

## Topics in this issue

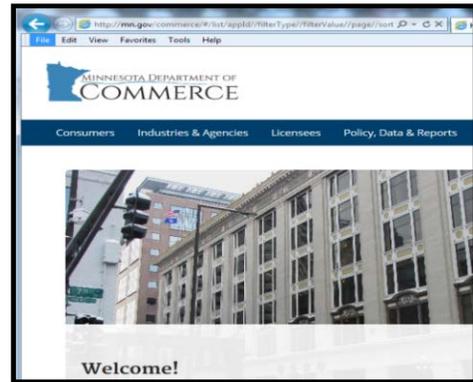
**Policies and Procedures:** New Department of Commerce website launched; Applications requested through Central Mail

**Notices:** None

## Policies & Procedures

### New Department of Commerce website launched

The Minnesota Department of Commerce has designed a new website. While the Commerce homepage address ([www.mn.gov/commerce](http://www.mn.gov/commerce)) remains the same, the website's navigation structure is completely new. This means the URL addresses for pages on the old site do not transfer to the new site and the links EAP households and Service Providers use have changed. EAP will work with the Commerce web team to correct any errors and broken links. The following describes where to find EAP information for EAP households and Service Providers:



### EAP webpages for consumers

- **Energy Assistance Program:** This page is where households find general EAP information including eligibility guidelines and links to the applications and the list of EAP Service Providers: <http://mn.gov/commerce/consumers/your-home/save-energy-money/eap.jsp>.
- **Service Provider List:** This page lists the EAP Service Provider serving each Minnesota county: <http://mn.gov/commerce/consumers/your-home/save-energy-money/service-provider-list.jsp>. This updated page does not currently list the Service Providers serving each tribe, but this information will be added to the webpage.

### EAP webpages for Service Providers

- **Energy Assistance Providers:** This page has three tabs for EAP Service Providers: 'Manuals', 'Training', and 'Plans & Reports'. <http://mn.gov/commerce/industries/energy/service-providers/eap/>
- **Toolkit** (formerly EAP Tools Summary page): This page includes links to information and documents needed to manage the EAP program. There is a **Topics** list on the right side of the page where you can click on a topic (e.g., "Application Processing") to find the documents related to that topic. <http://mn.gov/commerce/industries/energy/service-providers/eap/toolkit.jsp#/list/appld//filterType//filterValue//page//sort//order/>.

TOPICS
Application Processing
Assurance 16
Crisis and Energy Related Repair (ERR)
Data Practices

- **Newsletters:** This is where *The Energizer* newsletters are found:  
<http://mn.gov/commerce/industries/energy/service-providers/newsletters/#/list/appld//filterType//filterValue//page//sort//order/>
- **eHEAT:** This page has general eHEAT information and four tabs related to eHEAT: “Application Process,” “Vendor Info,” “Log On,” and “User’s Manual”:  
<http://mn.gov/commerce/industries/energy/service-providers/eheat/>

## **Applications requested through Central Mail**

Commerce EAP staff investigated reports of applications taking weeks to be received. They discovered a procedure implemented by the Central Mail Services was delaying the mailing of Minnesota Energy Programs Applications requested through eHEAT.

A new procedure for the mailing has been implemented, which will allow applications to be processed for mailing each day.