

A blue silhouette of the state of Minnesota.

MINNESOTA DEPARTMENT OF
COMMERCE



Energy Assistance Program

FFY2016 EAP Annual Training

Program eligibility, Application,
Application processing, Primary Heat

Eligibility

Doug Burns

Topics

- Definition of Adult
- HHD Definition
- Economic Unit
- Subdivided
- Ineligible non-citizen
- Subsidized Housing

Definition of Adult

An adult is a person 18 years of age or older;
or

An emancipated minor is a person:

- Under the age of 18 who is or was married,
- Is on active duty in the uniformed services, or
- Has been declared emancipated by a court

An adult or emancipated minor living in the HH
must sign the application

Household Definition

LIHEAP Statute

The term "household" means any individual or group of individuals who:

- Are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payments for energy in the form of rent

Household Definition

A HH includes all individuals who:

- Are one **economic unit**;
- Occupy a residence, which has not been **subdivided**;
- Are provided **residential energy in common** or who make undesignated energy payments in rent; and
- Do not live in an institution

Economic Unit

An **economic unit** is a group of related or nonrelated individuals who:

- Are living together; and
- Whose income and/or consumption of goods and services are related

Economic Unit (cont.)

Example:

Individuals who share a lease and pay one rent are one economic unit because their consumption of housing is related

Subdivided Residence

A **subdivided residence** includes any building where:

- Occupant(s) in one unit do not live with other occupant(s); and
- Each unit has direct access:
 - From the outside only; or
 - Through a common hall, lobby, or vestibule that is not part of any unit; and
 - Is clearly separate from all units in the structure

and

Subdivided Residence (cont.)

- Individual units are either directly billed by an energy vendor for their home energy costs; or
- Heat and electricity are included in rent

Subdivided Residence - Examples

Subdivided:

- Rental of basement or upper level of home with direct outside access only for the renter's use, and
- No access to the rest of the house

Not subdivided:

- Rental of a bedroom and attached bathroom; and
- The renter must pass through the homeowner's living space to reach the rented bedroom

Exception to Non-subdivided residence to include as a separate HH

- A person who rents a room(s) (e.g., rents basement)
- **Does not share living area** (i.e., neither kitchen, bathroom, nor living room); and

Exception to Non-subdivided residence to include as a separate HH (cont.)

- Does not share other dwelling or HH costs is not a member of another HH

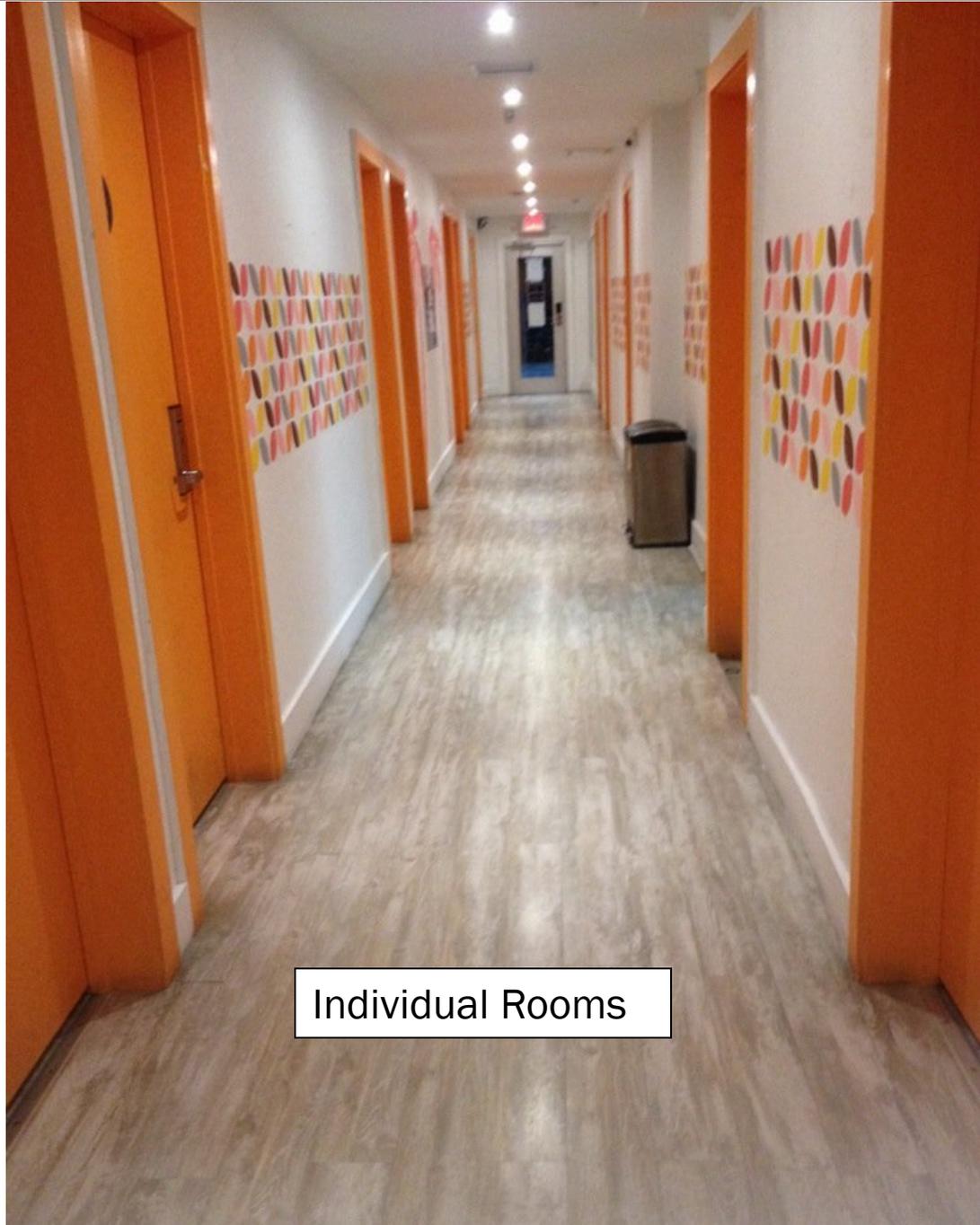
Note: Examples of other dwelling or HH costs are food, shelter, heat and utilities.

This renter may apply as a separate HH **even if they do not otherwise meet the strict definition of a subdivided unit.**

Household Checklist

All green area must be yes to be one household

Household definition	Description	Meets HH Definition	
		Yes	No
Economic Unit	Live together; income - consumption related	✘	
Residence is not subdivided	Do not live together Separate entry	✘	
Residential energy in common or make undesignated energy payments in rent	Energy used/paid in common or included in rent	✘	
Do not live in an institution	Not in nursing home, prison	✘	
Roomer	Rents a room - Does not share living area or dwelling costs		✘



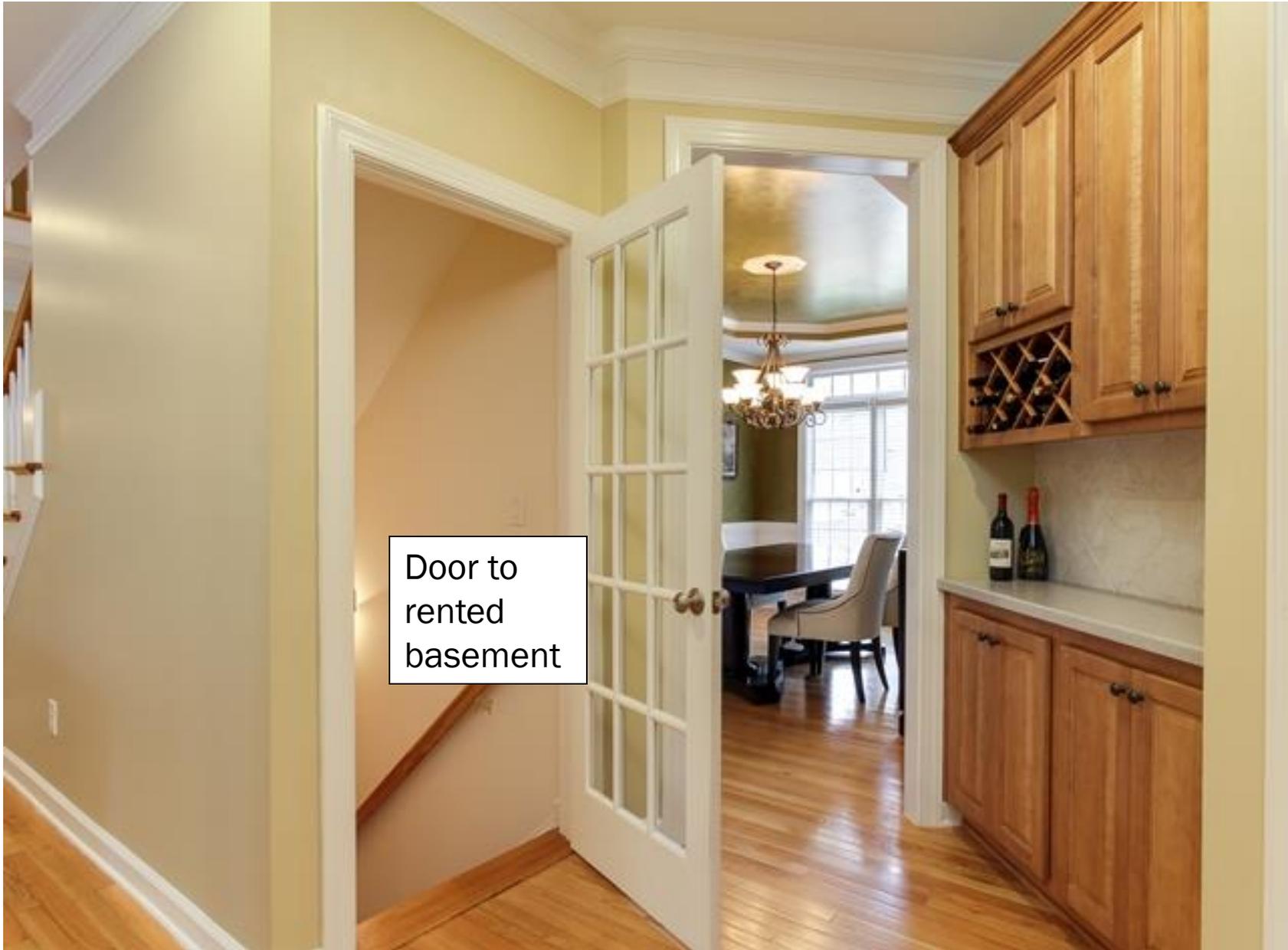
Individual Rooms

- Individual leases a private room
- Heat and electric included in rent
- Individual is only responsible for their own rent
- Common shared hallway
- All units share bathrooms and kitchen

Household definition	Description	Meets HH Definition	
		Yes	No
Economic Unit			X
Residence is not subdivided			X
Residential energy in common or make undesignated energy payments in rent		X	
Do not live in an institution		X	
Roomer			



Are all occupants in the *building* one HH? No



Door to
rented
basement

- Heat and electric in rent
- Individual pays rent through rental agreement
- Individual lives in rented basement
- Access to basement is through another unit
- No other shared common space

Household definition	Description	Meets HH Definition	
		Yes	No
Economic Unit			
Residence is not subdivided			
Residential energy in common or make undesignated energy payments in rent			
Do not live in an institution			
Roomer			X



Are all occupants in the *building* one HH? No



Door to
outside

Door to
unit A

Door to
Landlord's
residence

- Common shared entryway
- Do not live with others
- Own lease

Household definition	Description	Meets HH Definition	
		Yes	No
Economic Unit			X
Residence is not subdivided			X
Residential energy in common or make undesignated energy payments in rent		X	
Do not live in an institution		X	
Roomer			



Are all occupants in the building one HH? No



Door to
Apartment

Door to
outside

Landlord's
residence

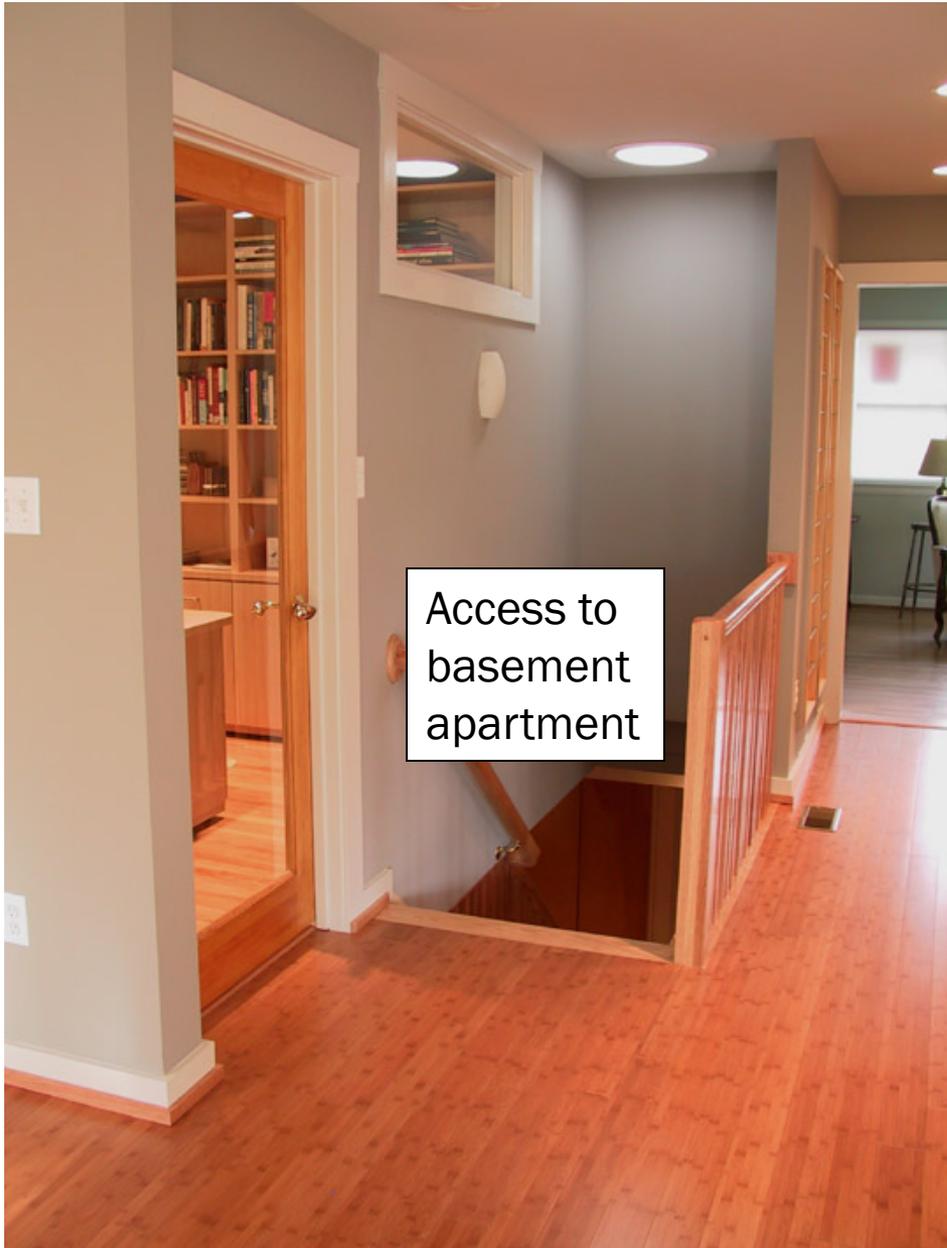
Entryway
has
access
to
another
unit

- Individual in apt. pays rent and has a separate lease
- Pays own heat. Pays own electric bill
- Access to apartment is through a vestibule with access to another unit

Household definition	Description	Meets HH Definition	
		Yes	No
Economic Unit			X
Residence is not subdivided		X	
Residential energy in common or make undesignated energy payments in rent			X
Do not live in an institution		X	
Roomer			



Are all occupants in the building one HH? No



Access to
basement
apartment

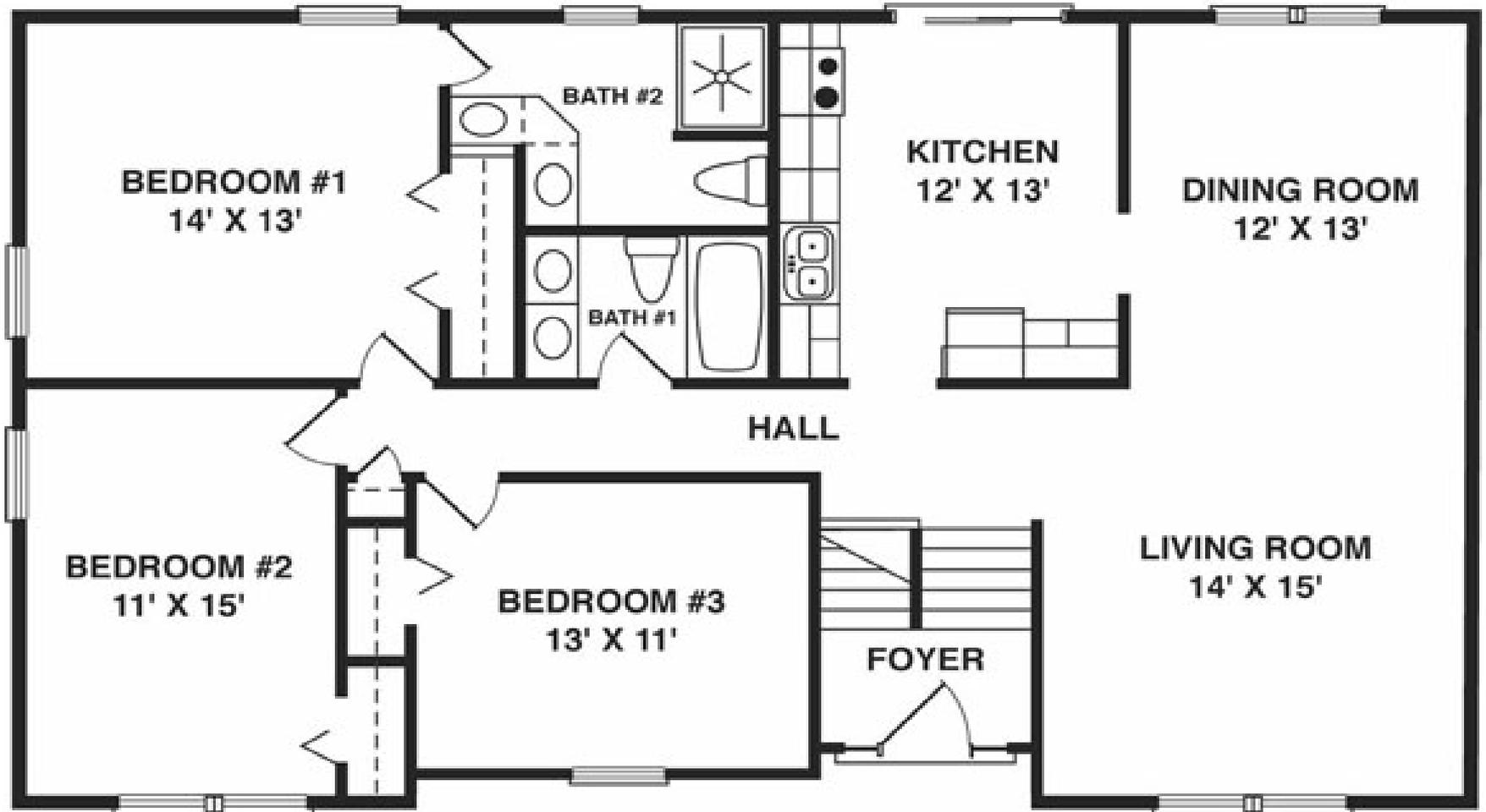
- Individual leases the basement
- Heat and electric included in rent
- Individual shares the kitchen upstairs
- Assess to basement is through another unit

Household definition	Description	Meets HH Definition	
		Yes	No
Economic Unit		X	
Residence is not subdivided		X	
Residential energy in common or make undesignated energy payments in rent		X	
Do not live in an institution		X	
Roomer			



Are all occupants in the building one HH? Yes

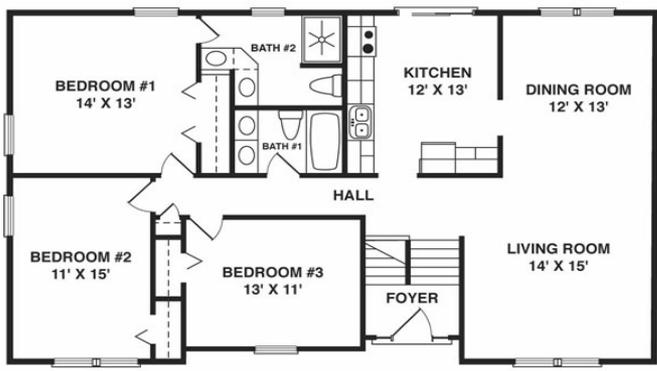
Roommates rent a 3-bedroom apt



Roommates

- Individuals have their own bedroom and are all listed on the lease
- Heat and electric included in rent
- Shared living area with other occupants
- Individuals may or may not know each other

Household definition	Description	Meets HH Definition	
		Yes	No
Economic Unit		X	
Residence is not subdivided		X	
Residential energy in common or make undesignated energy payments in rent		X	
Do not live in an institution		X	
Roomer			



Are all occupants in the building one HH? Yes

Ineligible non-citizen (Chapter 5)

Ensure LIHEAP-eligible non-citizens and citizens, including children residing with ineligible non-citizens, are not discouraged, delayed or denied enrollment or faced with additional access barriers by EAP procedures

Ineligible non-citizen (Chapter 5)

If an ineligible non-citizen is a HH member, their income is counted but they are not counted as a HH member. (See U.S. HHS Information Memorandum [\(IM\) LIHEAP-IM-2014-07](#))

Ineligible non-citizen

Examples

- Foreign students
- Tourists
- People who are undocumented
- People who overstayed their visa

Note: They may have a valid SSN or an I-94 form

Eligible non-citizen

Also defined as “Qualified Aliens” - Examples:

- Legal Permanent Residents
- Asylees
- Refugees
- Aliens:
 - Granted conditional entry (prior to Apr 1, 1980)
 - Battered spouses
 - Battered children
 - Victims of a severe form of trafficking

Ineligible non-citizen (continued)

- If, without any prompting or investigating, a SP learns a HH includes ineligible non-citizens, the SP should follow the outlined procedures

Ineligible non-citizen (continued)

Do not ask, prompt or investigate the citizen or non-citizen status of household members

- If, without any prompting or investigating, a SP learns a HH includes ineligible non-citizens, the SP should follow outlined procedures

Ineligible non-citizen (continued)

SP should not assume a person's program eligibility status or solicit information

- Some ways this unsolicited information may become known is if the HH verbally or in writing indicates they are an ineligible non-citizen
- SP cannot ignore known information about the status of individual HH member

Ineligible non-citizen (continued)

Example of HHs that include ineligible non-citizens and the respective procedures:

- At least one adult is an eligible person in a HH with other eligible or ineligible non-citizens
- All adults are ineligible non-citizens that reside with one or more eligible children
- A HH is only comprised of ineligible persons

Ineligible non-citizen (continued)

At least one adult is an eligible person in a HH with other eligible or ineligible non-citizens

- If, without any prompting or investigating, it is determined ineligible non-citizens are part of the HH make-up, ensure primary applicant is an eligible person
- Ineligible non-citizen HH members should be marked as “inactive” in eHEAT so they are not counted in the HH member size
- The 3-month income is calculated from all sources (both eligible and ineligible non-citizens) and recorded in eHEAT in the ‘Total HH Income’
- Make notes in eHEAT of the ineligible non-citizen status

Ineligible non-citizen (continued)

All adults are ineligible non-citizens that reside with one or more eligible children

- If, without any prompting or investigating, it is determined all adults are ineligible non-citizens, the app should be signed by an adult applicant on behalf of the eligible child(ren)
- Ineligible non-citizen HH members should be marked as “inactive” in eHEAT so they are not counted in HH member size
- The 3-month income is calculated from all sources (both eligible and ineligible non-citizens) and recorded in eHEAT in the ‘Total HH Income’
- Notations in eHEAT should be made of the ineligible non-citizen status

Ineligible non-citizen (continued)

A HH is only comprised of ineligible non-citizens

- If, without any prompting or investigating, it is determined there are no eligible HH members, the application is denied
- Use “Insufficient Information” eHEAT denial reason
- Use the “Insufficient Information” letter. This may prompt the HH to contact the SP, providing an opportunity for additional clarity on the denial basis
- Notations in eHEAT should be made of the ineligible non-citizen status

Subsidized Housing

For EAP purposes subsidized housing is housing for which a HH receives one of the governmental subsidies listed below and the amount of rent paid is based on a percent of the HH's income, not on the market rate:

- Section 8 voucher
- Project-based Section 8
- Public housing
- Tribal subsidized housing

Subsidized Housing (cont.)

Primary Heat Benefits to HHs in subsidized housing is based on how their energy costs are paid, as follows:

- HHs responsible for their heating costs are eligible for grants based on their consumption
- HHs responsible for only non-heat electric costs are eligible for a flat grant of \$100 that is paid directly to their electric energy vendor
- HHs who pay neither heat nor electric costs to an energy vendor are not eligible to receive an EAP benefit

Q&A

Ken Benson

Eligibility and Income

Doug Burns

Eligibility and Income

- Rental Income and Self-Employment
- MFIP \$110 Housing Grant
- Agent Orange Settlement
- Social Security or Unemployment Overpayment

Self-Employment & Rental Income

Rental Income – **new** allowable documentation

Rental income is self-employment income. Rental income documentation can include:

- IRS Form 1040 or should be given a
- [Appendix 5C - Self-Employment Income Cash Accounting Method](#)
- **Rental receipts, cancelled checks, or rental agreements showing the monthly rental amount**

Note: Advise HH that deducting their expenses may positively affect their eligibility and benefit amount

IRS 1040 – Line 21 – SE or Rental

For self-employment or rental income a household normally sends an IRS 1040.

The household:

- Will check self-employment or rental income on the application
- May have self-employment or rental income without reporting income on IRS 1040 lines 12, 14, 17 or 18
- **May report income on line 21**

IRS 1040 - Line 21 - SE or Rental

14	Other gains or (losses). Attach Form 4797					14		
15a	IRA distributions	15a			b Taxable amount	15b		
16a	Pensions and annuities	16a			b Taxable amount	16b		
17	Rental real estate, royalties, partnerships, S corporations, trusts, etc. Attach Schedule E					17		
18	Farm income or (loss). Attach Schedule F					18		
19	Unemployment compensation					19		
20a	Social security benefits	20a			b Taxable amount	20b		
21	Other income. List type and amount					21		
22	Combine the amounts in the far right column for lines 7 through 21. This is your total income ▶						22	
23	Reserved				23			

IRS 1040 – Line 21 – SE or Rental

Line 21 is used to report:

- Any taxable income not reported elsewhere on the return or other schedules
- Income from the rental of personal property if an individual engaged in the rental for profit but was not in the business of renting such property
- Income from an activity not engaged in for profit

Make notes to describe EAP countable income from Line 21

IRS 1040 – Line 21

Examples of EAP countable income in line 21 are:

- Self-employment income
- Payments for childcare
- Cash earned from side jobs
- Rental of personal property

Note: The household member must be continuing the income-producing activity

IRS 1040 – Line 21

Examples non-EAP income in line 21 are:

- Jury Duty
- Cancellation of debt
- Health Savings Account distributions
- Gambling winnings
- Barter exchanges of goods or services
- Awards, prizes, contest winnings

MFIP Housing Assistance Grant

Many MFIP households are starting to receive a \$110 MFIP Housing Assistance Grant each month beginning July 1, 2015.

- It is a cash grant listed as a separate line item
- The assistance is not base on housing

Here is the link to a DHS bulletin

http://www.dhs.state.mn.us/main/groups/publications/documents/pub/dhs16_194994.pdf

Count as EAP income

Agent Orange

By law, the following cannot be considered income or an asset:

- Payments made from the Agent Orange Settlement Fund or any other fund established pursuant to a settlement in the Agent Orange product liability litigation.

Social Security or UI Overpayment

When a household member has a SS or UI overpayment, it means these benefits were previously overpaid to a household member

Current benefit amounts available to the household are reduced to pay back the overpayment

Social Security or UI Overpayment

UI Overpayment Example:

Benefit	Withheld distribution	Amount received
\$300	\$100	\$200

Countable EAP Income \$300

- Same as child support not reducing EAP countable income
 - Amount payable by the HH member

FFY16 Application

Aman Asghedom

The FFY16 EAP Application Training Topics

1.Changes & Improvements

- Application, Recertification and Instructions
- Matching eHEAT entry with App flow

2.Application mailing timeline

3.Access to EAP Application

Application changes/improvements

Why?

- To provide clear information to applicants
- To gather EAP relevant data by
 - Asking the right/essential questions
- To improve application processing by
- Reducing processing time
 - Increasing accuracy

Areas of changes/improvements

- Added primary applicant **birthdate** to front page
- Clarified “**Authorized Representative**”
- Added **Multi Race** in Race Categories
- **Sorted income categories** with no need for income sources
- Added amount for HHs with **child support**
- **Income guidelines**
- Described “**Adult**” in App and instructions
- Matched eHEAT entry with App info flow

Added primary applicant birthdate to pg. 1

Please use black ink to complete your application

2015-2016 MINNESOTA ENERGY PROGRAMS APPLICATION



Before completing this application, carefully read the enclosed "Your Rights and Responsibilities" and Instructions.

Part 1. Personal Information - Verify all preprinted information is correct. Enter changes as needed.

Your Social Security Number:

Disclosure of Social Security Number for the primary applicant is required. If you do not provide your verifiable social security number, your application cannot be processed. AUTHORITY: Section 205(c)(2)(C)(i) of the Social Security Act, 42 U.S.C. § 405(c)(2)(C)(i) USE: The State will use Social Security Numbers in the administration of the LIHEAP to verify information supplied on the application, to prevent, detect, and correct fraud, waste, and abuse, and for the purpose of responding to requests for information from agency programs funded by block grants to states for temporary assistance for families in need.

Your Name:

First Name M.I. Last Name

Current Home Address:

Street Apt. # City State MN ZIP

MM/DD/YYYY

MM/DD/YYYY

/ /

Date of Birth





Clarified "Authorized Representative"

Part 2. Household Information

Mailing Address (if different from Home Address):

_____ MN _____
 Street or PO Box Apt. # City State Zip Code

County: _____ Township: _____

Home Phone: _____ Daytime or Other Phone (if different from home phone):
 (____) _____ (____) _____

Primary language spoken in home: _____ E-mail address: _____

Authorized Representative: If you complete this section, you give the "Authorized Representative" permission to act for you. If you include his/her address below, this person will receive all your mail for this program instead of you.

_____ MN _____
 Street or PO Box Apt. # City State Zip Code

YOU MUST SIGN AND DATE THIS APPLICATION AT THE BOTTOM OF THE LAST PAGE

Added Multi Race into Race Categories

Part 2. Household Information

+ LIST ALL HOUSEHOLD MEMBERS, STARTING WITH YOU:

First Name, M.I. & Last Name	Social Security	Date of Birth MM/DD/YYYY	Race	His-panic Y/N	Sex M/F	Dis-ability Y/N	Years Of School	Veteran Y/N	Have Income Y/N
1. (self)	(required)	/ /							
2.		/ /							
3.		/ /							
4.		/ /							
5.		/ /							
6.		/ /							
7.		/ /							
8.		/ /							

Attach a separate sheet if necessary

I = American Indian or Alaska Native
W = White M = Multi Race O = Other

Race: A = Asian B = Black or African American I =
P = Native Hawaiian or Other Pacific Islander W =



Sorted “No proof of income” categories

Added amount after Child Support

SOURCES OF INCOME AND OTHER ASSISTANCE (Check all that apply for your household and send proof of income)

- | | | |
|---|---|---|
| <input type="checkbox"/> Wages | <input type="checkbox"/> Social Security Disability Income (SSDI) | <input type="checkbox"/> Alimony or Spousal Support |
| <input type="checkbox"/> Self-Employment/Farm Income*
Date Business started: _____ | <input type="checkbox"/> Supplemental Security Income (SSI) | <p>No proof of income required for the following:</p> |
| <input type="checkbox"/> Rental Income | <input type="checkbox"/> Retirement Survivors Disability | |
| <input type="checkbox"/> Unemployment Compensation | <input type="checkbox"/> Retirement Income | <input checked="" type="checkbox"/> Child Support |
| <input type="checkbox"/> Workers' Compensation | <input type="checkbox"/> Pension/Annuity (including qualified plans) | <p>Monthly amount \$ _____</p> |
| <input type="checkbox"/> Interest or Dividend Income | <input type="checkbox"/> Tribal Bonus, Judgments or Per Diem | <input type="checkbox"/> Food Support |
| <input type="checkbox"/> Contract for Deed Interest | <input type="checkbox"/> Diversionary Work (DWP) | <input type="checkbox"/> Earned Income Tax Credit |
| <input type="checkbox"/> Veterans' Benefits | <input type="checkbox"/> Long/Short-term Disability | <input type="checkbox"/> No Income (contact local EAP Service Provider) |
| <input type="checkbox"/> Social Security Retirement Benefits | <input checked="" type="checkbox"/> Minnesota Family Investment Program (MFIP) | |
| | <input type="checkbox"/> General Assistance (GA) | |



Income guidelines

Send proof of all gross income received by all people in your household in the last 3 full calendar months. Send copies, originals will not be returned. Wages for children in grades K-12 are not counted.

*If self-employed, send first 2 pages of your most recent IRS-1040 tax return. Contact your local EAP Service Provider if your business was started less than two years ago.

Your application will be delayed if you do not include proof of income.

You must sign and date the last page of the application. It must be postmarked or received on or before:

May 31, 2016.

If you submit application in:

Aug 2015

Sept 2015

Oct 2015

Nov 2015

Dec 2015

Jan 2016

Feb 2016

Mar 2016

Apr 2016

May 2016

HH Size	Three Months Income		
	FFY15	FFY16	Diff
1	\$5,838	\$5,987	\$149
2	\$7,635	\$7,829	\$194
3	\$9,431	\$9,671	\$240
4	\$11,228	\$11,514	\$286
5	\$13,024	\$13,356	\$332
6	\$14,821	\$15,198	\$377
7	\$15,157	\$15,543	\$386
8	\$15,494	\$15,889	\$395
9	\$15,831	\$16,234	\$403

Added "I am an adult .." to Consent & Signature

Part 5. Consent and Signature for October 1, 2015 to September 30, 2016

5. By signing, I affirm that all data in this application is correct. I also acknowledge that:
- I currently reside in the address listed on this application.
 - I am signing on behalf of all household members.
 - I may have to prove my statements.
 - I may be held civilly or criminally liable under federal or state law for knowingly making false or fraudulent statements.
 - I have rights under EAP, WAP, and CIP. I have received a copy of the "Privacy Notice and Your Rights and Responsibilities" and agree to its terms and conditions.
 - I may appeal local Energy Programs Service Provider decisions about my benefits.
 - I understand that filling out this application does not guarantee that my household will receive

➔ **I am an adult or emancipated minor.**

Print Name: _____

Signature: _____ Today's Date: _____

We must receive your application within 60 days of the end of the program year.
This application must be postmarked or received **no later than May 31, 2016.**
Funds may not last, apply early.

Matched eHEAT to App Flow Specs

To save data entry time

EAP Application

LIST ALL HOUSEHOLD MEMBERS, STARTING WITH YOU:

First Name, M.I. & Last Name	Social Security	Date of Birth MM/DD/YYYY	Race	Hispanic Y/N	Sex M/F	Disability Y/N	Years Of School	Veteran Y/N	Have Income Y/N
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eHEAT Specs

Household Member [TOP](#) [BOTTOM](#)

* First Name: Middle Initial: * Last Name: SSN:

* DOB: * Race: Ethnicity: * Sex:

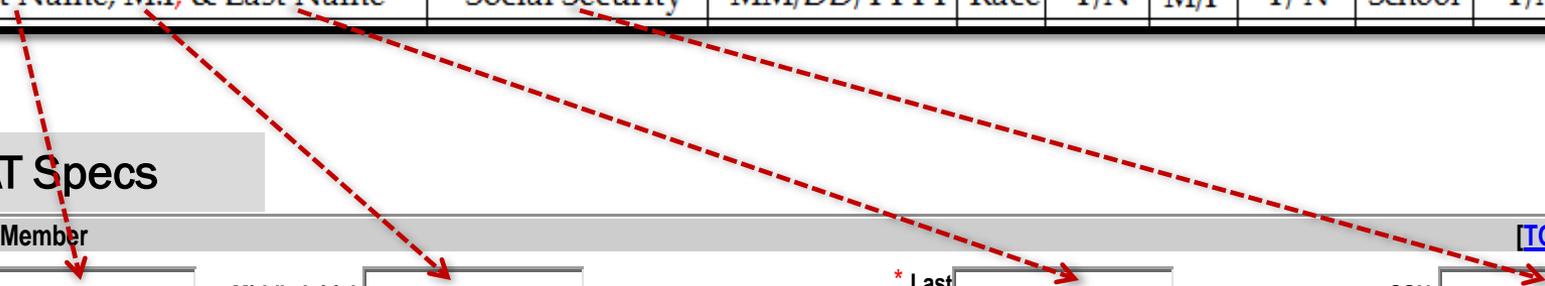
Disabled: Years of School Completed: Veteran: Income:

In Absence of SSN

Id: Id Type:

Active: Primary Applicant: Yes Service Provider Member number 63

** Required Fields*



FFY16 Application Requirements Tool

2015-2016 MINNESOTA ENERGY PROGRAMS APPLICATION



Before completing this application, carefully read the enclosed "Your Rights and Responsibilities" and Instructions.

Part 1. Personal Information

Your Social Security Number

SP can enter SSN and DOB from prior year in eHEAT. SSN and DOB may be used whether entered here by the household or on page 2.

Your Name:

First Name M.I. Last Name Date of Birth

Current Home Address:

Street Apt. # City State Zip Code

SP must obtain address from the household if not provided; can be by phone, request letter, etc.

Mailing Address (if different from Home Address):

Street or PO Box City State Zip Code

SP may enter missing information from available resources.

County: Township:

Home Phone: Daytime or Other Phone (if different from home phone):

() ()

The HH may not have a phone.

Primary language spoken in home: E-mail address:

FFY2016 Mailing Schedule

- Monday, August 24th - first Recert applications will be mailed
- August 26-27 Regular applications will follow (immediately after Recerts finish)
- Queued Blank Apps (Blapps) will be mailed after

FFY2016 Mailing by numbers

	FFY 15	FFY16
Pre-application count	139,851	124,552
Recertification count	15,543	16,186
Total	155,394	140,738

Accessibility to Application materials

- **SP version Apps** for printing to be sent after training
 - **Caution:** Do not alter content, including local questions
- **‘Required Application Info’** tool is on the web
- Other web versions available soon (Sept) including **Spanish-language, large print, fillable versions**
- Have applications accessible on **SP website**
- Applications must be **accessible** to persons with disabilities
- Ensure App sites are accessible throughout service area

Application Processing

Sandy Seemann

Application Processing

- Employee app for volunteers
- Timely app processing
- Verification of Income & Expenses
 - Non-counted income verification
 - Change to VIE form
- Self-Employment income clarification

Application Processing

Employee Applications: Volunteers, etc.

- Employee app process is to reduce potential conflicts of interest
- The approval process by Commerce further reduces the risk of intentional or inadvertent processing errors
- Volunteers, seasonal staff, contractor staff acting in an employee capacity should have their app treated as an employee app if they apply for EAP

Application Processing

Timely Application Processing

- LIHEAP statute requires apps to be acted upon in a reasonable time
- 30 days is reasonable amount of time
- App timeline not in effect until Jan 15 (due to large volume of apps at start of program year)
- After Jan 15, apps must be certified and paid within 30 days of receipt of the complete app
- SPs must add staff and/or extra hours if needed to ensure the 30-day timeline is being met

Application Processing

Verification of Income & Expenses and non-counted income

- Space for child support \$ added to FFY16 app
- Can verify non-countable income by phone /writing - do not send VIE if income is adequate
- Whether income is countable or not, only use VIE for inadequate income (less than rent/mortgage)

Application Processing

Verification of Income & Expenses and non-counted income (cont.)

- While non-countable income is counted for determining **adequacy** of income, additional proof of non-countable income is not required (i.e., it is self declared).
- Only need one VIE per HHD (not 1 per HHD member)

Application Processing

Verification of Income & Expenses form changes

- Old

If someone helped pay you
phone number below:

1. _____
2. _____

Gift / Loan (circle one). Amount \$ _____

Gift / Loan (circle one). Amount \$ _____

- New

If someone helped pay
phone number below:

1. _____
2. _____

Gift. 3 month total: \$ _____

Loan. 3 month total: \$ _____

Application Processing

Self-Employment Income Clarification

Info can be taken directly from tax return and put into eHEAT, and not complete Self-Employment worksheet

Home | Client Services | Payment Services | Grant Services | Admin Services | Help / Manuals | Dashboard | Sy

Application | Crisis Benefits | ERR Benefits | WAP Benefits | EAP Benefit | Assurance 16

[Search](#) | [Request for Application](#) | [Log Application](#) | [Client Information Download](#) | [Maintain Multiple Consumption](#)

Self Employment Tax Worksheet

Type	Amount(\$)
<input type="checkbox"/> Line 12. Business Income or loss	<input type="text"/>
Line 13. Capital gains	<input type="text"/>
Line 14. Other gains or losses	<input type="text"/>
Line 17. Rental real estate, royalties, partnership, etc	<input type="text"/>
Line 18. Farm income or loss	<input type="text"/>

Line 17. Rental real estate, royalties, partnership, etc

Primary Heat

Jeff Mitchell

Primary Heat

Topics

- Matching Name on Account
- High Consumption

Name on Account Matching

Policy & Procedure

Name on Account Matching

Reasons:

- Where payments go is a major risk area
- Part of national LIHEAP integrity efforts
- Being scrutinized by audits/assessments of EAP

Issue:

- Sometimes a household member name is not on the energy account

Name on Account Matching

Developed controls to address risk

- Policy and procedure to get matches or make assurances when there is no match
- eHEAT checkbox to help measure and audit

Name on Account Matching

Policy & Procedure

Section **Name on Energy Accounts** , Chapter 4 Pg. 10, paraphrased:

- Name on account should match the name of a household member on the application.
- If not, the Service Provider must get assurance the grant is going to intended recipients at the intended address.

Name on Account Matching

Policy & Procedure (Ch. 4 Pg. 10 Name on Energy Accounts section)

1. Contact HHD to ask why acct. is not in HHD members' name.
2. Ask HHD to get a HHD name on account. Assist HHD to remove any barriers.
3. If unable to get the account in a HHD member's name, verify the reason for no match and ensure the account is for the address of the HHD (e.g. confirm with vendor or landlord).
4. If match of account address & HHD address cannot be verified, deny the HHD for insufficient information.
5. Make notes in eHEAT.

Name on Account Matching

On 'Housing & Heat' screen > 'Vendor Info.' section

Vendor Information [TOP]

No Electric Vendor

Would you like 30% of your grant sent to your electric company?

Does everyone (adults and children) in your household currently have health insurance?

HEAT AND ELECTRICITY INFORMATION

Type	Schedule Override	Vendor	Name on Account	Acct Name Match	Account Number	Status
<input type="checkbox"/> Heat	Allow Schedule	Federated Co-ops Inc (1390)	Walnut	No Match	32165496874	Active
<input type="checkbox"/> Electric	Allow Schedule	Xcel Energy (2217)	Peanut	Match	365654649664	Active

More Remove

- Added 'Acct Name Match' field with dropdown
- Processor selects 'No Name Match' when the name does not match when payment is made.

Assessing Consumption Cost

Why & What to look for

Assessing Consumption Cost

Why?

- Key benefit determinant
- Amounts vary due to many factors
- Reviewing before completing payments can be helpful

Assessing Consumption Cost

High consumption reasons:

- Heating a business/farm
- Consumption data entry error
- Size of dwelling
- Type of dwelling
- Condition of dwelling
- Inefficient heating system

Assessing Consumption Cost

Some reasons for low consumption

- Occupancy
- Data entry error
- HHD using dual fuel but does not know

Consumption Cost by Fuel Type

FFY2009- 2014

Fuel Type	Average Annual Fuel Cost	95th Perc.	99th Perc.
Oil	\$ 1,702	\$3,269	\$4,052
Propane	\$ 1,540	\$3,019	\$3,758
Wood	\$ 1,234	\$2,088	\$2,515
Muni. Steam	\$ 1,478	\$2,908	\$3,622
Natural Gas	\$ 836	\$1,682	\$2,106
Electricity	\$ 1,968	\$4,081	\$5,138
Dist. Heating	\$ 1,134	\$1,938	\$2,340
Biofuel	\$ 1,466	\$2,407	\$2,877
Other	\$ 1,497	\$2,899	\$3,600

Consumption Cost by Housing Type

FFY2009- 2014

Comparison of top 4 fuels by housing type

Housing Type	Elec. Avg.	NG Avg.	LP Avg.	Oil Avg.
Mobile Home	\$ 2,393	\$ 764	\$ 1,520	\$ 1,563
Triplex	\$ 1,219	\$ 824	NA	NA
Fourplex	\$ 1,165	\$ 671	\$ 785	NA
Townhouse	\$ 1,504	\$ 634	\$ 963	\$ 1,367
Apt.-Condo	\$ 844	\$ 513	\$ 1,060	\$ 1,395
Other	\$ 1,606	\$ 719	\$ 1,092	NA

Consumption Cost by Housing Type

FFY2009- 2014

Electricity

Housing Type	Average Annual Fuel Cost	Outlier (only 5% of HDDs are above this)
Mobile Home	\$ 2,393	\$ 4,239
House	\$ 2,377	\$ 4,290
Duplex	\$ 1,688	\$ 3,238
Triplex	\$ 1,219	\$ 2,476
Fourplex	\$ 1,165	\$ 2,407
Townhouse	\$ 1,504	\$ 2,693
Apartment-Condo	\$ 844	\$ 1,761
Other	\$ 1,606	\$ 3,354

Consumption Cost by Housing Type

FFY2009- 2014

Natural Gas

Housing Type	Average Annual Fuel Cost	Outlier (only 5% of HHDs are above this)
Mobile Home	\$ 764	\$ 1,394
House	\$ 916	\$ 1,782
Duplex	\$ 884	\$ 1,848
Triplex	\$ 824	\$ 1,866
Fourplex	\$ 671	\$ 1,487
Townhouse	\$ 634	\$ 1,193
Apartment-Condo	\$ 513	\$ 1,220
Other	\$ 719	\$ 1,608

Consumption Cost by Housing Type

FFY2009- 2014

Propane

Housing Type	Average Annual Fuel Cost	Outlier (only 5% of HHDs are above this)
Mobile Home	\$ 1,520	\$ 2,871
House	\$ 1,560	\$ 3,081
Duplex	\$ 1,135	\$ 2,562
Triplex	NA	\$ 3,548
Fourplex	\$ 785	\$ 1,862
Townhouse	\$ 963	\$ 2,250
Apartment-Condo	\$ 1,060	\$ 2,624
Other	\$ 1,092	\$ 2,621

Consumption Cost by Housing Type

FFY2009- 2014

Oil

Housing Type	Average Annual Fuel Cost	Outlier (only 5% of HHDs are above this)
Mobile Home	\$ 1,563	\$ 2,932
House	\$ 1,724	\$ 3,308
Duplex	\$ 1,399	\$ 2,981
Triplex	NA	\$ 2,503
Fourplex	NA	\$ 2,674
Townhouse	\$ 1,367	\$ 2,572
Apartment-Condo	\$ 1,395	\$ 2,874
Other	NA	\$ 3,040