



NC Department of Health and Human Services

Energy Highlights and Reminders

In-Person Regional Meeting

October 2023

Energy Direct Deposit Highlights

After 10/16/23:

- **Counties will be reimbursed via direct deposit every 1st & 3rd Tuesdays of the month. Payments are issued on Wednesday, please allow 1-3 business days for payments to display in bank accounts.**
- **Counties will longer use 1571 for reimbursement. The 1571 will only be used for returned payments outside the current fiscal year. Returned payments during current FY will be completed in NC FAST.**

Energy Direct Deposit Highlights

After 10/16/23:

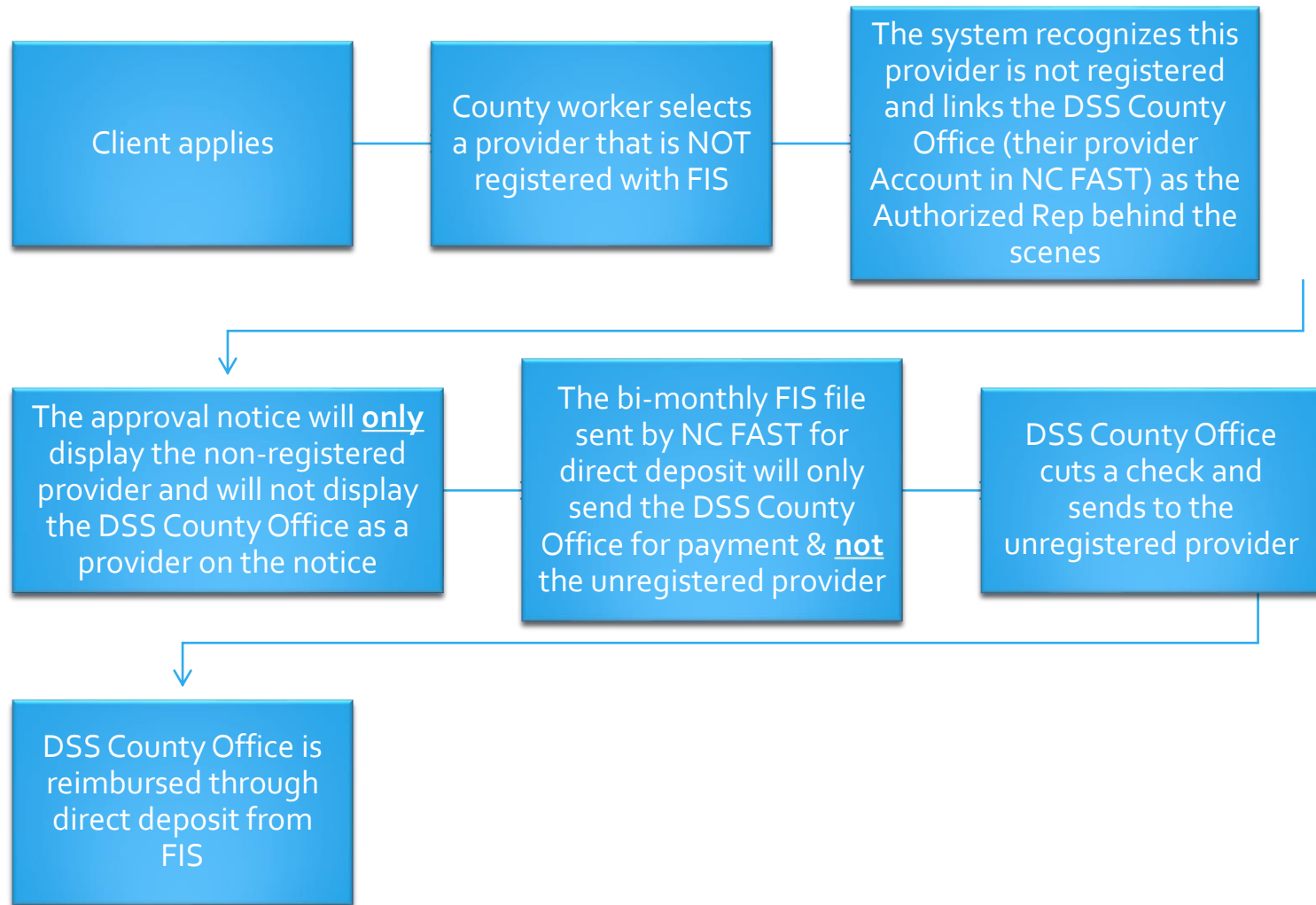
- Each FIS payment (in EBTedge portal) will have a warrant ID #. Counties will search this number in the Energy Portal to see all the individual application details associated with the payments.
- The application process is not changing, counties will take applications the same way. Counties can still print payment requests for their finance offices. The only change is how counties will be reimbursed.

Energy Direct Deposit Highlights

After 10/16/23:

- There is no action from counties needed to be assigned as an Authorized Representative once registered with FIS.
- Being an Authorized Representative allows DSS County Offices to get reimbursed through direct deposit for checks issued by DSS County Offices to Energy Providers that are not registered with FIS for direct deposit.

How Does the Authorized Rep Process Work?



Direct Deposit Payments Recap

Payments are processed every 1st and 3rd Tuesday of the month and sent to FIS the following Wednesday night. FIS will then process the payments within 3 business days from that Wednesday. You may check the ebtEDGE portal after the 3rd business day for deposits.

Each direct deposit is assigned a Warrant ID. You may also check the Warrant ID in the NC Energy Provider Portal for the breakdown of the rolled-up payment to see individual application detail information.

NOTE: Some banks may put a hold on the deposit due to the size, so please check with your county's bank if it is after the timeframe listed above.

Renters Vs. Owner Rights

LIEAP 300.08

To be eligible, a household must be vulnerable at the time of application. A household is vulnerable if it has a heating source billed separately and it is subject to the rising cost of heating for the heat expense. Accept the applicant's statement about the vulnerability status for the household.

- 1. If a household lives in a private living arrangement with a heating source and heat costs are billed separately, it is fully vulnerable.**
- 2. If a household lives in public housing where heat costs are billed separately from the rent, it is fully vulnerable.**
- 3. An applicant who lives in a private living arrangement who does not receive a separate bill from the energy provider, they are not vulnerable.**

Renters Vs. Owner Rights (cont.)

LIEAP 300.08

- 4. A household living in public housing where utilities for heat are billed separately from the rent or where utilities for heat are included in the rent, and the household has paid an excess in utilities for heat in the last 12 months at the current address, is fully vulnerable. County needs to have the public housing/housing authority sign a vendor contract for the payment check to be written to them directly or the public housing/housing authority needs to provide the account number for the household applying for benefits. For additional verification of a heating arrangement in public housing, contact the local public housing authority.**

Renters Vs. Owner Rights (cont.)

LIEAP 300.08

Whether an applicant's utility expenses are included in the rent and subject to pay excess utility expenses, in landlord's name and the applicant is required to pay to the landlord, or provided by a separate utility vendor they are eligible for LIEAP benefits.



Renters Vs. Owner Rights

CIP 400.03

If the utility bill provided is not in the applicant's name, or another adult household member's name, the applicant needs to provide a written statement from the person whose name the bill is in verifying the applicant is responsible for paying the cooling or heating expense. In the event that a person is unreachable, accept the applicant's statement.

CIP Vulnerability follows LIEAP vulnerability policy, please refer to LIEAP policy section 300.08.

Energy Reminders

Returned Payment Clarification:

- 1. Energy payments can be applied to old/closed accounts if there is still a remaining balance on the account. If there is a credit left over once the balance is paid off, that credit is to be returned to the County DSS Office.**
- 2. Accounts cannot be paid for deceased individuals (unless there is an eligible family member in the home) or minor children or incarcerated individuals.**

Questions??

