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Policies & Procedures

EAP Early Consumption Procedure

The EAP Early Consumption Procedure (ECP) is an activity for gathering consumption data before eHEAT consumption input is available. ECP provides a consumption request file for each vendor to the participating Service Providers. Service Providers select vendors who, in their judgment, need extra time to collect consumption data. Vendors input consumption data into a spreadsheet and then a consumption upload file is produced from the data. The consumption upload file is then uploaded into eHEAT either by the vendor or Commerce.

Service Providers interested in using the ECP should contact ehat.doc@state.mn.us by June 17, 2016. If you have not participated in ECP previously, please indicate this in your request. A 15-minute orientation, which can be done over the phone, is recommended for Service Providers participating for the first time.

Vendor monitoring

Not to be forgotten amid spend down activity – vendor monitoring! While the program extension is likely to make your summer busier than usual, it is important to remember the requirement and value of thorough vendor monitoring.

Forms:

The current forms can be found on the [EAP Toolkit](#) online. There are no changes to these forms this year.

[FFY16 Energy Vendor Monitoring Report Cover Letter \(Appendix 3B\)](#)

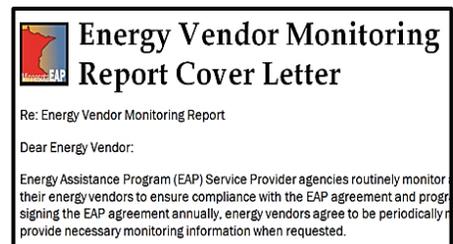
[FFY16 Energy Vendor Monitoring Report \(Appendix 3C\)](#)

- Section #1 is the Primary Heat file sample table. The Service Provider must fill in the first three columns of the table (HHD#, Account #, and Consumption Period) and the energy vendor must fill out the remainder of the table and provide necessary records.
- Section #2 is a Q&A section. The energy vendor must answer all questions and then sign the bottom section before returning the completed report to the Service Provider.

[FFY16 Energy Vendor Monitoring SP Review Tool \(Appendix 3D\)](#)

- Through a series of yes/no questions, this tool is designed to help the Service Provider review and determine if information provided by the energy vendor is accurate and complies with EAP policies. At the end of the tool, there is a section for Service Providers to document their summary of findings/observations and a section for next steps, if needed.

If you have questions, please contact Jon Brown at 651-539-1869 or jonathan.d.brown@state.mn.us.



FFY16 EAP Program Performance Auditor assignments

Bob Odell has been assigned as the FFY2016 Program Performance Auditor (PPA) for the EAP Service Providers previously assigned to Andy Grewell. EAP PPA assignments are attached to the email conveying this issue of *The Energizer*.

Please contact the EAP PPA listed for your agency when communicating with the Commerce EAP unless notified otherwise. Please copy eap.mail@state.mn.us in email in case the PPA is unavailable.

Notices

Changes to eHEAT support



As many of you have noticed, the support for eHEAT has changed at Commerce. Although Ken Benson continues to be the eHEAT technical manager, many of his responsibilities for day-to-day user support have been assigned to other EAP staff.

ehat.doc@state.mn.us, the help desk mailbox for eHEAT, is being managed by Jeff Mitchell and Sandy Seemann. Michael Schmitz is fulfilling data requests. Additionally, WAP provider's questions are sent to Jodi Bellefeuille. These activities include technical support, user access and password resets.

Our goal is to maintain the high level of customer service Ken provided for the last 12 years. Although Ken is still the major support of the eHEAT system, his role has shifted to database, system support and enhancements, and away from user support. He continues to be a valuable resource for energy and weatherization assistance and eHEAT.

T&TA topics



Training and Technical Assistance (T&TA) is assistance, information, and/or training provided to understand a policy, implement a procedure, or use eHEAT or other tools to administer and deliver EAP. If your agency has a need to know, we want to know, and the sooner the better. Don't wait until a meeting, a monitoring visit, or unrelated scheduled training to let Commerce EAP staff know of a T&TA topic that's on your list. It is possible for EAP Service Providers to submit training needs on a regular basis. Service Providers are urged to send an email to their EAP PPA and copy eap.mail@state.mn.us.