

A blue silhouette of the state of Minnesota.

MINNESOTA DEPARTMENT OF
COMMERCE



Energy Assistance Program

FFY2016 EAP Annual Training

Refunds, Vendor management,
Vendor registration

Refunds

Doug Burns

Refunds – Ownership of Assistance

Chapter 3 and Chapter 10

New refund policy/procedures were implemented last year after the start of the EAP program year

- EAP funds always belong to EAP
- Unspent EAP funds never lose their designation as EAP federal funds

Refunds – Ownership of Assistance

Chapter 3 and Chapter 10

- EAP benefit is provided to the HHD to purchase energy
 - At the end of the program year, unspent EAP benefits must remain on the HHD's energy vendor account for future energy costs
 - HHDs cannot request cash refunds
-

Refunds – Ownership of Assistance

(Cont.)

- The energy vendor always returns EAP credit to EAP when a HHD discontinues as a customer
- Energy vendors should never use unclaimed property procedures for EAP funds

Refunds – Ownership of Assistance

(Cont.)

Note: For delivered fuels, once fuel is delivered to the dwelling it becomes property of the HHD (e.g. LP, oil, wood, corn)

- If a vendor pumps fuel out of a HHD's tank when the HHD moves, any resulting credit belongs to the household... not EAP

Refunds from the SP Perspective

Different procedures for handling refunds depending on the year of the EAP benefit and the date the refund is received:

- FFY15 funds thru 12/15/2015
 - FFY15 funds after 12/15/2015
 - Older EAP benefits (FFY14 or earlier)
-

Refunds of Current FFY Benefits

- Refunded FFY15 EAP benefits received through 12/15/2015 must be entered in eHEAT
 - If an energy vendor does not use eHEAT, they must return EAP funds to Commerce by check
 - The refund is still an obligated benefit for the HDD until the refund is deobligated
-

Refunds from FFY15 Rec'd 10/1 - 12/15

- SP must attempt to locate HH and their new energy vendor account info
 - If new info is known by Dec 15, the SP redistributes the FFY15 EAP benefit to the HH's new energy vendor account
 - This may take assistance by Commerce (Ken)
-

Refunds from FFY15 Rec'd 10/1-12/15 (cont.)

- Dec 15 is the last day to redistribute refunds of FF15 EAP benefits
 - After Dec 15, HH can no longer receive refunded FFY15 benefits
 - Any refunded FFY15 benefits not re-distributed will be de-obligated after Dec 15 by Commerce
-

Refunds Received after Dec 15

- SPs must forward any refund checks received to Commerce Fiscal
- After Dec 15, Commerce will send refunded EAP benefits from prior years (FFY15 or earlier) to U.S. DHHS

Vendor Management

Jeff Mitchell

Vendor Management

Training Topics

1. Changes to Agreement
 2. Changes to Vendor Monitoring
 3. Changes to *Chapter 3 – Energy Vendors*
-

Vendor Agreements

*AKA Agreement Between Energy Vendors and
Service Providers*

Vendor SME Group

Thank you

- Pam Wild, MVAC
 - Sue Thompson, SEMCAC
 - Phil Wold, Tri-Valley
 - Rachel Bagley, Western Community Action
 - Catherine Fair, CAPRWC
 - Joan Markon, Fond du Lac
 - Mary Heilman, AEOA
-

Vendor Agreements

Context

- Agreement is essential to set roles and responsibilities - particularly when there are misunderstandings or disputes
 - SP must get signed agreements for all energy vendors they make payments to
 - Energy vendors must sign an agreement with each SP
 - Federal requirement
-

Vendor Agreements

When?

- During summer as part of start up
 - During monitoring
 - Offer T&TA
 - Deactivate vendors who do not have agreements
 - Update information (contacts, vendor name, etc.)
-

Vendor Agreements

Vendor Agreement Changes

I. The energy vendor and the Service Provider will:

3. Comply with the Minnesota Government Data Practices Act (MGDPA), Minn. Stat. Ch. 13, as it applies to all data provided by **the Energy Vendor**, the State, or its **contractors** under this agreement . . .
4. **“Use information obtained from energy Vendor, the State, or its contractors for the sole purpose of performing responsibilities and duties for energy programs run by the State. Further, Service Provider and Energy Vendor shall implement and maintain appropriate and reasonable administrative, technical and physical safeguards to protect such information from accidental or unauthorized access, use, disclosure, and loss or destruction.”**

Numbers 4 thru 11 changed to 5 thru 12

Vendor Agreements

Vendor Agreement Changes

III. The energy vendor will:

Removed clause 20. which read:

~~20. Upon customer request, return to the household
ant EAP funds remaining on the households
account after September 30~~

Refund rule changed to all refunds must be sent back to the program

Vendor Agreements

Vendor Agreement Changes

Removed second sentence

IV. Either party to this agreement may terminate it at any time, with or without cause, upon thirty days written notice to each other and the State. ~~Upon termination, the energy vendor must provide an estimated final invoice for the energy vendor's services performed. Upon termination and submission of a final invoice, and upon acceptance of the final invoice by the state, the energy vendor will be entitled to payment for services satisfactorily performed.~~

Vendor in eHEAT

Updating Vendors in eHEAT

Vendor in eHEAT

Download vendor list from

'Admin' menu > 'Energy Vendor' Tab > Export CSV

Home | Client Services | Payment Services | Grant Services | Admin Services | Help / Manuals | Dashboard | System Admin Services | Reports | Logout

Service Provider | **Energy Vendor** | Contractor

[Search Vendors](#) | [Weekly Average](#)

Search Energy Vendor [Help](#)

Vendor Id: Vendor Name: Service Provider: Community Action Partnership of Suburban Hennepin (65)

MAPS Id:

* Action: Export as CSV

[Next](#)

Energy Vendor Search Results

Id	Name	Notification Type
<input type="radio"/> 2881	test (2881)	Mail
<input type="radio"/> 2882	test1 (2882)	Mail
<input type="radio"/> 1001	A & K Feed & Grain Co Inc (1001)	Mail
<input type="radio"/> 2747	Achermann John (2747)	Mail
<input type="radio"/> 1008	Ada Beltrami Coop Oil Assoc (1008)	E-mail & Online
<input type="radio"/> 1166	Ada City of (1166)	E-mail & Online
<input type="radio"/> 2696	Adamski Mike (2696)	Mail
<input type="radio"/> 1011	Adrian City of (1011)	E-mail & Online
<input type="radio"/> 1010	Adrian Coop Oil Co (1010)	E-mail & Online
<input type="radio"/> 2664	Affield, Daniel P (2664)	Mail
<input type="radio"/> 1015		
<input type="radio"/> 2726		

Do you want to open or save **ExportedList-07-29-2015-12-35-29-PM-CDT.csv** from **tst.eheat.commerce.mn.gov?** ✕

Vendor in eHEAT

- Review for active vendors
- Give agreements to the active vendors
- Have inactive vendors disassociated with your SP
 - Send Vendor ID and name to ehbeat.doc

ExportedList-08-06-2015-12-22-27-PM-CDT.csv - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View Acrobat

L12

	A	B	C	D	E	F	G	H	I	J	K	L
1	VNDR_ID	VNDR_NM	DESC	INTERFACE	CONTACT_NM	STREET	CITY	STATE	ZIP	EMAIL	NOTES	RCVE_SCHD_PAYMNT
2	2881	Xcel (2881)	Online	11111	Jo Power	Centerpoint	Mpls	MN	12345	TSP@mn.com		No
3	2882	CPE (1111)	Online	22222	Tex Heater	test1	St. Paul	MN	12345	TSP@mn.com		No
4	1001	Feed & Grain Co Inc (1001)	Mail	33333	Dale Grain	PO Box 158	Slow	IA	52155	TSP@mn.com		No
5	2747	Axeman John (2747)	Mail	44444	John Axeman	10 40th St. S	Berg	MN	56479	TSP@mn.com		No
6	1008	UnCoop Oil Assoc (1008)	E-mail	55555	Bob Stem	22 E Main	Town	MN	56510	TSP@mn.com		No
7	1166	Adele City of (1166)	E-mail	66666	Adele Sling	PO Box 158	Adele	MN	56510	TSP@mn.com		Yes
8	2696	Woodcut, Dan (2696)	Mail	77777	Dan Adam	11 38th Av N	Roseau	MN	56757	TSP@mn.com		No

Vendor Monitoring

Vendor Monitoring

Topics

- Why?
 - What's SP role?
 - Tools
 - How to evaluate
 - What to look for
 - What to do
-

Vendor Monitoring

Why?

- HHD benefits rely on timely and accurate actions by vendors to be effective
 - EAP paid more than \$82 million to energy vendors in FFY15
 - With over 400 active vendors, EAP relies on SPs to have capacity to examine this area of business for compliance
-

Vendor Monitoring

What's SP role?

To act as a compliance auditor by:

- Conducting examinations (sampling)
 - Assessing results
 - Conducting follow up, including:
 - Requiring corrective action if appropriate
 - Evaluating the vendors competency and offer training and technical assistance if needed
 - Escalating issues when needed
-

Vendor Monitoring

Intentions of Tool Improvement

Improve examination of vendor compliance by:

- Separating the SP sample from the information provided by the energy vendor
 - Clarifying expectations for SP as vendor monitor
-

Vendor Monitoring

Updated Energy Vendor Monitoring Tools:

- *Energy Vendor Monitoring Report (Appendix 3C)*
- *Energy Vendor Monitoring SP Review Tool (new)*
- *Energy Vendor Monitoring Report Cover Letter (Appendix 3B)*

Vendor Monitoring

Energy Vendor Monitoring Report (Appendix 3C)

- This report is filled out by the energy vendor
 - The form was revised and is now broken into two sections:
 - Section #1 is the PH file sample table
 - Section #2 is a Q&A section
-

Vendor Monitoring

Energy Vendor Monitoring Report (Appendix 3C)

Section #1 is the Primary Heat file sample table.

Added columns of info to help SP determine if correct payment amount was applied to HHD's account in a timely fashion.

- SP fills in first 3 columns of table (HHD#, Account #, Consumption period)
- Energy vendor fills out rest of table and gives necessary records

Provided by Service Provider			(1) Name on account	(2) Household address	(3) Consumption costs	(4) Total Primary Heat grant placed on account	(5) Date(s) payment(s) were applied to account
HH #	Account #	Consumption period					

- No Crisis file sample table because Crisis process includes validation and confirmation of the accurate benefit amount
- SP can sample Crisis, but it is not required

Vendor Monitoring

Energy Vendor Monitoring Report (Appendix 3C)

Section #2 is a Q&A section.

The energy vendor must answer all questions

Payments and Refunds

1. Does your company apply EAP payments received to the household account before other types of payments received (eg: Salvation Army payments, household payments, etc)?
 Yes No
2. When a household ceases as your customer, do you refund EAP funds (if any) back to the energy assistance program within 10 days or less?
 Yes No If no, explain:

- SP evaluates responses to determine if the energy vendor needs:
 - Training or technical assistance
 - Corrective action

Vendor Monitoring

Energy Vendor Monitoring SP Review Tool (New)



Review Tool

- New as of May 2015
 - Tool to review *Energy Vendor Monitoring Report*
 - Using Yes/No questions, tool helps determine if info is accurate and complies with EAP policies
 - At the end of the tool, the SP summarizes findings/observations and next steps if needed
 - Many of the questions used to appear on the *Energy Vendor Monitoring Report*
-

Vendor Monitoring

Energy Vendor Monitoring Report Cover Letter

(Appendix 3B)

- This letter has been updated to include changes made to the *Energy Vendor Monitoring Report*



Energy Vendor Monitoring Report Cover Letter

Re: Energy Vendor Monitoring Report

Dear Energy Vendor:

Energy Assistance Program (EAP) Service Provider agencies routinely monitor a portion of their energy vendors to ensure compliance with the EAP agreement and program policies. By signing the EAP agreement annually, energy vendors agree to be periodically monitored and provide necessary monitoring information when requested.

Please take a few moments to complete the enclosed Energy Vendor Monitoring Report. The monitoring report has two sections, each with separate instructions. This form lists some households who received EAP under the EAP FFY2015 Program. For each of the households listed on this report, please do the following:

Vendor Monitoring

State Audit

- PPA will audit your process during visit

Vendor Chapter

Chapter 3 – Energy Vendors Changes

Vendor Chapter

Chapter 3 – Energy Vendors Changes

- New section **Entering Household Consumption During the Program Year**, pg. 3
 - Changes to policies in **Refund** section, pg. 5
 - Additions to **Vendor Crisis Post-Delivery Information** section, pg. 9
 - Addition to **Access to Records** section. pg. 14
 - eHEAT Security Administration
-

Vendor Chapter

Chapter 3 – Energy Vendors Changes (pg. 3)

New section **Entering Household Consumption During the Program Year:**

- States that energy vendors must supply consumption throughout the program year and shows how this is done in eHEAT

Vendor Chapter

Chapter 3 – Energy Vendors Changes (pg. 5)

Refund section, including the **Ownership of Assistance** section

- EAP funds always belong to the program
 - EAP benefit is provided to HHD with the intention to purchase energy
 - At the end of the program year, any unspent EAP benefits must remain on the HHD account for future energy costs
 - HHDs cannot request cash refunds
-

Vendor Chapter

Chapter 3 – Energy Vendors Changes (pg. 5)

Two new sections were added to **Refund** section :

- Refunding Current Program Year Benefits
 - Refunding Prior Program Year Benefits
-

Vendor Chapter

Chapter 3 – Energy Vendors Changes (pg. 9)

Additions to the Vendor Crisis Post-Delivery Info screen in eHEAT include:

- ‘Gauge not accessible’ check box
- ‘Total’ field that is calculated by eHEAT
- ‘Notes’ field for SPs and energy vendors to make notes

Crisis Post-Delivery Information								
Crisis Event Id	* % of fuel in tank prior to delivery	* Gallons Delivered	* Price Per Gallon	Fees and Other Charges	Total	* Delivery Date (yyyymmdd)	Notes	Delivery Info Status
128251	<input type="checkbox"/> Gauge not accessible				500			Requested Submitted Accepted

Available on EAP Tools Webpage

MINNESOTA DEPARTMENT OF
commerce.energy

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Home > Service Providers > Energy Assistance Providers

Service Providers

- Energy Assistance Providers
- EAP Manuals
- EAP Reports
- EAP State Plan
- Training Materials
- Energyzer Newsletter
- Energy Assistance Program Tools
- Household Application Forms
- eHeat Information
- Weatherization Providers

EAP Tools Summary

Includes links to forms, spreadsheets, and other documents for the program. These online documents can be used to complete the forms electronically. Click on the link to go to the document.

- [Application Processing](#)
- [Heating Cost Forms](#)
- [Assurance 16 Forms](#)
- [EAP Notification](#)
- [Vendor Management Forms](#)
- [Information and Reporting](#)
- [Data Practices Forms](#)
- [Crisis and Energy Related R](#)
- [Monitoring Forms](#)
- [Fiscal Forms](#)
- [Leveraging Forms](#)
- [Planning](#)

Edit View Favorites Tools Help

Convert Select

EAP Intraweb Home eHEAT-Electronic House... Commerce - Home EAP Application Status as ... eHEAT Pro

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Vendor Management Forms

Information on vendor management.

- [Energy Vendor Refunds in eHEAT \(Appendix 10D\) \(.pdf\)](#)
Directions for Service Providers to assist energy vendors with refunds.
- [FFY2016 Agreement Between Energy Vendor and Service Provider \(Appendix 3A\) \(.doc\)](#)
Agreement outlining the interaction between EAP vendors and Service Providers to assure under
- [Energy Vendor Registration for EAP Payment \(Appendix 3G\) \(.doc\)](#)
To receive payments through the Energy Assistance Program (EAP) an energy vendor must regis the Minnesota Energy Assistance Program by completing this form. This also registers vendors fo
- [FFY2015 EAP Policy Manual Chapter 3 - Energy Vendors \(.pdf\)](#)
This is Chapter 3 is from the FFY2015 EAP Policy Manual and contains most of the primary polici energy vendors.

Vendor Registration

Alex Larson

Vendor Registration/Maintenance

Become
A VENDOR



Vendor Registration

To receive EAP payments an energy vendor must register for *both* eHEAT and with the State of Minnesota (SWIFT).

- For a new vendor, both an eHEAT Vendor Registration form and a W9 form are required.
 - EAP staff is not able to activate a vendor in eHEAT before the vendor is registered to receive payments from the State in SWIFT.
-

Vendor Registration

- Submit registration paperwork via fax or via secure email.
 - Transmitting a vendor's SSN via unsecured email is a data practices violation
 - For brand new vendor, registration is a two day process for Commerce fiscal.
 - Requests to reactivate a previously used vendor do not require registration forms—send request to [eap.mail](mailto:eap@mail) or to Commerce fiscal staff.
-

Vendor Maintenance

The vendor has moved and needs payments and/or correspondence sent to a new location

- Send requests to EAP.Mail
 - The address needs to be updated in both the eHEAT and SWIFT systems.
 - If not updated in both locations, payments will continue to go to the outdated address.
-

Vendor Maintenance

The vendor would like to update its direct deposit account information

- Bank Change Request Form available on Tools on the web.
 - This update is handled directly by Minnesota Management & Budget—Commerce staff does not have access to vendor bank information.
 - Finalized form should be submitted by vendor directly to MMB as indicated on the document.
-

Vendor Maintenance

The vendor is operating under a new business name and would like it reflected in eHEAT

- If the vendor has a new FEIN (i.e., registered as a new LLC, merged with another entity), we need to set up a new vendor in SWIFT and eHEAT
 - If the vendor has the same FEIN, Commerce fiscal can update the doing business as name in SWIFT and eHEAT.
-