effect after the moratorium, advocates should argue the Crisis grant will resolve an imminent crisis.

Vendors not regulated by the PUC are not subject to Chapter 14 or to the Winter Moratorium.²⁰² Therefore, DHS will examine crisis applications for customers of those vendors on a case by case basis. For example, some Rural Electric Cooperatives or municipal utilities preclude termination during certain winter months, while others do not.

Crisis Interface/Weatherization Assistance Program Component

The Crisis Interface/Weatherization Assistance Program component of LIHEAP is designed to help low-income households who are in a crisis situation due to inoperability or faulty functioning of a heating source as a result, for example, of a heating system or furnace

²⁰¹ 17-18 LIHEAP STATE PLAN, atapp. B § 601.62(2)(ii)(A).

²⁰² See 66 Pa. C.S. § 1406(e)(1).

breakdown. The program provides a household with necessary repairs to a furnace or to replace the furnace outright. The program is open from November 1, 2017 until April 6, 2018.

The measures for which Weatherization Agencies will be responsible under the LIHEAP Crisis program are as follows:²⁰³

- Repair of heating system
- Loan of auxiliary heater
- Repair of gas or other fuel lines
- Replacement of un-repairable heating systems
- Repair of hot water heating system
- Heating system pipe thawing service
- Repair of broken windows²⁰⁴
- Provide blankets

Because situations like the loss of a heat source represent crises, remedial action must be taken within an appropriate time frame of 48, or 18 hours in the case of life-threatening situation.²⁰⁵ Initially, a non-permanent action, such as the provision of space heaters, may temporarily help to ameliorate the situation.²⁰⁶ A more permanent solution should follow the temporary measure within a reasonable amount of time.²⁰⁷ Unlike the Cash and Crisis components, the Crisis Interface program component provides services rather than grants.²⁰⁸ It is administered jointly by DHS and the Department of Community and Economic Development (DCED) in the following manner:

- The applicant must be determined to be in a crisis and eligible for a Crisis Interface referral by the DHS administering agency (such as the CAO);
- The DHS administering agency refers the applicant to the appropriate local weatherization agency;
- The weatherization agency conducts a home visit to assess the heating system, proceeds to take appropriate action to resolve the crisis, and if appropriate, initiate additional weatherization measures.²⁰⁹

Special eligibility rules apply for renters:

²⁰³ PA. DEP'T OF CMTY. & ECON. DEV., WEATHERIZATION ASSISTANCE PROGRAM STATE PLAN, at app. C § IV (2016).

²⁰⁴ DHS policy states that broken windows alone do not meet the definition of a home-heating emergency, but can be repaired if the heating system is also being repaired or replaced. 17-18 LIHEAP STATE PLAN, at app. C § IV.

²⁰⁵ PA. DEP'T OF CMTY. & ECON. DEV., WEATHERIZATION ASSISTANCE PROGRAM STATE PLAN, at app. C § IV (2016).

²⁰⁶ *Id.* at § III.

²⁰⁷ *Id.* at § IV.

²⁰⁸ *Id.* at § I.

²⁰⁹ *Id.*

- In all cases, prior written permission must be granted by the landlord in addition to the applicant tenant for the agency to enter the premises to provide Crisis or Weatherization Services; and
- The landlord and tenant must sign an agreement, witnessed by the agency, that the tenant will not be evicted or suffer a rent increase for a reasonable time (not less than 18 months), unless the landlord can show the eviction or increase is not related to the weatherization work performed.²¹⁰

Appeals

Individuals can request fair hearings to challenge decisions of the CAO -- such as being improperly denied LIHEAP benefits; having benefits unjustly delayed; being approved for less than the correct amount; or being improperly assessed for an overpayment.²¹¹ Individuals can complete and sign the appeal section of any notice, send a written or faxed request to the CAO or tell the CAO they are appealing. In the case of an oral appeal, there must be a written follow-up within 3 days.

Note: LIHEAP is not an entitlement program. Unlike other public benefits programs, an appeal will be ineffective if the individual applied for LIHEAP after the program closed or when there was a lack of funds.²¹²

Detailed procedures for the appeal process are found in Chapter 870 of DHS's Supplemental Handbook, posted online at DHS's website.²¹³



Advocacy Tip: There are several key time frames for the advocate to keep in mind:

- An appeal must be taken within 30 days of the date of written notice from the CAO.²¹⁴
- An appeal must be taken within 60 days of the CAO's failure to act on a request or an application.²¹⁵
- An appeal must be taken within 6 months of the date of the CAO's failure to send a required written notice or where there is an administrative error.²¹⁶

As long as the program is open, failure to adhere to these time frames, as well as other appealable issues, may be resolved by an individual simply filing a new application. In these

²¹⁰ 17-18 LIHEAP STATE PLAN, at app. C § VII.

²¹¹ *Id.* at app. B § 601.123(a).

²¹² *Id.*

²¹³ See <http://services.dpw.state.pa.us/oimpolicymanuals/supp/index.htm>.

²¹⁴ *E.g.*, 55 Pa Code § 275.3(b)(1); PA. DEP'T OF HUMAN SERVICES, SUPPLEMENTAL HANDBOOK § 870.12 (Jul. 21, 2015), <http://services.dpw.state.pa.us/oimpolicymanuals/supp/index.htm>.

²¹⁵ *E.g.*, 55 Pa Code § 275.3(b)(2); PA. DEP'T OF HUMAN SERVICES, SUPPLEMENTAL HANDBOOK § 870.12 (Jul. 21, 2015), <http://services.dpw.state.pa.us/oimpolicymanuals/supp/index.htm>.

²¹⁶ *E.g.*, 55 Pa Code § 275.3(b)(3); PA. DEP'T OF HUMAN SERVICES, SUPPLEMENTAL HANDBOOK § 870.12 (Jul. 21, 2015), <http://services.dpw.state.pa.us/oimpolicymanuals/supp/index.htm>.

situations, an applicant may benefit from direct advocacy to CAO staff to ensure proper processing of the application.

Special Issues to Watch for LIHEAP Advocates

Primary, Secondary and Supplemental Fuel Types

LIHEAP designates three fuel types/heating sources: main, secondary, and supplementary.²¹⁷

The **main heating source (also known as primary fuel type)** is “the source of energy for the central heating system of the residence used by the household or, if the residence is not centrally heated or the central heating system is inoperable, the source of energy used most by the household.”²¹⁸

The **secondary** fuel type or heating source is “the source of energy that is necessary to operate the main heating source.”²¹⁹

A **supplemental** fuel type or heating source is “[a] source of energy that a household uses to provide heat in addition to the residence’s main fuel type.”²²⁰



Advocacy Tip: These definitions of secondary and supplemental fuel type can be helpful for a household. For example, if a household’s oil or gas furnace heating system needs electricity in order to operate, the loss of electric service to the residence will result in the shut-down of the furnace, and, therefore, loss of heat. In this instance, a household can apply for a LIHEAP grant citing electric as a “secondary fuel type.” The LIHEAP application specifically asks for information about secondary fuel types used to run main heating sources.²²¹ LIHEAP cash or crisis grants can be directed to secondary heating source. However, a cash grant can be directed to a *supplemental* fuel type **only if** the main source of heat is inoperable and the supplemental fuel is the source of energy used most by the household for heating.²²²

Note: that DHS has issued an Operations Memorandum indicating that it does not consider water as a secondary heating source.²²³ However, advocates have been able to convince DHS in the past to issue grants for water if they are necessary for the operation of the primary heating source – such as through steam radiators or other such system. Advocates should contact PULP if they run into this situation.

²¹⁷ PA. DEP’T OF HUMAN SERVICES, 17-18 LIHEAP STATE PLAN app. B § 601.3 (2016).

²¹⁸ *Id.*

²¹⁹ *Id.*

²²⁰ *Id.*

²²¹ See PA. DEP’T OF HUMAN SERVICES, LIHEAP APPLICATION § 8 (2016).

²²² 17-18 LIHEAP STATE PLAN, at app. B § 601.41(a)(4)..

²²³ DHS Operations Memorandum 09-10-01, October 7, 2009

Restrictions on use of LIHEAP funds

LIHEAP benefits may be used to pay reconnection fees, but may **not** be used for security deposits or for late fees.²²⁴ When attempting to reconnect a household's utility service, advocates may need to look to other resources or to the utility itself to help generate funds for security deposits or late fees. However, as of January 2015, CAP-eligible customers cannot be charged security deposits.²²⁵ Most low-income households that are eligible for LIHEAP will also be CAP eligible, subject to variations in household and income definitions between the utilities and DHS. PULP is interested in hearing about cases of LIHEAP recipients being charged security deposits for reconnection.



Advocacy Tip: In situations where the utility claims a LIHEAP recipient is not CAP eligible, it may still be worth advocacy to request that a utility waive security deposits or late fees. Particularly when the utility stands to receive a Crisis or Cash grant in exchange for the waiver, this request may receive a positive response. Additionally, each of the regulated utilities and some other energy vendors have Hardship Funds that assist struggling utility customers with their bills. Contact the household's local vendor to inquire about additional company-sponsored customer assistance mechanisms.

Transfer of Service

For customers whose service has been disconnected at their previous address and who need services to be connected at their new address, a regulated utility may use a LIHEAP Cash Grant to cover 50% of the customer's back balance from the previous address plus a reconnection fee in order to restore service.²²⁶ If a LIHEAP Cash grant is more than this amount, the regulated utility must apply the remainder of the Cash grant to the household's future bills, and not to the remaining back balance.²²⁷ Utilities must also agree to keep service on through the moratorium and enroll the applicant in a CAP or budget program if eligible.²²⁸ The choice of CAP or budget program is to be based upon which is most beneficial to the applicant.

Earned Income Incentive for Amount of Cash Grant

An individual with earned income is eligible to receive a larger Cash grant than an individual with unearned income. When calculating a household's total income for *eligibility* for a Cash grant, all income is included. However, once a household is deemed eligible to receive a Cash grant, the administering agency will reduce by 20% the amount of income earned from

²²⁴ *Id.* at app. B § 601.45.

²²⁵ 66 Pa C.S. § 1404 (a.1).

²²⁶ 17-18 LIHEAP STATE PLAN, at app. B § 601.31(2)(vii). See also 66 Pa C.S. § 1407 for general rules related to reconnection of service for regulated utilities.

²²⁷ *Id.*

²²⁸ *Id.*

employment in order to determine the *grant amount*.²²⁹ The effect is to reward those households that have earned income from employment.

Improper Counting of Lump Sum Annual Payments

Sometimes, households receive an annual pension or annuity in one large annual payment, rather than smaller monthly payments. The 17-18 LIHEAP STATE PLAN clearly gives the applicant the option to choose the most favorable time period to use in calculating income for LIHEAP eligibility – the past calendar month or a 12 month period.²³⁰ However, DHS will often count the annual payment as part of the household income, regardless of when that payment is received. As a result, an eligible household will inappropriately be deemed ineligible and denied a LIHEAP grant or, if found eligible, that household will receive a lower Cash grant. Advocates should look out for this income counting practice and prepare to challenge it.

Refunds and Second Payments

Vendors receiving a LIHEAP grant must apply that grant to a customer's account within two program years.²³¹ The two-year period ends no later than June 30th of the year *following* the year in which the grant was awarded.²³² For example, if grants were awarded in the 2016-2017 program year, the two-year period to use those funds will end on June 30, 2018.

Any funds not used by the vendor or the grantee in that time period must be sent back to DHS.²³³ In addition, if an applicant is awarded a grant and then subsequently dies, changes vendor, or moves from the vendor's service area, then the vendor must refund to DHS any unexpended grant amounts.²³⁴

A grantee can receive a second payment of these refunded amounts within that same two-year period if:

- the grantee's whereabouts are known,
- the grantee continues to reside in the Commonwealth, and
- where the grantee retains heating responsibility²³⁵ or where the crisis for which benefits were authorized continues to exist."²³⁶

²²⁹ *Id.* at app. B § 601.41(a)(2).

²³⁰ *See id.* at app. B § 601.83.

²³¹ *Id.* at app. B § 601.46.

²³² *See id.* at app. B § 601.46.

²³³ *Id.*

²³⁴ *Id.* at app. B §§ 601.46(1), 601.65(1).

²³⁵ *Id.* at app. B § 601.46(2).

²³⁶ *Id.* at app. B § 601.65(2).

A vendor can sometimes receive an overpayment that is not the result of fraud, error, or misrepresentation by the applicant. In those situations, the error is considered an administrative error for which the applicant cannot be held responsible.²³⁷

Master Metering

Master metering is when a landlord or mobile home park owner receives utility service in his/her own name for a property in which multiple tenants live. This can present special challenges for tenants and their advocates. The premises may be sub-metered, or the landlord may pass along the utility costs to the tenants through a formula or calculation that assesses an energy use or heating charge to each tenant.

Where the landlord passes along the utility costs through a specific fee or charge, the utility charge is **not** an undesignated portion of the rent. Some CAOs in past years have concluded that these tenants do not have a home heating responsibility as it is defined in the State Plan.²³⁸ While it may, on a superficial review, appear that the tenant is ineligible for LIHEAP that conclusion may not be accurate. DHS has clarified in previous years that “Households that are renting with heat included and have a specific portion of their rent used for their heating costs are considered to have a heating responsibility and are therefore eligible for benefits.”²³⁹

Landlords are not approved vendors for the purposes of LIHEAP.²⁴⁰ This means that the tenant here is making a utility payment to a non-vendor, and will qualify for a direct grant.²⁴¹ The Plan specifically excludes landlords from the definition of vendors and precludes landlords from receiving a vendor payment.²⁴² DHS may also provide Crisis grants directly to tenants or mobile home park residents in master-meter situations based upon a case by case review.²⁴³ “If DHS determines that crisis benefits cannot be paid directly to the vendor, DHS pays the crisis benefit to the applicant as reimbursement after verification of the purchase has been provided.”²⁴⁴



Advocacy Tip: If tenants or mobile home park residents are denied LIHEAP Cash grants, advocates should demonstrate the applicant does have a home heating responsibility by showing that a failure to make the required payments will leave the tenant without heat.

²³⁷ *Id.* at app. B § 601.144(c).

²³⁸ *See id.* at app. B § 601.31(2)(i)(B) (2016).

²³⁹ *See id.* at app. B § 601.3 (2016) (defining household).

²⁴⁰ *See id.* at app. B § 601.44(c) (2016).

²⁴¹ *See id.* at app. B § 601.44(b).

²⁴² *Id.* at app. B § 601.44(c)

²⁴³ *Id.* at app. B § 601.44(b).

²⁴⁴ *Id.* at app. B § 601.64.

Conclusion

LIHEAP provides critical home heating benefits to low income families. We hope that this manual is helpful in providing information and advocacy suggestions in securing those critical dollars for your clients. We welcome your questions and feedback, and if we at the Pennsylvania Utility Law Project can be of any assistance in your work, do not hesitate to contact us.

APPENDICES

Appendix A: 2017 - 2018 Pennsylvania LIHEAP Income Guidelines

Appendix B: Online Resources and Forms

Appendix C: Glossary of Common Terms and Abbreviations

Appendix D: 2016-2017 LIHEAP County Coordinator Telephone Numbers & E-mail Addresses

Appendix A: 2017-2018 Pennsylvania LIHEAP Income Guidelines

Household Size	Household Income 150% FPL for Cash & Crisis
1	\$ 18,090
2	\$24,360
3	\$ 30,630
4	\$ 36,900
5	\$ 43,170
6	\$ 49,440
7	\$ 55,710
8	\$ 61,980
9	\$ 68,250
10	\$ 74,520
For each additional person add	\$ 6,270

* Eligibility information from <http://www.dhs.pa.gov/citizens/heatingassistanceliheap/index.htm>

Appendix B: Online Resources and Forms

Attached are Application Forms (HSEA-1 and HSEA-1S) and the LIHEAP Vendor Agreement.

Online Resources:

DHS's Heating Assistance Web Page	PA Department of Human Services	http://www.dhs.pa.gov/citizens/heatingassistanceliheap/index.htm
2018 Final State Plan for PA LIHEAP	PA Department of Human Services	http://www.dhs.pa.gov/cs/groups/webcontent/documents/document/c_266106.pdf
COMPASS	PA Department of Human Services	www.compass.state.pa.us
LIHEAP Cash Benefit Table for PA	PA Department of Human Services	http://www.dhs.pa.gov/citizens/heatingassistanceliheap/liheapbenefitamounttable/index.htm
LIHEAP Clearinghouse	U.S. Dept. of Health & Human Services Admin. For Children & Families	https://liheapch.acf.hhs.gov/
HHS LIHEAP Homepage	U.S. Dept. of Health & Human Services Admin. For Children & Families	http://www.acf.hhs.gov/programs/ocs/programs/liheap
NEADA	National Energy Assistance Directors Association	http://neada.org/
PA PUC Homepage	Pa Public Utility Commission	http://www.puc.state.pa.us/
DHS LIHEAP Handbook	PA Department of Public Welfare	http://services.dpw.state.pa.us/oimpolicymanuals/liheap/LIHEAP_Handbook.htm

PULP	Pennsylvania Utility Law Project	http://www.pautilitylawproject.org/
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DHS Online Forms:*

<u>HSEA 1 - LIHEAP Application Form (English)</u>	Application - English
<u>HSEA 1-S - LIHEAP Application Form (Spanish)</u>	Application - Spanish
<u>PWEA 18 – LIHEAP English Brochure</u>	LIHEAP Brochure - English
<u>PWEA 18-S– LIHEAP Brochure Spanish</u>	LIHEAP Brochure- Español
<u>PWEA 4</u>	Energy Assistance Affidavit
<u>PWEA 4-S</u>	Energy Assistance Affidavit (Spanish)
<u>HSEA 6</u>	Zero Income Statement
<u>HSEA 6-S</u>	Zero Income Statement (Spanish)
<u>PWEA 32</u>	Request for Additional Information
<u>PWEA 32-S</u>	Request for Additional Information (Spanish)

<u>PWEA 35</u>	LIHEAP Computation Worksheet
<u>HSEA 36</u>	Landlord Statement
<u>HSEA 36-S</u>	Landlord Statement (Spanish)
<u>HSEA 40</u>	DCED/DHS Crisis Interface Referral Form
<u>PWEA 41</u>	Low-Income Home Energy Assistance Program (LIHEAP) Electronic Funds Transfer Application Form
<u>PWEA 51</u>	Conservation Tips to Reduce Energy Usage
<u>PWEA 51-S</u>	Conservation Tips to Reduce Energy Usage (Spanish)

***These are the forms available and online as of November 1, 2017.**

Appendix C: Glossary of Common Terms and Abbreviations

CAO – County Assistance Office are local offices where Pennsylvanians can access a range of services for themselves and their families from professionally trained staff members. CAOs are often but not always the LIHEAP administering agency.

CAP – Customer Assistance Programs assists eligible utility customers who are having difficulty paying their utility bills through provision of a special rate and the forgiveness of past debts by the utility.

Cash Grant (Component) – A onetime annual grant to assist eligible households with their regular heating costs. The amount of the grant is based upon household income, number of household members, fuel type and geographic location.

COMPASS - COMPASS is the name of the website where individuals can apply for LIHEAP, the SNAP program, and many other services that may benefit low-income households.

Crisis Grant (Component) – Provides a grant(s) to resolve imminent and current heating-related emergencies, including utility shutoffs, malfunctioning heat sources, depleted fuel, and other concerns.

DCED – Department of Community and Economic Development, which administers the Crisis Interface/Weatherization Assistance Program Component.

DHS – Department of Human Services (formerly the Department of Public Welfare) administers the LIHEAP program and other programs in Pennsylvania that are designed to assist low-income households, including Medical Assistance, Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance to Needy Families (TANF).

FPG (FPL) – Federal Poverty Guidelines (Level) – A representation of the federal poverty measure, based upon household income, issued each year by the U.S. Department of Health and Human Services to assist agencies determine eligibility for certain benefits and programs. DHS uses FPG (FPL) to determine LIHEAP eligibility.

LIHEAP – Federally funded program designed to provide supplemental assistance to aid low-income households afford the costs of energy, specifically residential heating, in the cold weather months.

Primary Fuel – The Primary or Main Fuel Type is the source of energy for either a residence’s central heating system or the source of energy most used by the household.

PUC – The Pennsylvania Public Utility Commission provides oversight for a number of programs and policies implemented by utility companies operating within Pennsylvania, including CAP programs, and the approval of service termination.

PULP – The Pennsylvania Utility Law Project provides information, assistance, and advice about residential utility and energy matters affecting low-income consumers.

Secondary Fuel – A source of energy that is necessary to operate the primary or main heating source. For example, electricity is a secondary fuel when it is necessary to enable the operation of an oil furnace when oil is the household’s primary heating source.

Supplementary Fuel – A source of energy that a household uses to provide heat in addition to the residence’s main fuel type.

SNAP – Supplemental Nutrition Assistance Program, formerly known as “food stamps,” is a program administered by the Department of Human Services, participants of which, if not already approved for LIHEAP, receive a minimal heating assistance benefit to maximize their Standard Utility Allowance for SNAP purposes.

SUA – Standard Utility Allowance refers to the fixed dollar amount for a household’s heating and utility expenses used in the calculation of shelter expenses for SNAP benefits.

Vendor Agreement – The Department of Human Services requires any fuel source vendor that wishes to participate in the LIHEAP program to complete and sign a contract known as a vendor agreement.

Weatherization Assistance Component (Crisis Interface) – This component addresses crises through repair or replacement of heating systems in cases of heating source malfunction or failure.

Winter Moratorium – Period from December 1 through March 31 that prohibits regulated gas and electric utilities from terminating residential service to households at or below 250% of the Federal Poverty Guidelines, unless granted specific permission by the Public Utility Commission.

Appendix D: County Coordinator Contact Information

County	LIHEAP Coordinator	Phone #	Email @ pa.gov	Alternate Coordinator	Phone #	Email @ pa.gov
Adams	Vicki Miller	717-338-2329	vicmiller@	Ryan Minnich	717-338-2309	ryminnich@
Allegheny	Dorothy McCarthy	724-337-5618	dormccarth@	Jayne Brymn	724-339-6815	jbrymn@
Armstrong	Jill Zemba	724-548-0231	jzemba@	Kimbel Kovatch	724-548-0238	kkovatch@
Beaver	Matt Parker	724-773-7555	maparker@	Sherri Graeser-Ray	724-773-7524	sgraeserra@
Bedford	Wendy Clevenger	814-624-4023	wclevenger@	Janice Leppert	814-624-4002	jleppert@
Berks	Robin Miley Johnson	610-736-4169	rmiley-joh@	Alicia Reid	610-736-4252	alreid@
Blair	Travis Eppers	814-646-7176	teters@	Robert Lee	814-946-7118	robelee@
Bradford	Suzette O'Neil	570-268-1902	soneil@	Dorothy Ayres	570-268-1901	dayres@
Bucks	Daisy Burgos	215-781-3385	dburgos@	Maureen Hahn	215-781-3388	mhahn@
Butler	Jamey Wise	724-284-8842	jamwise@	Shirleyanne Michelotti	724-284-8877	smichelott@
Cambria	Rebecca Tinik	814-533-2271	rtinik@	Holly Burkhardt	814-533-2341	hburkhart@
			-	Mike Hauger	814-533-2309	mhauger@
Cameron	Andrea Stahl	814-916-4112	anstahl@	Tara Hough	570-893-4503	tahough@

Carbon	Kristi Bower	570-271-3601	krbower@	Stacy Netznik	610-577-9040	snetznik@
Centre	Jarrold Stahlman	814-861-1933	jstahlman@	Jodi Bitner	814-861-1912	jbitner@
Chester	Erica Dixon	610-466-1036	erdixon@	Eileen Haviland	610-466-1022	ehaviland@
Clarion	Deb O’Neil	814-226-1791	deoneil@	Amy Ortz	814-226-1795	aortz@
Clearfield	Victoria Phillips	814-205-1101	viphillips@	Cindy Lemmo	814-205-1018	clemmo@
Clinton	Tara Hough	570-893-4503	tahough@	Suellen Hans	570-893-4506	suhans@
Columbia	Roxanne Yurkiewicz	570-271-3602	ryurkewic@	Wendy Townsend	570-912-1132	wtownsend@
Columbia	Michael Lisnock	570-387-4222	mlisnock@	Klara Williams	570-387-4221	klwilliams@
Crawford	Renee Colinear	814-333-3447	rcolinear@	Fredrick Oakman	814-333-3447	froakman@
Cumberland	Kim Showaker	717-240-2772	kshowaker@	Carol Dunkle	717-240-2747	cdunkle@
Dauphin	Norma Torres	717-787-1028	ntorres@	Randi Cheek	717-787-4555	rcheek@
Delaware	Tacuma Bethea	610-447-5546	tbethea@	Patricia Weldon - Crosby	610-447-5586	paweldon@
	Hao Dinh	610-461-3901	hdinh@	Patricia Weldon - Darby	610-461-3810	paweldon@
Elk	Pamela Freeburg	814-776-4340	pfreeburg@	Barbara Hetrick	814-776-4303	bahetrick@

Erie	Laurie Kubaney	814-461-2114	lkubaney@	John Byers	814-461-2078	johnbyers@
Fayette	Scott Patterson	724-439-7047	scopatters@	Barbara Klotz	724-439-7486	bklotz@
Forest	Sandra Zacherl	814-755-2105	szacherl@	Lisa McPherson	814-726-8821	lmcperson@
				Jodi Villmer	814-437-4409	jvillmer@
Franklin	Tom Walsh	717-262-6570	thowalsh@	Lisa Hunt	717-262-6539	lhunt@
Fulton	Danelle Flood	717-325-1212	dflood@	Tom Walsh	717-262-6570	thowalsh@
Greene	Mary Yoders	724-852-3528	myoders@	Dean Richmond	724-852-3526	derichmond@
Huntingdon	Dave Miller	814-641-6447	davidmille@	Juanita Randoll	814-641-6450	jrandoll@
Indiana	Patricia Davis	724-357-1920	patdavis@	Vicki Howells	724-357-2922	vhowells@
Jefferson	Stacy Volchko	814-938-1341	svolchko@	Rebecca Mitchell	814-938-1302	remitchell@
Juniata	Lance Musser	717-320-1074	lmusser@			
Lackawanna	Genese Ash	570-963-3321	gash@	Gina Brink	570-963-3246	gibrink@
Lancaster	Lindsey Corson	717-666-0130	lcorsen@	Shannon Wolpert	717-391-6901	swolpert@
Lawrence	Scott Dobson	724-656-3228	sdobson@	Alberta Dean	724-656-3027	adean@
Lebanon	Carol Maya	717-270-3672	cmaya@	Mario Luciotti	717-270-3677	mluciotti@

Lehigh	Sheila Ruiz	570-271-3650	sruiz@	Peter Romanyshyn	610-821-6580	promanyshy@
			-	Shannon Eisenhauer	610-821-6510	seisenhaue@
Luzerne	Sue Kwiatkowski - Coordinator	570-826-2133	@	Dave Zurek - Alternate	570-301-1155	dzurek@
Luzerne	Ted Christian - Alternate	570-826-2573	tchristian@			
Lycoming	Patricia English	570-327-3305	penglish@	Alisia Troxell	570-327-3332	atroxell@
Mckean	Susan Martin	814-362-5334	susmartin@	Kimberly Hahn	814-362-5340	kihahn@
Mercer	Patrick DeGerolamo	724-983-5006	@	Barbara Charsar	724-983-5070	bcharsar@
Mifflin	Jamie Morrison	717-242-6075	jamimorris@	Holly Ughetto	717-242-6067	hughetto@
Monroe	Kristi Bower	570-271-3601	krbower@	Charles Deubler	570-424-3900	cdeubler@
Montgomery	April Mocarsky	610-270-3557	amocarsky@	Donna McMahon	610-270-3579	domcmahon@
Montour	Roxanne Yurkiewicz	570-271-3602	ryurkiewic@	Hope Enright	570-849-2073	mailto:henright@
Northampton	Tamara Fernandes	610-250-1772	tfernandes@	Jennifer Watson	610-250-1764	jenwatson@
Northumberland	Roxanne Yurkiewicz	570-271-3602	ryurkiewic@	Heather Kalman	570-988-5950	hkalman@
Perry	Charlotte Noel-Klunk	717-582-5018	cnoelklunk@	Joni Abeling	717-528-5008	jabeling@
Philadelphia	Linda Alvarado	215-560-4733	lalvarado@	Melvin Neal	215-560-4713	meneal@

Philadelphia	David Keller	215-560-2603	davkeller@	PW, PCAO LIHEAP VM		
Pike	Dyan Leslie	570-271-3638	dleslie@	April Stevens	570-409-8361	aprstevens@
			-	Katie Peselli	570-409-8387	kseselli@
Potter	Michelle Valenti	814-274-4106	mvalenti@	Tara Hough	570-893-4503	tahough@
Schuylkill	Christina Bright	570-271-3637	chbright@	Joan Stoudt	570-621-3007	jstoudt@
			-	Kristine Herbst	570-621-3090	kherbst@
Snyder	Christine Beaver	570-372-1722	chbeaver@	Julie Eister	570-372-1723	jeister@
Somerset	Christina Bieterman	814-445-1152	cbieterman@	Michele Peters	814-445-1114	mipeters@
Sullivan	Terrie Smith	570-946-8255	terriesmit@	Suzette O'Neil	570-268-1902	soneil@
Susquehanna	Dyan Leslie	570-271-3638	dleslie@	Danielle Shortt	570-278-5612	dshortt@
Tioga	Marcy Congdon	570-724-9504	mcongdon@	Brenda Kline	570-724-9502	brkline@
Union	Kathy Smith	570-522-5260	kathysmith@	Kelly Ramsey	570-522-5278	kramsey@
Venango	Jodi Villmer	814-437-4409	jvillmer@	Kim Irwin	814-437-4360	kiirwin@
Warren	Lisa McPherson	814-726-8821	lmcperson@	Meghan Dahl	814-726-8853	mdahl@
Washington	Andrew Hartt	724-223-4419	ahartt@	Debbie Young	724-223-4343	debyoung@

Washington	Todd Pilkington	724-379-1512	tpilkinto@	Gary Ailes	724-379-1511	gailles@
Wayne	Dyan Leslie	570-271-3638	dleslie@	Thomas O'Neill	570-253-7123	thoneill@
			-	Pat Werner	570-253-7120	pwerner@
Westmoreland	Robert Small	724-261-3557	rsmalljr@	Jennifer Eicher	724-261-3556	jeeicher@
Westmoreland			-	Jennifer Eicher	724-261-3556	jeeicher@
Westmoreland	Robert Small	724-261-3557	rsmalljr@	Melissa Baker	724-379-1568	melibaker@
Wyoming	Dyan Leslie	570-271-3638	dleslie@	Linda Greene	570-996-5403	lingreene@
York	Gina Burrows	717-849-6435	gburrows@	Jodi Charleston	717-771-1127	jcharlesto@
York	Rachel Hess	717-849-6400	rahess@	Suman Agarwal	717-771-1200	sagarwal@

APPLICATION FOR THE LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

To apply for Energy Assistance, you must complete all questions front and back and sign at the red "X". Be sure your correct and complete name and address is entered below. If incorrect, cross out and PRINT correctly in space provided below. **YOU CAN ALSO APPLY ONLINE AT WWW.COMPASS.STATE.PA.US.**

YOUR NAME AND ADDRESS

Your county assistance office address

If you do not understand these instructions, contact your local county assistance office.

1 Please complete this section for the head of household.

**Use the codes from page 2 to help provide the details.*

Name (Include Last, First Middle Initial)		Date of Birth	Sex	Social Security Number	
Home Address (Include Street, Apt. Number, City, State & ZIP Code+4)					
Mailing Address if different (Include Street, Apt. Number, City, State & ZIP Code+4)					
County You Live In	Phone Number: () () ()	Citizenship*	Race (Optional)*	Ethnicity (Optional)*	Marital Status*
Are you currently receiving Cash, Medical Assistance, or SNAP Benefits?			If yes, may we use the income you have on file for this application?		
<input type="checkbox"/> Yes <input type="checkbox"/> No			<input type="checkbox"/> Yes <input type="checkbox"/> No		

DHS USE ONLY

CRISIS CASH

Application Registration Number _____

County _____

District _____

Record Number _____

Worker I.D. _____

Rejected Approved

Date _____

2 Do you read, write and understand English? Yes No If no, what language? _____

3 Are You:

<input type="checkbox"/> Renting with heat included	<input type="checkbox"/> Renting subsidized housing/Section 8 housing with heat included
<input type="checkbox"/> Renting with heat not included	<input type="checkbox"/> Renting subsidized housing/Section 8 housing with heat not included
<input type="checkbox"/> An unrelated roomer	<input type="checkbox"/> An owner or are you buying your home <input type="checkbox"/> Other: _____

If heat is included in your rent, attach a note from your landlord stating that heat is included and what type of heat is used.

4 What is your main heating source? Choose the type of energy that heats your home or is being used if your main heating source is not working. Attach a copy of your last bill or a statement from a utility or fuel dealer stating the type of fuel and that you are accepted as a customer.

Electric Fuel Oil Coal Natural Gas Kerosene Propane or Bottled Gas Blended Fuel Wood/Other

4a Do you need electricity to run your main heating source (secondary heat)? Yes No

5 Check if any of the following apply and provide explanation if needed:

<input type="checkbox"/> Electricity is shut off	<input type="checkbox"/> Have a shut-off notice for electricity	<input type="checkbox"/> Main heating source is not working
<input type="checkbox"/> Gas is shut off	<input type="checkbox"/> Have a shut-off notice for gas	Explain: _____
<input type="checkbox"/> Ran out of fuel	<input type="checkbox"/> Will run out of fuel within 15 days	_____



6 Which utility company or fuel dealer do you want to receive your LIHEAP grant? Write their name and address, and your account information.

Name of Utility Company or Fuel Dealer	Account Number
Address (Include Street, City, State & ZIP Code+4)	Name on Account

7 Please list your electric company if not listed above

Name of Electric Company	Account Number
--------------------------	----------------

8 Do you use any other heating source in your home? Yes No

If **yes**, please explain: _____

9 If you are in subsidized/public housing, do you receive a utility allowance check? Yes No

If **yes**, how much? \$ _____

10 Does anyone in your household receive financial assistance for a disability? Yes No

If **yes**, who? _____

11 List the people who live with you at this address. Include all children and adults. Include related roomers. Include all unrelated roomers who share household expenses. Do not include anyone in jail/prison. Do not include the household member listed in block 1. **See instructions on the last page.**

Use the codes below to help provide the details for each individual in your household.

CITIZENSHIP*: (1) U.S. Citizen, (2) Permanent Alien, (3) Temporary Alien, (4) Refugee, (5) Other-not eligible for benefits (All non-U.S. citizens must provide proof of citizenship status.)

RACE*: (optional) (1) Black or African American, (3) American Indian or Alaskan Native:, (4) Asian, (5) White, (7) Native Hawaiian or other Pacific Islander. List all groups that apply.

ETHNICITY*: (optional) (1) Non-Hispanic, (2) Hispanic or Latino

MARITAL STATUS*: (1) Single, (2) Married, (3) Common Law Marriage, (4) Separated, (5) Divorced, (6) Widow/Widower

Name (Include Last, First, Middle Initial)	Birthdate (MM/DD/YY)	Sex M/F	Social Security Number	Citizenship*	Race* (Optional)	Ethnicity* (Optional)	Marital Status *	Relationship to You
Person 1								
Does this person receive Cash, MA, or SNAP benefits? <input type="checkbox"/> Yes <input type="checkbox"/> No				If yes, may we use the income you have on file for this application? <input type="checkbox"/> Yes <input type="checkbox"/> No				

Name (Include Last, First, Middle Initial)	Birthdate (MM/DD/YY)	Sex M/F	Social Security Number	Citizenship*	Race* (Optional)	Ethnicity* (Optional)	Marital Status *	Relationship to You
Person 2								
Does this person receive Cash, MA, or SNAP benefits? <input type="checkbox"/> Yes <input type="checkbox"/> No				If yes, may we use the income you have on file for this application? <input type="checkbox"/> Yes <input type="checkbox"/> No				

Name (Include Last, First, Middle Initial)	Birthdate (MM/DD/YY)	Sex M/F	Social Security Number	Citizenship*	Race* (Optional)	Ethnicity* (Optional)	Marital Status *	Relationship to You
Person 3								
Does this person receive Cash, MA, or SNAP benefits? <input type="checkbox"/> Yes <input type="checkbox"/> No				If yes, may we use the income you have on file for this application? <input type="checkbox"/> Yes <input type="checkbox"/> No				

Name (Include Last, First, Middle Initial)	Birthdate (MM/DD/YY)	Sex M/F	Social Security Number	Citizenship*	Race* (Optional)	Ethnicity* (Optional)	Marital Status *	Relationship to You
Person 4								
Does this person receive Cash, MA, or SNAP benefits? <input type="checkbox"/> Yes <input type="checkbox"/> No				If yes, may we use the income you have on file for this application? <input type="checkbox"/> Yes <input type="checkbox"/> No				

If you have additional people in your house, please provide their information on a separate piece of paper and send it along with this application.

▶ If you answered yes for everyone in question 11, skip to question 13. **If you answered no** for anyone in question 11, complete question 12 for that person.

12

Tell us about income for the people in your household. Please tell us about all income, before taxes and deductions. **Types/sources of income include money from:** Employment, Veteran's Benefits, Unemployment Compensation, Black Lung benefits, Social Security, Support, Workers Compensation, Interest/Dividends, Rental Income.

Name of person with income	Type/source of income	Start Date	Date of First Paycheck	How much each month?
Name of person with income	Type/source of income	Start Date	Date of First Paycheck	How much each month?
Name of person with income	Type/source of income	Start Date	Date of First Paycheck	How much each month?
Name of person with income	Type/source of income	Start Date	Date of First Paycheck	How much each month?

We will use the income information you send us to see how much you earn in one year. Please send one of the following:

- **Send proof of income for prior month. (Example: If you are applying in November, send in October. This income will be converted to a yearly figure.)**
- **If you had significant changes in income over the past 12 months (Periods of Unemployment, Changes in Jobs, Seasonal Work, etc.), send proof of your income for the past 12 months.**
- **If you have no income for the past month, or if your income is less than the cost of your monthly basic living needs, you must tell us in writing how you are paying for your basic living needs (Food, Shelter, Personal Items, etc).**
- **Proof of income includes Pay Stubs, Award Letters, Employer Statements, etc.**

13

Are you interested in free weatherization service? Weatherization services include home insulation and heating system evaluation.

 Yes No

14

Are you or anyone in your household fleeing to avoid prosecution or custody for a crime, or an attempt to commit a crime that would be classified as a felony?

 Yes No

If **yes**, who? _____

15

Is anyone in the U.S. Military or has anyone been in the U.S. Military?

 Yes No

If **yes**, who? _____

Is anyone a widow, spouse or child (under age 18) of anyone in the U.S. Military or anyone who has been in the U.S. Military?

 Yes No

If **yes**, who? _____

Certification

- My signature on this application gives my permission to the Department of Human Services or its authorized agent to: (a) check any information I give about where I live, my jobs, income, resources, energy supply and energy supplier; (b) share information with my energy supplier and receive information from my energy supplier to allow DHS to obtain a record of my annual energy consumption, cost and billing information for purposes of program evaluation, operation, or reporting; and (c) complete any survey in connection with energy assistance.
- If you fail to provide a Social Security number or fail to complete the Energy Assistance Affidavit below, you are ineligible for benefits.

Energy Assistance Affidavit

I certify that: (check all that apply)

I provided Social Security numbers for all household members.

To the best of my knowledge, these household members do not have Social Security numbers:

_____ Print Name _____ Print Name

_____ Print Name _____ Print Name

The following household members are exercising their rights under Section 7 of the Privacy Act of 1974, and refuse to disclose their Social Security Number or may be unable to because they are a victim of domestic violence:

_____ Print Name _____ Print Name

_____ Print Name _____ Print Name
- I authorize the release of LIHEAP eligibility information to and from my energy suppliers or weatherization agencies and allow them to seek assistance for which I may be eligible. The assistance may include LIHEAP Cash, Crisis, or Weatherization benefits.
- I understand I have the right to appeal any decision or undue delay in decision which I consider improper regarding this application.
- I affirm that Pennsylvania is my legal residence.
- I understand any Social Security number(s) given will be used in the administration of this program, including cross matches with other programs.
- I understand that I will be sent a notice of eligibility or ineligibility and, if eligible, the notice will state the amount of my benefit.
- I further understand that if my household is eligible for a LIHEAP cash benefit, it must be sent directly to my utility company or fuel dealer unless I am a renter and my heat is included in my rent or my fuel is supplied by a fuel dealer who does not accept vendor payment.
- I certify that, subject to penalties provided by law, the information I gave is true, correct and complete to the best of my knowledge.
- I know that if I give false information, I can be penalized by fine and/or imprisonment.
- I understand by signing this application, I may not qualify because LIHEAP money has run out.
- If your household is eligible for LIHEAP, you may receive a Fast Track consent form in the mail that could allow you and your household members to be automatically enrolled in Medical Assistance.

Please Sign Here - Use Ink

X

Signature

Date

Apply online at www.compass.state.pa.us

Did you remember to...

- | | |
|---|--|
| <ul style="list-style-type: none"> <input type="checkbox"/> Fill out all required information clearly and completely. <input type="checkbox"/> Provide Social Security numbers for all household members or complete the Energy Assistance Affidavit in the Certification section on page 3. <input type="checkbox"/> Send proof of immigration status if you are a non-U.S. citizen. <input type="checkbox"/> If you rent with heat included, send a copy of your lease or a signed, written statement from your landlord explaining how you pay for heat and the type of heat used. <input type="checkbox"/> If you pay for heat, send a bill for your main heating source. Attach a copy of your utility bill dated within 2 months of the date you submit your application. For other fuels provide a bill/receipt of a purchase from January of the previous heating season to present. <input type="checkbox"/> If you would like payment sent to your secondary heating provider, enclose a copy of your main AND secondary heating bills. | <ul style="list-style-type: none"> <input type="checkbox"/> Send proof of all household income.
Example: If you apply in November and are sending: <ul style="list-style-type: none"> a) one month of income – send proof for October, the month prior to application. b) 12 months of income – send proof for November of the previous year through October of the current year. <li style="text-align: center; color: red;">PROOF INCLUDES PAY STUBS, AWARD LETTERS, EMPLOYER STATEMENTS, ETC. <input type="checkbox"/> If you told us you have no income or if your income is less than the cost of your monthly basic living needs, send a statement explaining how your household pays for basic living needs (food, rent, etc.). <input type="checkbox"/> Sign and date your application. <input type="checkbox"/> Mail your completed application and all documents to your local county assistance office. If you are not sure where that is, call 1-866-857-7095. |
|---|--|

IF YOU DO NOT SEND THE PROOF WE NEED WITH THIS FORM, WE WILL NOT BE ABLE TO PROCESS YOUR APPLICATION.

Voter Registration (Optional)

If you are not registered to vote where you live now, would you like to apply to register to vote here today? Yes No

IF YOU DO NOT CHECK EITHER BOX, YOU WILL BE CONSIDERED TO HAVE DECIDED NOT TO REGISTER TO VOTE AT THIS TIME.

To register, you must: 1) Be at least 18 on the day of the next election; 2) Be a citizen of the United States for at least one month PRIOR TO THE NEXT ELECTION; 3) Reside in Pennsylvania and the voting district at least 30 days prior to the next election.

Applying to register or declining to register to vote will not affect the amount of assistance that you will be provided by this agency.

If you would like help filling out the voter registration application form, we will help you. The decision whether to seek or accept help is yours. You may fill out the application form in private. Please contact the county assistance office if you would like help. If you believe that someone has interfered with your right to register or to decline to register to vote, your right to privacy in deciding whether to register or in applying to register to vote, or your right to choose your own political party or other political preference, you may file a complaint with the Secretary of the Commonwealth, PA Department of State, Harrisburg, PA 17120. (Toll-free telephone number 1-877-VOTESPA.)

COUNTY ASSISTANCE OFFICE STAFF WILL COMPLETE THIS BOX BASED UPON YOUR RESPONSE ABOVE

- | | | |
|--|--|--|
| <input type="checkbox"/> Given to Client __/__/__ | <input type="checkbox"/> Sent to voter registration __/__/__ | <input type="checkbox"/> Mailed to Client __/__/__ |
| <input type="checkbox"/> Declined, not interested __/__/__ | <input type="checkbox"/> Not a U.S. citizen __/__/__ | <input type="checkbox"/> Declined, already registered __/__/__ |

If you have a disability and need this application in large print or another format, please call our **Helpline at 1-800-692-7462**.
TDD Services are available by calling PA Relay at **711**.

NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

This notice contains important information about the privacy of your medical information. If you need this notice in another language or someone to interpret, please contact your local county assistance office. Language assistance will be provided free of charge.

Este aviso contiene información importante acerca de la privacidad de su información médica. Si necesita este aviso en otro idioma o alguien para que interprete, comuníquese con la Oficina de Asistencia de su Condado. La asistencia bilingüe será gratuita.

Данное уведомление содержит важные сведения относительно конфиденциальности вашей медицинской информации. Если вам нужно данное уведомление на другом языке или вам нужны услуги устного переводчика, обращайтесь в Бюро помощи вашего округа (County Assistance Office). Переводческие услуги предоставляются бесплатно.

此通知包括关于您的医疗信息的个人隐私方面的重要资料。如果您需要此通知译成其它语言或需要有人替您翻译，请联系您所在地区的郡县援助办事处。可提供免费语言协助。

Thông báo này gồm những thông tin quan trọng về việc bảo mật các chi tiết y tế cá nhân của quý vị. Nếu cần có thông báo này bằng một ngôn ngữ khác hay người để thông dịch, xin quý vị liên lạc với Văn Phòng Trợ Cấp Địa Phương. Trợ giúp ngôn ngữ sẽ được cung cấp miễn phí.

សំបុត្រនេះមានព័ត៌មានសំខាន់ៗអំពីការអភិរក្សភាពសម្ងាត់ព័ត៌មានពេទ្យរបស់លោកអ្នក។ បើលោកអ្នកត្រូវការសំបុត្រនេះ ជាភាសាផ្សេងទៀត ឬត្រូវការអ្នកបកប្រែសំបុត្រនេះ ជាភាសាផ្សេងទៀត សូមទាក់ទងការិយាល័យដើម្បីរបស់លោកអ្នក។ ជំនួយខាងភាសាខ្មែរនឹងផ្តល់ឲ្យលោកអ្នកឥតគិតថ្លៃ។

يحتوي هذا الإخطار على معلومات هامة حول خصوصية المعلومات الطبية المتعلقة بك. إذا كنت بحاجة إلى هذا الإخطار بلغة أخرى أو إلى شخص ما لترجمته لك، فيرجى الاتصال بمكتب معونة المقاطعة المحلي. وستقدم المساعدة اللغوية مجاناً.

The Department of Human Services (DHS) provides and pays for many types of benefits and social services. We also determine an individual's eligibility to receive benefits and services. To do these things, we have to collect personal and health information about you and/or your family. The information we collect about you and/or your family is private. We call this information "protected health information."

DHS does not use or disclose DHS health information unless it is permitted or required by law. DHS is required by law to maintain the privacy of protected health information, to provide individuals with notice of its legal duties and privacy practices concerning protected health information and to notify affected individuals in the case of a breach of unsecured protected health information. As a "covered entity," DHS must follow applicable laws protecting the privacy of your protected health information which include the Health Insurance Portability and Accountability Act (HIPAA) privacy rules. Under HIPAA, Medicaid agencies, certain health plans and health care providers are examples of covered entities that must comply with HIPAA. Other laws that may apply include rules concerning confidential information about Medical Assistance, other benefits, behavioral health, substance abuse/treatment and HIV/AIDS. When we use or disclose protected health information, we make every reasonable effort to limit its use or disclosure to the minimum necessary to accomplish the intended purpose. This notice explains your right to privacy of your protected health information and how we may use and disclose that information. For more information on DHS privacy practices, or to receive another copy of this notice, please contact us. For information on how to contact us, see the "Questions or Complaints" section on the last page of this notice.

We are required by law to follow the terms of this notice. We reserve the right to change the terms of this notice and to make the new notice provisions effective for all protected health information we maintain. If we make an important change in our privacy policies or procedures, we will post a revised copy of the notice on our website and/or provide you with a new privacy notice by mail or in person. You may request and receive a paper copy of this notice at any time.

What is protected health information?

Protected health information is information about you that relates to a past, present or future physical or mental health condition, treatment or payment for treatment, and that can be used to identify you. This information includes any information, whether verbal or recorded in any form, that is created or received by DHS or persons or organizations that contract with DHS. This includes electronic information and information in any other form or medium that could identify you, for example:

- Your name (or names of your children)
- Address
- Date of birth
- Admission/discharge date
- Diagnostic code
- Telephone number
- DHS case number
- Social Security number
- Medical procedure code

Who sees and shares my health information?

DHS professionals (such as caseworkers and other county assistance office and program staff) and people outside of DHS (such as our contractors, health maintenance organization (HMO) staff, nurses, doctors, therapists, social workers and administrators) may see and use your health information to determine your eligibility for benefits, treatment, payment or for other required or permitted reasons. Sharing your health information may relate to services and benefits you had before, receive now, or may receive later. DHS will not use or share genetic information about you when deciding if you are eligible for Medicaid.

Why is my protected health information used and disclosed by DHS?

There are different reasons why we may use or disclose your protected health information. The law says that we may use or disclose information without your consent or authorization for the reasons described below.

For Treatment: We may use or disclose information so that you can receive medical treatment or services. For example, we may disclose information your doctor, hospital or therapist needs to know to give you quality care and to coordinate your treatment with others helping with your care.

For Payment: We may use or disclose information to pay for your treatment and other services. For example, we may exchange information about you with your doctor, hospital, nursing home, or another government agency to pay the bills for your treatment and services.

For Operating Our Programs: We may use or disclose information in the course of our ordinary business as we manage our various programs. For example, we may use your health information to contact you to provide information about appointments, health-related information and benefits and services. We may also review information we receive from your doctor, hospital, nursing home and other health care providers to review how our programs are working or to review the need for and quality of health care services provided to you and/or your family.

For Public Health Activities: We report public health information to other government agencies concerning such things as contagious diseases, immunization information, and the tracking of some diseases such as cancer.

For Law Enforcement Purposes and As Required by Legal Proceedings: We will disclose information to the police or other law enforcement authorities as required by court order.

For Government Programs: We may disclose information to a provider, government agency or other organization that needs to know if you are enrolled in one of our programs or receiving benefits under other programs such as the Workers' Compensation Program.

For National Security: We may disclose information requested by the federal government when they are investigating something important to protect our country.

For Public Health and Safety: We may disclose information to prevent serious threats to health or safety of a person or the public.

For Research: We may disclose information for permitted research purposes and to develop reports. These reports do not identify specific people.

For Coroners, Funeral Directors and Organ Donation: We may disclose information to a coroner or medical examiner for identification purposes, cause of death determinations, organ donation and related reasons. We may also disclose information to funeral directors to carry out funeral-related duties.

For Reasons Otherwise Required By Law: DHS may use or disclose your protected health information to the extent that the use or disclosure is otherwise required by law. The use or disclosure is made in compliance with the law and is limited to the requirements of the law.

Do other laws also protect certain health information about me?

DHS also follows other federal and state laws that provide additional privacy protections for the use and disclosure of information about you. For example, if we have HIV or substance abuse information, with a few exceptions, we may not release it without special, signed written permission that complies with the law. In some situations, the law also requires us to obtain written permission before we use or release information concerning mental health or intellectual disabilities and certain other information.

Can I ask DHS to use or disclose my health information?

Sometimes, you may need or want to have your protected health information sent or otherwise disclosed to someone or somewhere for reasons other than treatment, payment, operating our programs, or other permitted or required purpose not needing your written authorization. If so, you may be asked to sign an authorization form, allowing us to send or otherwise disclose your protected health care information as you request.

The authorization form tells us what, where and to whom the information will be sent or otherwise disclosed. You may revoke your authorization or limit the amount of information to be disclosed at any time by letting us know in writing, except to the extent that DHS has already taken action in reliance upon the authorization.

If you are younger than 18 years old and, by law, you are able to consent for your own health care, then you will have control of that health information. You may ask to have your health information sent to any person who is helping you with your health care.

Except as described in this Notice, we will not use or disclose your health information without your written authorization. For example, HIPAA generally requires written authorization before a covered entity may use or disclose an individual's psychotherapy notes. In most cases, HIPAA also requires written authorization before a covered entity may use or disclose protected health information for marketing purposes or before it sells it.

What are my rights regarding my health information?

As a DHS client, you have the following rights regarding your protected health information that we use and disclose:

Right to See and Copy Your Health Information: You have the right to see most of your protected health information and to receive a copy of it. If you want copies of information you have a right to see, you may be charged a small fee. However, generally, you may not see or receive a copy of: (1) psychotherapy notes; or (2) information that may not be released to you under federal law.

If we deny your request for protected health information, we will provide you a written explanation for the denial and your rights regarding the denial.

DHS does not receive or keep a file of all of your protected health information. Doctors, hospitals, nursing homes and other health care providers (including an HMO, if you are enrolled in one) may also have your protected health information. You also have a right to your health information through your doctor or other provider who has these records.

Right to Correct or Add Information: If you think some of the protected health information we have is wrong, you may ask us in writing to correct or add new information. You may ask us to send the corrected or new information to others who have received your health information from us. In certain cases, we may deny your request to correct or add information. If we deny your request, we will provide you a written explanation of why we denied your request. We will also explain what you can do if you disagree with our decision.

Right to Receive a List of Disclosures: You have the right to receive a list of where your protected health information has been sent, unless it was sent for purposes relating to treatment, payment, operating our programs, or if the law says we are not required to add the disclosure to the list. For example, the law does not require us to add to the list any disclosures we may have made to you, to family or persons involved in your care, to others you have authorized us to disclose to, or for information disclosed before April 14, 2003.

Right to Request Restrictions on Use and Disclosure: You have the right to ask us to restrict the use and disclosure of your protected health information. We may not be able to agree to your request. In fact, in some situations, we are not permitted to restrict the use or disclosure of the information. If we cannot comply with your request, we will tell you why. Except as otherwise required by law, we must grant your request to restrict disclosure to a health plan if the purpose of disclosure is not for treatment and the medical services to which the request applies have been paid out-of-pocket in full.

Right to Request Confidential Communication: You may ask us to communicate with you in a certain way or at a certain location. For example, you may ask us to contact you only by mail.

Right to Receive Notification of a Breach: You have the right to receive notification if there is a breach of your unsecured protected health information

Whom do I contact about my rights or to ask questions about this notice?

You can contact the DHS HIPAA helpline, toll-free at 800-692-7462 to discuss your rights or to ask questions about this notice. You can also contact your caseworker or health care provider or write to DHS's Privacy Office, 3rd Floor West, Health and Welfare Building, 7th and Forster Streets, Harrisburg, PA 17120.

You can receive important information or updates to this notice by visiting DHS's Web site at www.dhs.pa.gov.

How do I file a complaint?

You may contact either office listed below if you want to file a complaint about how DHS has used or disclosed information about you. There is no penalty for filing a complaint. Your benefits will not be affected or changed if you file a complaint. DHS and its employees and contractors cannot and will not retaliate against you for filing a complaint.

PENNSYLVANIA DEPARTMENT OF HUMAN SERVICES PRIVACY OFFICE
3RD FLOOR WEST, HEALTH AND WELFARE BUILDING
7TH AND FORSTER STREETS
HARRISBURG, PA 17120

REGION III
U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES
OFFICE FOR CIVIL RIGHTS
150 S. INDEPENDENCE MALL WEST - SUITE 372
PHILADELPHIA, PA 19106-9111

Effective: April, 2003 – Revised July 28, 2015



pennsylvania
DEPARTMENT OF HUMAN SERVICES



Pennsylvania Department of Human Services
LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM
2017 VENDOR AGREEMENT - LIQUID OR SOLID FUEL

Vendor Name and Address

Vendor Number

This Agreement is entered into for the purpose of facilitating the provision of Low-Income Home Energy Assistance Program (LIHEAP) benefits to low-income households through the delivery of utility service or fuel products from a participating LIHEAP vendor to the LIHEAP beneficiary who is a customer of the vendor. Subject to the availability of funds, DHS may opt to provide additional benefit issuances through supplementary programs via the LIHEAP Cash or Crisis programs. By signing this agreement, the Vendor agrees to accept the additional benefit issuances and apply them according to DHS instructions.

Participating LIHEAP vendors are paid through the Commonwealth Treasury by check or direct deposit. A participating LIHEAP vendor also receives a corresponding provider payments list that identifies customer names, addresses and the amount of LIHEAP Cash and Crisis payments each customer will receive, associated with a specific Treasury Pay Date.

The business or company written above, herein referred to as the “vendor,” cannot enter into any subcontracts under this agreement with other subcontractors who are currently suspended or debarred by the commonwealth or other state or federal government. If any vendor enters into any subcontracts under this agreement with any subcontractors who become suspended or debarred by the commonwealth or other state or federal government during the term of this agreement or any extensions or renewals thereof, the commonwealth shall have the right to require the vendor to terminate such subcontracts in order to remain a LIHEAP vendor.

The vendor agrees that it shall be responsible for reimbursing the commonwealth for all necessary and reasonable costs and expenses incurred by the Office of the Inspector General or the Attorney General relating to an investigation of the vendor’s compliance with the terms of this or any other agreement between the vendor and the commonwealth which results in the suspension or debarment of the vendor.

Vendors will adhere to LIHEAP policy and procedures as defined in the LIHEAP State Plan, will report any discovery of fraud, and address any questions regarding participation in LIHEAP to the LIHEAP Vendor Unit. A copy of the current LIHEAP State Plan can be obtained on the LIHEAP Vendor Website at: www.dhs.pa.gov/provider/informationforliheapvendors/index.htm.

Vendors will adhere to the guidance provided by the Department of Agriculture’s Division of Weights and Measures as it relates to the sale of energy products to protect consumers from unfair business practices and assure equity in the marketplace. See www.agriculture.pa.gov/Protect/RideMeasurement. The Weights and Measures Division is responsible for regulating a diverse array of products and services, including those that pertain to Coal, Firewood, Home Heating Oil and Liquid Propane Gas as defined in Section 23.106 and 23.107 of Title 70 of the Pennsylvania Weights, Measures and Standards, and the Consolidated Weights and Measures Act of December 18, 1996, P.L. 1028, No. 155) (3 Pa.C.S.A. §§ 4101 – 4194).

The vendor agrees to cooperate with the Department of Human Services (DHS) by complying with the following conditions in order to receive energy assistance payments through the Commonwealth of Pennsylvania:

1. Complete and return the Signature/Submission Page designating:
 - a) The vendor’s Federal Employer Identification Number (FEIN) or Social Security number (SSN). Submission of proof of the company’s FEIN or SSN is required to initiate participation as a LIHEAP vendor, or when that information changes. Proof consists of any tax document generated by the Federal Internal Revenue Service that shows the name and SSN or FEIN used by the vendor for tax purposes;
 - b) Phone numbers and an email address to maintain contact with DHS;
 - c) The vendor’s preferred method of receiving payment (direct deposit or paper check) and customer information; and
 - d) Any fees charged based on quantity or timing of delivery, such as emergency nature of delivery or intervening in an energy crisis situation.

New LIHEAP vendors must also indicate the type(s) of energy that the vendor provides, and the counties where services are provided.

2. Apply all LIHEAP payments paid by the Commonwealth of PA Treasury (Cash and Crisis grants) on behalf of the customer against that customer's heating costs, subject to subparagraphs "a" through "d" below:
 - a) Apply the full amount of each LIHEAP benefit to the respective account of each designated LIHEAP customer.
 - b) If a household is authorized for a LIHEAP Cash grant before the date of its request for Crisis benefits, any existing credit, including the LIHEAP Cash grant that has been authorized and not yet received, is considered to be available and must be used first for the resolution of the Crisis.
 - c) Late payment charges must be frozen at the amount they are at the time notification of eligibility for LIHEAP is received by the vendor, and may not be increased for the remainder of the LIHEAP program year, defined as the date that applications for LIHEAP benefits are no longer accepted.
 - d) LIHEAP Cash and Crisis grants will not be used for security deposits, service maintenance contracts, tank leases or rental payments or fees, late payment fees or other finance charges.
3. If the vendor has a variable pricing structure, energy products disbursed with LIHEAP funds should be charged the **lowest price**. Fees associated with a delivery made with LIHEAP funds must not be greater than those charged for an identical delivery to a non-LIHEAP household.
4. LIHEAP Cash grants received on behalf of a LIHEAP customer:
 - a) Will be used to cover customer fuel purchases only;
 - b) May only be used for purchases made on or after October 1st of the heating season for which they were authorized; and
 - c) Will be available as a credit to the customer to cover the cost of fuel until funds are exhausted, or until June 30 of the year immediately following the LIHEAP program year in which benefits were authorized.
5. LIHEAP Crisis grants:
 - a) May be used for energy supply shortage emergencies to provide fuel to a household that is out of fuel or is in immediate danger of being without fuel, or to restore home-heating service to a household that is without heat due to termination of the main or secondary source of heat by a utility company. Such benefits may include reconnect fees, off-hour delivery charges, or minimal costs (i.e., \$100 or less) to restart the furnace;
 - b) Are authorized by DHS or its representatives in the minimum amount needed to resolve the Crisis;
 - c) Are only guaranteed for authorizations approved by DHS or its representatives. Every request for Crisis must be made by the LIHEAP household to its designated DHS office, which will evaluate eligibility and determine the amount the household has available to resolve the Crisis. A DHS representative will contact the vendor to convey eligibility. Customers who call the vendor to request a delivery paid with LIHEAP Crisis funds should be told to contact DHS first. Customers who fail to secure DHS approval prior to the Crisis delivery will be required to pay for the delivery;
 - d) Are authorized in an "up-to" amount needed to resolve the Crisis, defined as the amount of fuel needed to fill the tank, up to the LIHEAP season's maximum Crisis amount;
 - e) Are assigned an authorization number to resolve a specific Crisis situation, i.e. a single delivery or pickup; and
 - f) May not be used for unpaid balances.
 - g) Vendors shall cooperate with DHS or its representative by making every attempt to make a Crisis delivery in time to resolve the customer's emergency:
 - Before the customer is without heat;
 - Within 48 hours if the customer is already without heat; or
 - Within 18 hours if a medical emergency or life-threatening situation exists.
 - h) If the vendor's supply is insufficient or other circumstances prevent the vendor from resolving the heating emergency, the vendor must tell the DHS representative immediately so DHS can evaluate other ways to remediate the customer's crisis situation, which could include the selection of another vendor to provide a delivery.
6. Crisis claims processing requires data entry into a web-based program and submission of documentation (proof of delivery or pickup).
 - a) Processing claims must occur **within 30 calendar days** of the date a Crisis benefit is authorized. Prompt data entry ensures that DHS can process a second Crisis request in a timely manner if one is received. Exceptions to the 30-day rule may be granted for claims entered on or after the 31st day and up to 30 days after the close of the LIHEAP season if funds are available.

- b) Acceptable Crisis documentation for solid or liquid fuels is based on fuel type and whether the fuel was delivered or picked up from the vendor, in compliance with the Department of Agriculture's Division of Weights and Measures:
- The vendor's name and address;
 - Date and time of delivery or transaction;
 - The purchaser's name and address;
 - Product identification; and
 - The price per unit or weight such as gallon, ton, pound, cord.

In addition to the items above, oil, propane, kerosene, and blended fuel deliveries must be recorded on a metered delivery ticket that includes:

- The driver's signature or employee number;
 - The delivery vehicle's permanently assigned company truck number; and
 - The volume to the nearest one-tenth of a gallon or other quantity if not measured in gallons.
- c) Documentation shall be provided to the agency designated by DHS via mail, fax, or electronic upload.
- d) A LIHEAP vendor will not receive payment until data entry and documentation have been processed by DHS or its designee.
- e) Data entry will be for no more than **the actual amount** of Crisis funds that are used to resolve the Crisis after subtracting available credits, which could include the LIHEAP Cash grant.
- f) A vendor may not bill the maximum available amount and keep the excess as a credit on the customer's account.
- g) A request for payment must be the exact amount needed to resolve the Crisis, not rounded to the nearest dollar.
- h) Crisis claims must be submitted in DHS' data entry system with consideration of the season minimum and maximum Crisis amounts, defined by DHS each LIHEAP season.
- i) LIHEAP recipients cannot be billed for services or late payment fees as a result of a vendor's failure to comply with billing requirements in this agreement.
7. Return all LIHEAP funds to DHS as required, by check, within 48 hours after the basis for return is known. A LIHEAP Refund Form (HSEA 37) must accompany payment, indicating the individual number of the customer that was provided on the LIHEAP Provider Payment List when payment was received and a description of the reason the funds are being returned. A user-friendly form is located on the LIHEAP Vendor website: www.dhs.pa.gov/provider/informationforliheapvendors/index.htm.

NOTE: LIHEAP funds should never be sent to a customer.

Returned funds should be sent with a check payable to the COMMONWEALTH OF PENNSYLVANIA to:

**Commonwealth of Pennsylvania
DHS-LIHEAP Vendor Refunds
P.O. Box 2675 (WOB Room 224)
Harrisburg, PA 17105-2675**

- a) **Examples of situations when the vendor should return all credited LIHEAP funds include but are not limited to:**
- Instances where a customer's whereabouts are unknown, customer changes vendor, customer dies or departs the area serviced by the vendor, vendor receives a duplicate payment, money erroneously applied toward a security deposit, or billing error detected.
 - Upon termination as a participating LIHEAP vendor.
 - Overpayments caused by vendor error. If this occurs, the vendor is responsible for reimbursement from the vendor's funds, not the customer's account. Vendor error includes, but is not limited to: the vendor failing to provide appropriate or accurate customer account information, non-equitable pricing practice, failure to provide credit balance information, failure to provide service that the LIHEAP funds were sent for, or using a communal account for LIHEAP funds.
 - The end of each LIHEAP program year. LIHEAP funds are available for use for two heating seasons, which includes the heating season of receipt and the heating season immediately following. All LIHEAP funds that have not been expended on or before June 30 of the year immediately following the LIHEAP season in which benefits were authorized must be returned to DHS by July 31 of that year. DHS will, on an annual basis, notify the vendors of the need to identify these accounts and request return of the funds.
- b) DHS is authorized to recoup past-due LIHEAP balances by debiting any current or future LIHEAP payment to the vendor for an amount equal to the outstanding un-refunded balance that is due to DHS from the vendor. A record of the balance of funds owed is established by DHS when a vendor error

has occurred or a vendor has received a payment on behalf of a person who is not an active customer of the vendor. The vendor must return these funds to DHS. DHS will send the vendor up to three notices requesting payment of the funds. If the vendor has failed to respond after the third notice, the amount of the balance of funds owed to DHS will be deducted from the vendor's next payment(s) until the funds are repaid. The vendor acknowledges that DHS will reduce vendor payments by the amount of the balance of funds owed to allow for the expeditious collection of these debts. If funds are unable to be recouped, outstanding balances will be referred to the Attorney General's Office for collection proceedings and all other legal remedies.

8. Provide all requested information established in DHS policies and procedures including information on the annual heating usage and cost incurred by LIHEAP households necessary for compliance with federal reporting requirements. Upon request, vendors will provide the total annual cost of a LIHEAP household's energy consumption for a designated annual period if this information is gathered by customer name or account number and the customer has been served by the vendor at the same address for the entire annual period.
9. Vendors are holding, on DHS' behalf, federal money for the benefit of recipient customers. Vendors are prohibited from using LIHEAP funds for purposes other than home heating. This requirement does not supersede the provisions of the Federal Bankruptcy Act, 11 U.S.C., Section 366.
10. To promptly notify the LIHEAP Vendor Unit whenever discrepancies in approved fuel applications are found. Examples include a vacant residence, a request to deliver to an address other than what was indicated on the Remittance Advice, a request to provide a fuel type other than what was authorized or other situations when the vendor is aware of potentially fraudulent activity.
11. To not discriminate against any eligible household in regard to terms and conditions of sale, credit, delivery, or price, nor treat adversely any household receiving LIHEAP because of such assistance.
12. To ensure the retention of LIHEAP customer confidentiality in the use of social media.
13. To notify DHS at least 120 days before filing for bankruptcy and return all funds not expended on LIHEAP clients at least 91 days before filing for bankruptcy.
14. To resolve any crisis payment disputes with DHS' Bureau of Hearings and Appeals if disputes cannot be resolved informally with DHS staff.
15. To present for review or reproduction records maintained by the vendor concerning overall pricing, conditions of sale, credit, and delivery, upon request by DHS for audit or investigation purposes, as provided in this agreement.
16. If DHS receives a notice of levy, DHS will turn over rights to property such as money, credit and deposits in accordance to the notice.
17. Vendors will retain all books, records and documents pertaining to LIHEAP payments for four years from the receipt of payment or until all questioned costs or activities have been resolved to the satisfaction of the commonwealth, or as required by applicable federal laws and regulations. All records must be maintained in a legible, readable condition. If records are maintained in a computer, the vendor must cooperate in providing printed versions of such records. Recipient-specific records should clearly identify both Cash and Crisis payments from LIHEAP, charges to the account, and documentation supporting these entries by individual household.

The commonwealth reserves the right for state and federal agencies or their authorized representatives to perform financial and compliance audits if deemed necessary by commonwealth or federal agencies. If an audit of this agreement will be performed, the vendor will be given advance notice.

A new LIHEAP Vendor Agreement is required every two years unless changes require this time frame to be shortened. **This agreement will terminate June 30, 2019, unless superseded by a new agreement, or terminated for convenience upon 30-day written notice by either DHS or by the vendor. Failure to comply with any of these conditions may result in removal from the approved vendor file and suspension of further payments to the vendor for client services.**

LIHEAP VENDOR HELPLINE
Toll Free Number 1-877-537-9517
Fax 717-231-5516
Email Address: RA-LIHEAPVendors@pa.gov

LIHEAP VENDOR WEBSITE
www.dhs.pa.gov/provider/informationforliheapvendors/index.htm



Pennsylvania Department of Human Services
LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM
2017 VENDOR AGREEMENT - UTILITY

Vendor Name and Address

Vendor Number

This Agreement is entered into for the purpose of facilitating the provision of Low-Income Home Energy Assistance Program (LIHEAP) benefits to low-income households through the delivery of utility service or fuel products from a participating LIHEAP vendor to the LIHEAP beneficiary who is a customer of the vendor. Subject to the availability of funds, DHS may opt to provide additional benefit issuances through supplementary programs via the LIHEAP Cash or Crisis programs. By signing this agreement, the Vendor agrees to accept the additional benefit issuances and apply them according to DHS instructions.

Participating LIHEAP vendors are paid through the Commonwealth Treasury by check or direct deposit. A participating LIHEAP vendor receives a corresponding provider payment list that identifies customer names, addresses and the amount of LIHEAP Cash and Crisis payments each customer will receive, associated with a specific Treasury Pay Date.

The business or company written above, herein referred to as the "vendor," cannot enter into any subcontracts under this agreement with other subcontractors who are currently suspended or debarred by the commonwealth or other state or federal government. If any vendor enters into any subcontracts under this agreement with any subcontractors who become suspended or debarred by the commonwealth or other state or federal government during the term of this agreement or any extensions or renewals thereof, the commonwealth shall have the right to require the vendor to terminate such subcontracts in order to remain a LIHEAP vendor.

The vendor agrees that it shall be responsible for reimbursing the commonwealth for all necessary and reasonable costs and expenses incurred by the Office of the Inspector General or the Attorney General relating to an investigation of the vendor's compliance with the terms of this or any other agreement between the vendor and the commonwealth which results in the suspension or debarment of the vendor.

Vendors will adhere to LIHEAP policy and procedures as defined in the LIHEAP State Plan, will report any discovery of fraud, and address any questions regarding participation in LIHEAP to the LIHEAP Vendor Unit. A copy of the current LIHEAP State Plan can be obtained on the LIHEAP Vendor Website at: www.dhs.pa.gov/provider/informationforliheapvendors/index.htm.

The vendor agrees to cooperate with the Department of Human Services (DHS) by complying with the following conditions in order to receive energy assistance payments through the Commonwealth of Pennsylvania:

1. Complete and return the Signature/Submission Page designating:
 - a) The vendor's Federal Employer Identification Number (FEIN) or Social Security Number (SSN). Submission of proof of the company's FEIN or SSN is required to initiate participation as a LIHEAP vendor OR when that information changes. Proof consists of any tax document generated by the Federal Internal Revenue Service that shows the name and SSN or FEIN used by the vendor for tax purposes;
 - b) Phone numbers and an email address to maintain contact with DHS; and
 - c) The vendor's preferred method of receiving payment (direct deposit or paper check) and customer information.

New LIHEAP vendors must also indicate the type(s) of energy that the vendor provides, and the counties where services are provided.

2. Apply all LIHEAP payments paid by the Commonwealth of PA Treasury (Cash and Crisis grants) on behalf of the customer against that customer's heating costs, subject to subparagraphs "a" through "d" below:
 - a) Apply the full amount of each LIHEAP benefit to the respective account of each designated LIHEAP customer. For customers who have chosen their own supplier, the entire LIHEAP grant must be applied to cover the costs of both the distribution and supply portion of the bill each month until the LIHEAP benefit has been exhausted.

- b) If a household is authorized for a LIHEAP Cash grant before the date of its request for Crisis benefits, any existing credit, including the LIHEAP Cash grant that has been authorized and not yet received is considered to be available and must be used first for the resolution of the Crisis.
 - c) Late payment charges must be frozen at the amount they are at the time notification of eligibility for LIHEAP is received by the vendor, and may not be increased for the remainder of the LIHEAP program year, defined as the date that applications for LIHEAP benefits are no longer accepted.
 - d) LIHEAP Cash and Crisis grants will not be used for security deposits, service maintenance contracts, late payment fees, or other finance charges.
3. Public utilities that operate Customer Assistance Programs (CAP) will apply the LIHEAP Cash grant in full to the customer's account:
- a) To resolve any past-due CAP payments;
 - b) To the current CAP payment; and
 - c) Any remaining funds credited to future CAP payments.
- NOTE: A CAP payment is the amount the customer is required to pay under the terms of the utility's CAP agreement.
4. Public utilities that operate a CAP will not consider the customer's LIHEAP benefit as an available resource in the computation that determines the amount of household's monthly CAP payment.
5. LIHEAP Cash grants received on behalf of a LIHEAP customer will be available as a credit to the customer to cover utility costs until funds are exhausted, or until June 30 of the year immediately following the LIHEAP program year in which benefits were authorized.
6. LIHEAP Crisis grants:
- a) May be used to prevent termination or restore home-heating service to a household that is without heat due to termination of the main or secondary source of heat by a utility company.
 - b) Are authorized by DHS or its representatives in the minimum amount needed to resolve the Crisis. Vendors must validate the existence of a Crisis to a DHS representative and indicate the minimum amount needed to resolve the utility emergency.
 - c) Are only guaranteed for authorizations approved by DHS or its representatives. Every request for Crisis must be made by the LIHEAP household to its designated DHS office, which will evaluate eligibility and determine the amount the household has available to resolve the Crisis. A DHS representative will contact the vendor to convey eligibility.
 - d) Are assigned an authorization number to resolve a specific Crisis situation.
 - e) Cannot exceed the amount listed on a utility termination notice, subject to the minimum and maximum LIHEAP Crisis benefits allowed.
 - f) May be used for reconnect fees.
 - g) Must maintain service to such households for no less than 30 calendar days from the date of the resolution of the Crisis.
 - h) Utility companies governed by the Public Utility Commission will adhere to the winter termination procedure referred to in §601.62(2) (ii)(A) of Appendix B of the LIHEAP State Plan.
 - i) Vendors shall cooperate with DHS or its representative by making every attempt to resolve the customer's heating emergency:
 - Before the customer is without heat;
 - Within 48 hours if the customer is already without heat; or
 - Within 18 hours if a medical emergency or life-threatening situation exists.
7. Crisis claims processing requires data entry into a web-based program and submission of documentation.

- a. Processing claims must occur **within 30 calendar days** of the date a Crisis grant is authorized. Exceptions to the 30-day rule may be granted for claims entered on or after the 31st day and up to 30 days after the close of the LIHEAP season if funds are available.
 - b. Acceptable Crisis documentation includes a termination or restoration notice confirming the dollar amount needed to restore service or prevent service interruption.
 - c. Documentation shall be provided to the agency designated by DHS via mail, fax or electronic upload.
 - d. A LIHEAP Vendor will not receive payment until data entry and documentation have been processed by DHS or its designee.
 - e. Data entry will be for no more than the amount that was authorized by the DHS representative to resolve the emergency after subtracting available credits, which could include the LIHEAP Cash grant.
 - f. LIHEAP recipients cannot be billed for services or late payment fees as a result of a vendor's failure to comply with billing requirements in this agreement.
8. Return all LIHEAP funds to DHS as required, by check, within 48 hours after the basis for return is known. A LIHEAP Refund Form (HSEA 37) must accompany payment, indicating the individual number of the customer that was provided on the LIHEAP Provider Payment List when payment was received and a description of the reason the funds are being returned. A user-friendly form is located on the LIHEAP Vendor website: www.dhs.pa.gov/provider/informationforliheapvendors/index.htm.

NOTE: LIHEAP funds should never be sent to a customer.

Returned funds should be sent with a check payable to the COMMONWEALTH OF PENNSYLVANIA to:

**Commonwealth of Pennsylvania
DHS–LIHEAP Vendor Refunds
P.O. Box 2675 (WOB Room 224)
Harrisburg, PA 17105-2675**

- a) **Examples of situations when the vendor should return all credited LIHEAP funds include, but are not limited to:**
- Instances where a customer's whereabouts are unknown, customer changes vendor, customer dies or departs the area serviced by the vendor, vendor receives a duplicate payment, money erroneously applied toward a security deposit, or billing error detected.
 - Upon termination as a participating LIHEAP vendor.
 - Overpayments caused by vendor error. If this occurs, the vendor is responsible for reimbursement from the vendor's funds, not the customer's account. Vendor error includes but is not limited to: the vendor failing to provide appropriate or accurate customer account information, non-equitable pricing practice, failure to provide credit balance information, failure to provide service that the LIHEAP funds were sent for, or using a communal account for LIHEAP funds.
 - The end of each LIHEAP program year. LIHEAP funds are available for use for two heating seasons, which includes the heating season of receipt and the heating season immediately following. All LIHEAP funds that have not been expended on or before June 30 of the year immediately following the LIHEAP season in which benefits were authorized must be returned to DHS by July 31 of that year. DHS will, on an annual basis, notify the vendors of the need to identify these accounts and request return of the funds.
- b) DHS is authorized to recoup past-due LIHEAP balances by debiting any current or future LIHEAP payment to the vendor for an amount equal to the outstanding un-refunded balance that is due to DHS from the vendor. A record of the balance of funds owed is established by DHS when a vendor error has occurred or a vendor has received a payment on behalf of a person who is not an active customer of the vendor. The vendor must return these funds to DHS. DHS will send the vendor up to three notices requesting payment of the funds. If the vendor has failed to respond after the third notice, the amount of the balance of funds owed to DHS will be deducted from the vendor's next payment(s) until the funds are repaid. The vendor acknowledges that DHS will reduce vendor payments by the amount of the balance of funds owed to allow for the expeditious collection of these debts. If funds are unable to be recouped, outstanding balances will be referred to the Attorney General's Office for collection proceedings and all other legal remedies.

9. Provide all requested information established in DHS policies and procedures including information on the annual heating usage and cost incurred by LIHEAP households necessary for compliance with federal reporting requirements. Upon request, vendors will provide the total annual cost of a LIHEAP household's energy consumption for a designated annual period if this information is gathered by customer name or account number and the customer has been served by the vendor at the same address for the entire annual period.
10. Vendors are holding, on DHS' behalf, federal money for the benefit of recipient customers. Vendors are prohibited from using LIHEAP funds for purposes other than home heating. This requirement does not supersede the provisions of the Federal Bankruptcy Act, 11 U.S.C., Section 366.
11. To promptly notify the LIHEAP Vendor Unit whenever discrepancies in approved applications are found. Examples include a vacant residence, a request for service at an address other than what was indicated on the Remittance Advice, a request to provide a fuel type other than what was authorized or other situations when the vendor is aware of potentially fraudulent activity.
12. To not discriminate against any eligible household in regard to terms and conditions of sale, credit, service or price, nor treat adversely any household receiving LIHEAP because of such assistance.
13. To ensure the retention of LIHEAP customer confidentiality in the use of social media.
14. To notify DHS at least 120 days before filing for bankruptcy and return all funds not expended on LIHEAP clients at least 91 days before filing for bankruptcy.
15. To resolve any crisis payment disputes with DHS' Bureau of Hearings and Appeals if disputes cannot be resolved informally with DHS staff.
16. To present for review or reproduction records maintained by the vendor concerning overall pricing, conditions of sale, credit, and service upon request by DHS for audit or investigation purposes, as provided in this agreement.
17. If DHS receives a notice of levy, DHS will turn over rights to property such as money, credit and deposits in accordance to the notice.
18. Vendors will retain all books, records and documents pertaining to LIHEAP payments for four years from the receipt of payment or until all questioned costs or activities have been resolved to the satisfaction of the commonwealth, or as required by applicable federal laws and regulations. All records must be maintained in a legible, readable condition. If records are maintained in a computer, the vendor must cooperate in providing printed versions of such records. Recipient-specific records should clearly identify both Cash and Crisis payments from LIHEAP, charges to the account, and documentation supporting these entries by individual household.

The commonwealth reserves the right for state and federal agencies or their authorized representatives to perform financial and compliance audits if deemed necessary by commonwealth or federal agencies. If an audit of this agreement will be performed, the vendor will be given advance notice.

A new LIHEAP Vendor Agreement is required every two years unless changes require this time frame to be shortened. **This agreement will terminate June 30, 2019, unless superseded by a new agreement, or terminated for convenience upon 30-day written notice by either DHS or by the vendor. Failure to comply with any of these conditions may result in removal from the approved vendor file and suspension of further payments to the vendor for client services.**

LIHEAP VENDOR HELPLINE
Toll Free Number 1-877-537-9517
Fax 717-231-5516
Email Address: RA-LIHEAPVendors@pa.gov

LIHEAP VENDOR WEBSITE
www.dhs.pa.gov/provider/informationforliheapvendors/index.htm