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Policies & Procedures

The following A Spark was sent to EAP Coordinators on 12/18/2015:



December 18, 2015

eHEAT Electronic Household Energy Automated Technology

eHEAT Enhancements Release December 2015

The latest release of eHEAT has several enhancements that are explained below:

New 'Save & Send' & 'Cancel' buttons on Request Additional Info Letter screen

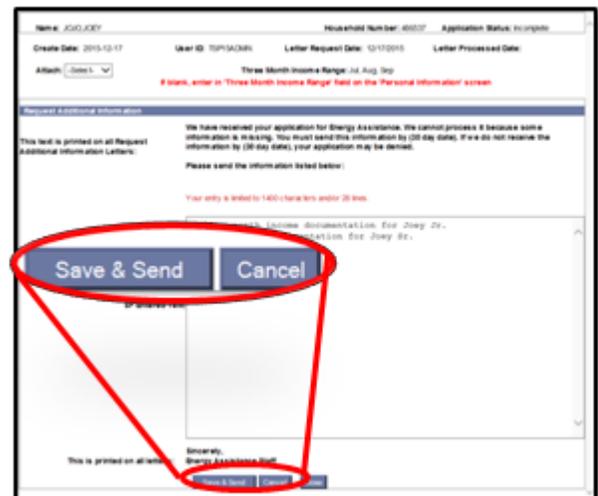
Two changes have been made to the Request Additional Information screen:



'Save & Send' button

This button combines the functions of the previous 'Save Text' and 'Send Mail' buttons.

- After putting text into the 'SP Entered Text' field, the user clicks 'Save & Send.'
- eHEAT sends the letter with the print batch that evening (after 5:00 pm).
- Until eHEAT sends the letter batch, the user can edit the text and click 'Save & Send' repeatedly. Only the last version will be sent in the evening's batch.
- Users will no longer be able to save an unsent letter in eHEAT for several days and then send it later. All letters 'Saved & Send' go in the mail that night.
- The 'Letter Processed Date' field indicates the date the letter was sent in the batch.



'Cancel' button

The 'Cancel' button allows the user to cancel the letter before it goes to print that night.

- After clicking 'Save & Send' the user can delete the letter by clicking the 'Cancel' button.
- Once a letter is sent out in the batch, it cannot be cancelled.

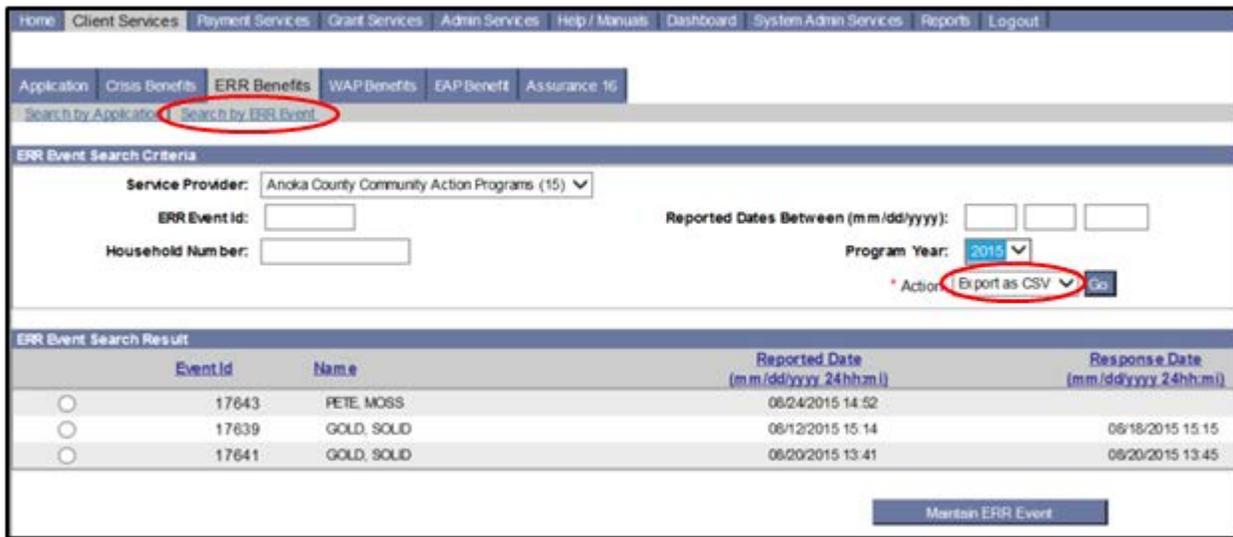
FAX Number Added to All eHEAT Letters

The EAP Service Provider FAX number has been added to all letters coming from eHEAT. Previously only the applications had this number. It has been common for households to FAX letters to the Department of Commerce and they would need to be forwarded to the Service Provider. Adding fax numbers to letters will help households submit information directly to their Service Provider to expedite their benefits.

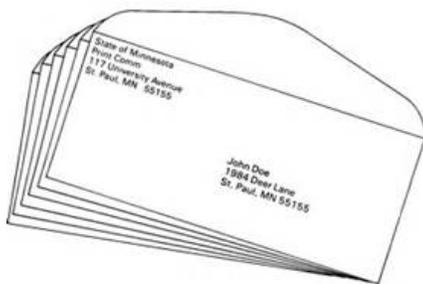
Prior year ERR event information

Changes to the eHEAT ERR event screens resulted in difficulty viewing some prior year event fields. To view prior year ERR event information:

- On the **ERR Benefits** screen select the 'Search by ERR Event' sublink.
- For the 'Action' dropdown choose 'Export as CSV' and click 'Go' button.
- The export has a field containing the previous year's notes



Application Mailing Delay Resolved



EAP staff investigated reported delays in the mailing of applications through the “Request for Application” process in eHEAT. A process change at the central mail house was discovered. A new procedure was found to eliminate the mailing delay.

EAP staff tested the “Request for Application” process by requesting applications on different days of the week. Requested applications in the metro took from 3 to 6 days, depending on whether a weekend was included during the time interval.

Notices

Jynell Boulka leaving Commerce

Jynell Boulka, EAP energy vendor relations manager has accepted another job and her last day with EAP Commerce is December 29. Until notified otherwise, energy vendor related questions should be submitted to eamail@state.mn.us

Thank you to all the EAP Coordinators and agency staff for teaching me so much. It has been such a pleasure to work with each of you. I'm amazed at the passion, energy, and determination of you all and it has constantly challenged me to work harder to achieve our joint mission. Wishing you all a wonderful holiday season and truly hoping our paths will continue to cross in the future.

Sincerely, Jynell

Commerce EAP closed for holidays

The Minnesota Department of Commerce Office of Energy Assistance Programs will be closed on Friday, December 25, 2015 and Friday, January 1, 2016. *The Energizer* will not be published next week.

Have a warm and wonderful holiday season. We look forward to a successful and rewarding 2016. Thank you for all your work and dedication to assist low-income households.

