

**eHEAT** Electronic Household Energy Automated Technology



## **eHEAT Software System**

Energy Assistance Program and  
Weatherization Assistance Program

## **Energy Vendor Guide**

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# Energy Vendor Guide

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## ***Introduction***

eHEAT (Electronic Household Energy Automated Technology) is an Internet-based data and payment management software that coordinates and centralizes administrative activity for local service providers, vendors, and the State.

This energy vendor's guide to eHEAT will prepare energy vendors to use eHEAT for Minnesota's Low-Income Home Energy Assistance Program (EAP) and the Low-Income Weatherization Assistance Program (WAP). Program operations for EAP and WAP will stay the same, but the way business is done will change with the transition to eHEAT.

All vendors who sign a vendor agreement and have Internet service can use eHEAT. As much as possible, the eHEAT software system supports energy vendor efforts to automate EAP administration. The amount of automation depends upon each vendor's use of the Internet and level of technology use.

An energy vendor becomes an eHEAT "Vendor User" by registering with eHEAT; a registration form is available in the eHEAT section of the Department of Commerce site at [www.commerce.state.mn.us](http://www.commerce.state.mn.us). Registered vendors receive a User ID, a preliminary password, and status as a vendor eHEAT administrator. Each vendor has one administrator who can name other vendor staff to carry out EAP-related activities on eHEAT. Energy vendors who do not register with eHEAT are "Vendor Non-Users" and will follow other processes for completing EAP activities.

These vendor activities will be centralized at the Minnesota Dept. of Commerce:

- Making payments to vendors on behalf of households
- Notifying vendors of payments made on behalf of households
- Reporting household consumption
- Processing refunds
- Data maintenance

Decentralized vendor activities, those happening at the Service Provider level, include:

- Signing an agreement with each local service provider
- Negotiating on behalf of households
- Monitoring energy vendors to reconcile payments and services

This User's Guide contains detailed descriptions and screen examples showing how business practices are completed using eHEAT. Following is an overview of the topics covered in this guide:

### **Payments**

Vendors receive EAP payments from the Minnesota Department of Finance in the form of Electronic Funds Transfers (EFT) directly into the vendor's bank account. Vendors can choose to receive e-mails notifying them that payments have been made. Warrants can also be issued.

Vendor Users can use eHEAT to view payment information and download it as a text file. With custom programming at the vendor site, the payment information could upload into the vendor's own system and enter payments to household accounts.

### **Consumption**

Vendors provide consumption information for EAP households they serve by using eHEAT to provide information downloads, uploads and running routines on their company data. Consumption is reported "in bulk" during the summer for households that received EAP the previous winter. Once the EAP resumes in the fall, consumption information is provided for smaller groups or individual households as they apply.

**Refunds**

Local Service Providers and Vendors use eHEAT to initiate the refund activity. Vendors can use eHEAT to make refunds in real time. While EAP is taking and approving applications, vendors retain refunded monies in a separate account where they are not assigned to a household's account. The Dept. of Finance will re-assign those funds to a household when they make the next EFT payment. Vendors will need to issue refund checks in the spring and summer after the State stops making payments for that EAP funding cycle.

**Data Maintenance**

Vendors can view select information for any application listing the vendor. To protect EAP applicant confidentiality, vendor access to eHEAT is limited to vendor-related activities. Types of select information include: request for Cold Weather Rule eligibility, request for third party notification, medical need for energy, status of EAP application and status of crisis. The data is available immediately and in real time.

**Vendors using eHEAT**

Any vendor with a signed vendor agreement and Internet service can use eHEAT; this vendor becomes a "Vendor User." Vendors who do not use eHEAT (Vendor Non-Users) will follow other work procedures; only procedures for Vendor Users are described in this manual.

# 1 Login

Use of eHEAT requires either Microsoft Explorer 6.0 or higher or Netscape 5.5 or higher. See Screen 1 for an example of the login screen.

Each vendor has one eHEAT administrator who can name other vendor staff to complete EAP-related activities using eHEAT. The energy vendor's eHEAT administrator assigns user IDs and initial passwords. Each user manages his/her own password. The eHEAT Administrator assigns vendor staff to view or edit eHEAT information. A vendor employee who has "view" rights can read but cannot edit information in eHEAT. A vendor employee who has "edit" capabilities can both read and edit information in eHEAT.

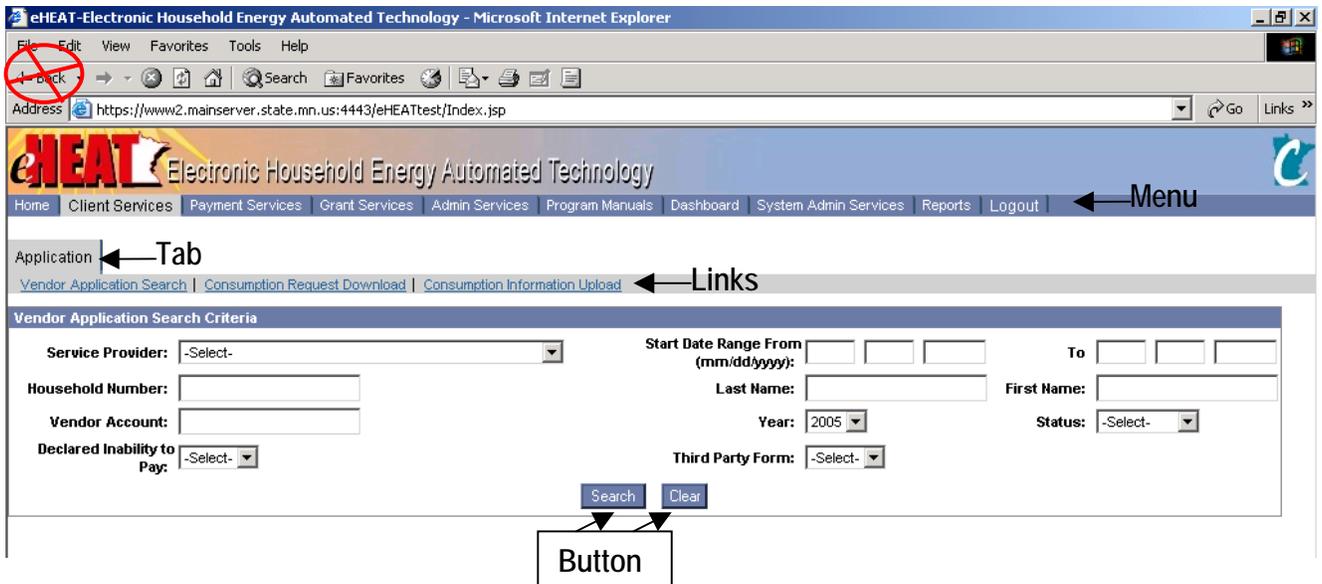
Screen 1 Login



# 2 eHEAT Navigation

eHEAT uses menu bars, tabs and links to navigate from one screen to another (see Screen 2). Use the mouse to click on menus, tabs and links. Use [tab] to move from one field on a screen to another field on that screen. Use buttons at the bottom of the screen to complete a task. Do not use the "Back" function on Microsoft Explorer to return to a previous screen; use either the clear or quit buttons to go back to a previous screen.

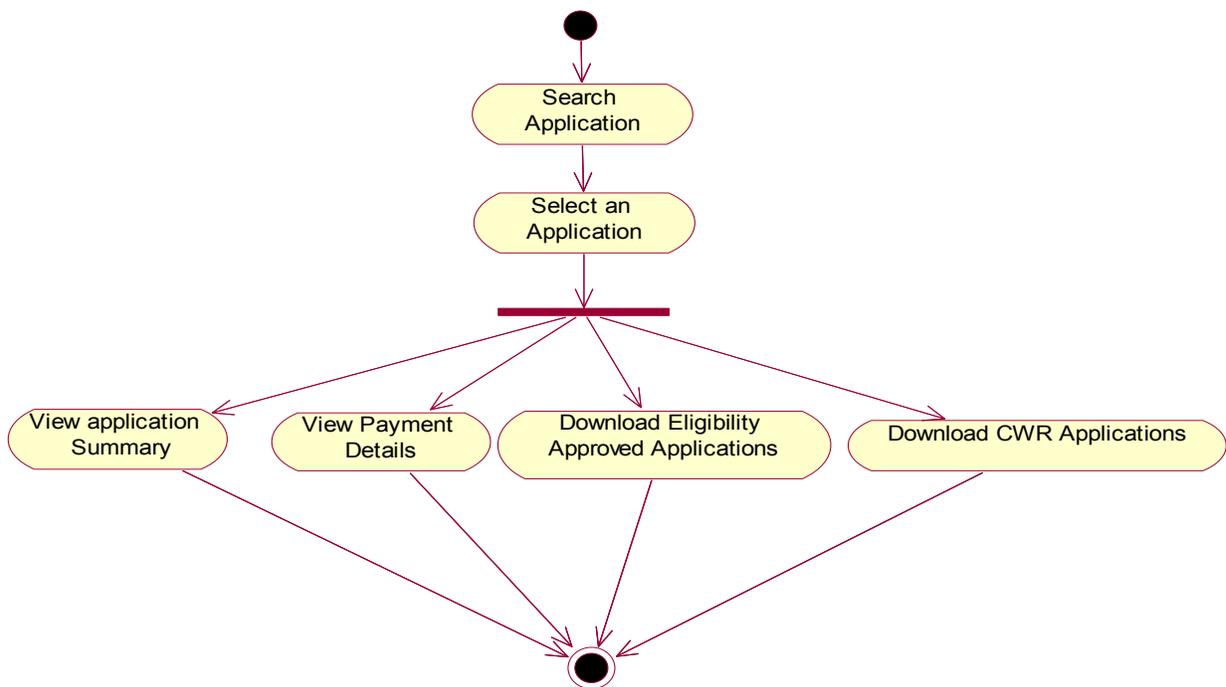
Screen 2 eHEAT Navigation



### 3 Maintain Vendor Application Information: Background

eHEAT is an “application-based” system. Vendors can select criteria, for example a specific city or service provider, to search for one or more applications. The search result lists application details that meet the selected criteria. The more specific the criteria, the shorter the list of results will be. From the list, vendors can view a summary of the application (vendor-necessary details only), view payment details, download eligibility and CWR information, and maintain consumption information. Once an application is selected, there are four options: view application summary, view payment details, download eligibility approved applications and download Cold Weather Rule (CWR) applications (see Activity Diagram 1).

**Activity Diagram 1**  
**Maintain Vendor Application Information**



## 4 Maintain Vendor Application Information: Procedures

Maintaining application information begins for vendors by clicking on the “Client Services” menu, then the “Vendor Application Search” sub-link (see Screen 3).

### Screen 3 Vendor Application

The screenshot shows the eHEAT Vendor Application Search interface. At the top, there is a navigation menu with links for Home, Client Services, Payment Services, Program Manuals, System Admin Services, Reports, and Logout. Below the menu, there are links for Vendor Application Search, Consumption Request Download, and Consumption Information Upload. The main section is titled "Vendor Application Search Criteria" and contains several input fields: Service Provider (Community Action of Minneapolis, Inc. (17)), Household Number, Vendor Account, Declared Inability to Pay (Yes), Start Date Range From (mm/dd/yyyy), Last Name, First Name, Year (2005), Status (Approved), and Third Party Form (No). There are Search and Clear buttons. Below the search criteria is a "Vendor Application Search Result" table with columns for Account Number, Name, Service Provider Name, EAP Eligible, Primary Heat Benefits(\$), Status, Status Date, Declared Inability to Pay, and Third Party Form. Two results are shown for Xcel Energy. At the bottom, there are buttons for Application Summary, Payment Details, Maintain Consumption, and Download.

Account Number	Name	Service Provider Name	EAP Eligible	Primary Heat Benefits(\$)	Status	Status Date	Declared Inability to Pay	Third Party Form
89987677665543	Xcel Energy	Community Action of Minneapolis, Inc.	Yes	1200.00	Approved	08/11/2004	Yes	No
0661028039	Xcel Energy	Community Action of Minneapolis, Inc.	Yes	140.00	Approved	08/17/2004	Yes	No

### 4.1 Search Application

1. On the “Vendor Application Search” page, enter one or more search criteria and click on the “Search” Button to initiate a search. Select an Agency from a drop down list of agencies.
2. Available choices for “Year” are the current program year (the default year) and three previous program years.
3. The user will be able to search all the applications that have opted for “Cold Weather Rule” protection.
4. If records matching search criteria are found, the system displays the Search results in a list. If no records are found the system displays a message, “No matches found.”
5. The Search Result displays whether the applicant has opted to send CWR notification to a third party or primary contact person along with other relevant information.

#### Search Application Business Rules

- The Primary Heat Benefit displayed in the Search result is the benefit amount approved for the application to the vendor.
- The search criteria and results are only for the Primary Applicants.
- The search results list only those applicants who are customers of the vendor doing the search.

### 4.2 View or Act on Applications

Use the buttons at the bottom of the Search Results Screen to activate the following functions:

- Download Application Search Result List
- View Application Summary
- Download Cold Weather Rule Search List
- View Payment Details
- Maintain Consumption

### 4.2.1 Download Application Search Result List

1. Select an application from the list by clicking on the button before the account number and then clicking on the "Download" button.
2. The Application Search Result List is created.
3. The Result List displays in a new window and can be saved to a vendor's local computer.

#### Download Application Information Business Rules

- The downloaded list will correspond to the search results and will be a Microsoft Excel file type ".csv".

### 4.2.2 View Application Summary

1. Select an application from the list and click on the "Application Summary" button.
2. The Application Summary information will be displayed for the selected application.
3. The Summary Information shows whether the applicant has opted to send CWR notification to third party / primary contact person. The mailing address of the third party or primary contact person will display along with other relevant information that vendors may access.

#### Application Summary Business Rules

- The Primary Heat Benefit displayed in the Application Summary is the benefit amount approved for payment to the vendor.
- The system displays a label value of "Yes" when the Applicant lives in subsidized housing and when the heat is included in the rent.

### 4.2.3 Download Cold Weather Rule Search Result List

1. Search vendor applications using Cold Weather Rule criteria.
2. The Cold Weather Rule search criteria are: Declared Inability to Pay (Yes or No) and Third Party Form (Yes or No). Other criteria such as date or status can also be selected for this search.
3. All vendor applications that meet the selection criteria will display.
4. Click the "Download" button.
5. The system produces a flat file.
6. Choose to open or save the file.
7. The system opens or saves the file.

## 4.3 Payments

### Screen 4 Payment Details

The screenshot shows the eHEAT web application interface. At the top, there is a navigation menu with links for Home, Client Services, Payment Services, Program Manuals, System Admin Services, Reports, and Logout. Below the menu, there is a search bar for the application and several links: Vendor Application Search, Consumption Request Download, and Consumption Information Upload. The main content area displays the following information:

**Name:** DAHL, TERRANCE D      **Account Number:** 89987677  
**Subsidized Housing:** No      **Heat Included in Rent:** No

Payment List					
Benefit Type	Payment Amount (\$)	Status	Status Date	Warrant/EFT Number	
PRIMARY HEAT	200.00	Payable	08/11/2004		
PRIMARY HEAT	1000.00	Certifiable	08/10/2004		

At the bottom of the table, there is a "Quit" button.

### 4.3.1 View Payment Details

1. Search vendor applications.
2. Select an application from the list and click on the "Payment Details" button.
3. The Payment Details screen displays (see Screen 4) payment information including benefit type, payment amount, payment status and status date.

### **4.3.2 Payment Services**

Payment Services is a main menu item in eHEAT for vendors to track and reconcile Electronic Funds Transfers (EFTs) made to their banks. Payments will be made daily. Vendors can request an e-mail notification of payments. Vendors can use this section to process payments daily or choose a different schedule that is consistent with their business practices. For example, vendors who have many EAP applicants might want to process payments daily while vendors with fewer EAP applicants may want to process payments weekly.

### Screen 5 Payment Services

**Payment Search Criteria**

Service Provider: Anoka County Community Action Program (15) Vendor: Xcel Energy Vendor A/c Number:

Household Number:  Last Name:  First Name:

Payment Status: -Select- Warrant/EFT Number:  \* Year: 2004

Reported Date(mm/dd/yyyy) Between:   And

**Payment Search Result**

Account Number	Name	Service Provider Name	Type	Payment Amount (\$)	Status	Household Number	Payment Date (mm/dd/yyyy)	Warrant/EFT Number	Created Date
<input type="radio"/> XL34323545	Doe, Jane	Anoka County Community Action Program	CRISIS	50.00	N/A	255675	08/12/2004		08/12/2004
<input type="radio"/> XL34323545	Doe, Jane	Anoka County Community Action Program	CRISIS	50.00	Paid	255675	08/12/2004	EF524230	08/12/2004
<input type="radio"/> XL34323545	Doe, Jane	Anoka County Community Action Program	CRISIS	5.00	Payable	255675	08/12/2004		08/12/2004
<input type="radio"/> XL434323	Smith, William	Anoka County Community Action Program	CRISIS	0.00	N/A	255703	08/12/2004		08/12/2004
<input type="radio"/> 333315	Lee, Barbara	Anoka County Community Action Program	PRIMARY HEAT	715.00	N/A	255687	08/18/2004		08/18/2004
<input type="radio"/> 11-040531	Nelson, Carol	Anoka County Community Action Program	PRIMARY HEAT	110.00	Paid	255701	08/18/2004	EF524230	08/18/2004

User : extlvdr

1. Click on the "Payment Services" Menu item (see Screen 5).
2. Select one or more search criteria (for example, Anoka County Community Action Program).
3. In response to notification of a payment, the eHEAT best practice is to enter the EFT number as the search criteria.
4. Click the "Search" button.
5. A list of all household applications that meet the search criteria will display.
6. Click the "download" button.
7. The system displays the "file download" window (see Screen 6).
8. Choose to Open, Save, or Cancel the download. On "Open," the file is opened as an Excel spreadsheet. On "Save," the Microsoft Windows "Save As" dialog box opens so the user can save the file to the appropriate directory. The file will save as a Microsoft Excel Comma Separated Values file (.csv). See Chapter 10, Technical Specifications, section 10.1

### Screen 6 File Download

**File Download**

Some files can harm your computer. If the file information below looks suspicious, or you do not fully trust the source, do not open or save this file.

File name: ExportedList.csv  
 File type: Microsoft Excel Comma Separated Values File  
 From: www2.mainserver.state.mn.us

Would you like to open the file or save it to your computer?

Always ask before opening this type of file

### 4.4 Refunds

The refund process takes advantage of the automation available with eHEAT and the centralization of payments in the Department of Finance. The steps are:

1. A vendor or a service provider (SP) learns that a household is no longer a customer of the vendor that received the EAP payment. If the service provider is the first to learn of the change, the SP notifies the vendor through the work queue (see Screen 9 Workflow).
2. To process a refund, the vendor (see "Screen 5 Payment Services" on the previous page) will:
  - a. Click on Menu item "Payment Services"
  - b. Search for the household on the Payment Search Criteria screen
  - c. Select the household and click on the "Refund" button to bring up the "Refund Information" screen (see Screen 7 Refund Information).

#### Screen 7 Refund Information

- d. Assure the household information is correct, then click the "Add" button to bring up the form for making a refund.
- e. Click on the radio button, enter the refund amount, select the reason and click the "Save" button (see Screen 8 Refund Distribution).

#### Screen 8 Refund Distribution

The amount of the refund will be:

1. Subtracted from the amount paid on behalf of the household on all records.
2. Accounted for as funds paid to the vendor but not on behalf of any household.
  - a. When the next payment is made to the vendor, the amount already on account with the vendor but not paid for any household will be deducted from the payment.

### Example 1 Refund Process

<p>EFT A111 Arrives from State 10/7/04 \$1000.00</p>	<p><b>EFT A111 Detail in eHEAT</b></p> <table border="1"> <thead> <tr> <th>EFT</th> <th>Acct</th> <th>Name</th> <th>Type</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>A111</td> <td>1111</td> <td>Smith</td> <td>PH</td> <td>\$250.00</td> </tr> <tr> <td>A111</td> <td>2222</td> <td>Jones</td> <td>Crisis</td> <td>\$250.00</td> </tr> <tr> <td>A111</td> <td>3333</td> <td>Anderson</td> <td>PH</td> <td>\$250.00</td> </tr> <tr> <td>A111</td> <td>4444</td> <td>Benson</td> <td>PH</td> <td>\$250.00</td> </tr> <tr> <td colspan="4" style="text-align: right;"><b>TOTAL</b></td> <td>\$1000.00</td> </tr> </tbody> </table>	EFT	Acct	Name	Type	Amount	A111	1111	Smith	PH	\$250.00	A111	2222	Jones	Crisis	\$250.00	A111	3333	Anderson	PH	\$250.00	A111	4444	Benson	PH	\$250.00	<b>TOTAL</b>				\$1000.00					
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<p>Vendor identifies Acct. 4444 is no longer a customer.</p> <p>Vendor initiates refund in eHEAT</p>	<p>An EAP balance of \$72.32 remains on account 4444</p> <p>Vendor removes \$72.32 from account 4444 and uses company practices to hold the money until the next EFT arrives from the State.</p>																																			
<p>EFT A222 Arrives from State 10/14/04 \$927.68</p>	<p><b>EFT A222 Detail in eHEAT</b></p> <table border="1"> <thead> <tr> <th>EFT</th> <th>Acct</th> <th>Name</th> <th>Type</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>A222</td> <td>5555</td> <td>Raabe</td> <td>PH</td> <td>\$250.00</td> </tr> <tr> <td>A222</td> <td>6666</td> <td>Srinivasan</td> <td>Crisis</td> <td>\$250.00</td> </tr> <tr> <td>A222</td> <td>7777</td> <td>Teske</td> <td>PH</td> <td>\$250.00</td> </tr> <tr> <td>A222</td> <td>8888</td> <td>Streff</td> <td>Crisis</td> <td>\$250.00</td> </tr> <tr> <td>A222</td> <td>4444</td> <td>Benson</td> <td>Refund</td> <td>(\$72.32)</td> </tr> <tr> <td colspan="4" style="text-align: right;"><b>TOTAL</b></td> <td>\$927.68</td> </tr> </tbody> </table>	EFT	Acct	Name	Type	Amount	A222	5555	Raabe	PH	\$250.00	A222	6666	Srinivasan	Crisis	\$250.00	A222	7777	Teske	PH	\$250.00	A222	8888	Streff	Crisis	\$250.00	A222	4444	Benson	Refund	(\$72.32)	<b>TOTAL</b>				\$927.68
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<b>TOTAL</b>				\$927.68																																

#### Refund Business Rules

- More than one refund for a household can be entered. Use the "Add" button.
- The user can enter one refund amount for both the primary heat and crisis payments. eHEAT will distribute this refund amount to primary heat and crisis payment during refund processing.
- The user can edit existing unprocessed refunds.
- Rows added in the screen can be removed by clicking "Remove" button. Once the refund is saved to the database, it cannot be removed.
- Refunds cannot be entered for previous program years.

## 5 Maintain Consumption: Background

### 5.1 Description

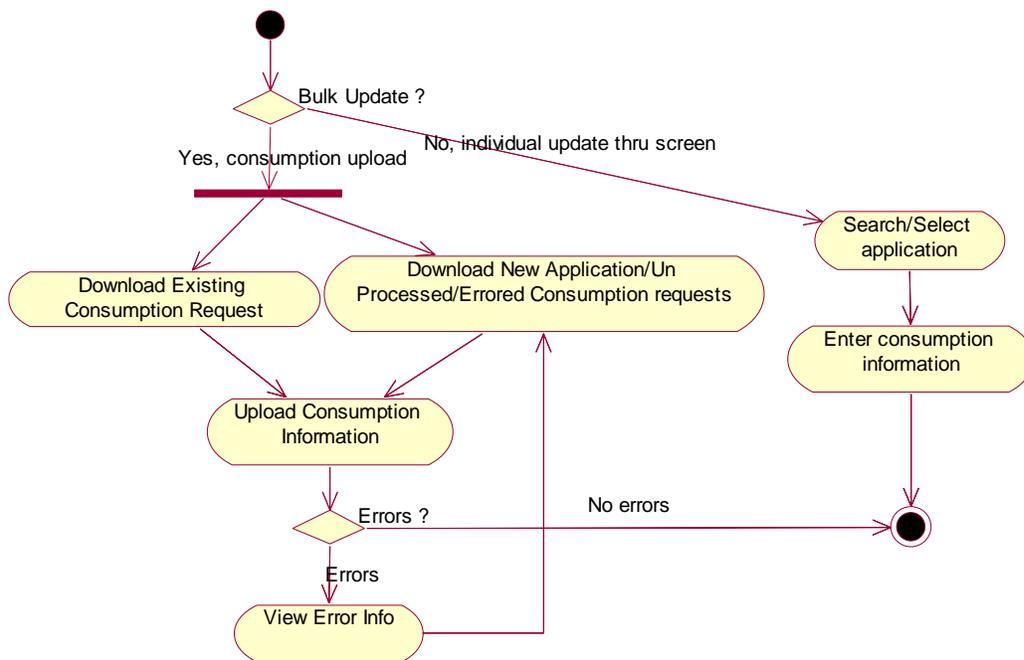
eHEAT provides two processes for maintaining consumption. One process uses manual entry on a case-by-case basis. The other involves downloading eHEAT files into the vendor's system so consumption can be entered using the vendor's process (e.g., data entry into an Excel file or a custom process for extracting consumption data electronically).

#### Maintain Consumption Business Rules

- Consumption is requested for any twelve months that include the seven heating months of the previous winter: October 1 through April 30. Consumption MUST include those seven heating months.
- Consumption information will be requested only from the active vendors of the applicant.

### 5.2 Activity Diagram

#### Activity Diagram 2 Maintain Consumption Information



### **5.3 User Requirements for Maintain Consumption Information Activity**

Only vendors will have access to vendor application search, consumption request and consumption upload screen. Vendors with view-only privileges will have view-only access to consumption information screens. Service providers will be able to enter consumption information using the service provider application search. State users and service provider users will be able to view consumption information and its status in the application summary screen.

#### **Editing Consumption Information Business Rules**

- The user will be able to edit consumption information for the current program. Consumption information cannot be edited for those applications whose Primary Heat Benefit is already calculated and obligated.
- Consumption information for previous years will be displayed as read-only.

## **6 Maintain Consumption: Procedure**

### **Primary Heat Benefit Calculation Rules Based on Consumption Business Rules**

- The fuel which has the maximum consumption cost is the primary heating fuel. This fuel will be applied for primary heat calculation against the matrix tables. If no consumption information is available, the primary heating fuel that is specified in the application will be used.
- If 12 months previous year consumption (this must include 7 months of winter) is available, the system will use cost-based matrix to determine primary heat benefit amount.
- If 12 months previous year consumption is not available, the system will calculate primary heat benefit amount based on cost-based matrix and back-up matrix and will award the maximum of the two.
- If consumption information is available for more than one heating fuel, the total consumption will be used in the primary heat benefit calculation.
- The maximum primary heat benefit that can be awarded will be set in the parameters table. If the calculated primary heat is greater than the maximum allowed, only the maximum allowed amount will be awarded.

**eHEAT** Electronic Household Energy Automated Technology

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

Application

Vendor Application Search | Consumption Request Download | Consumption Information Upload

**Account Information**

Household Number: 255611      Name: WINGER, REX A      Vendor Account: 045012     

Address: 504, PRAIRIE AVE, KENNEDY, MN 56733

**Consumption Information**

\* Start Month:       \* Year:   
 \* End Month:       \* Year:

\* Fuel Type 1:       \* Fuel Consumption 1:       \* Fuel Cost 1: \$       \* Fuel Cost Type 1:       \* Fuel Usage 1:   
 Fuel Type 2:       Fuel Consumption 2:       Fuel Cost 2: \$       Fuel Cost Type 2:       Fuel Usage 2:

\* Required Fields

## 6.1 Maintain Consumption

eHEAT offers this option for providing consumption one application at a time:

1. Select an application from the list and click on the "Maintain Consumption" button.
2. The "Maintain Consumption Information" screen displays.
3. Enter the previous year consumption information for the application and click "submit."
4. A success or an error message will display.

### Maintain Consumption Business Rules

- Consumption information cannot be edited for those applications whose Primary Heat Benefit is already calculated and obligated.
- Consumption information for previous years will be displayed as read-only.
- The customer-vendor account number can be modified at all times.
- For those accounts for which payment has already been made and whose customer-vendor account number is incorrect, the customer-vendor account number will be updated from the payment module.

## 6.2 Maintaining Consumption Information via Vendor System Documents

eHEAT provides this option for producing consumption records in large blocks. It requires downloading a file to a local computer. Once the file is downloaded, it can be printed or imported into a spreadsheet or database and the consumption entered. The vendor can program a process to add consumption data to a file for uploading into eHEAT. However the vendor chooses to put consumption into the file, it is then uploaded into eHEAT.

### 6.2.1 Start

Maintain consumption begins for vendors when the User clicks on "Client Services" Menu. Sublinks available in this module include Consumption Information Request Download and Consumption Information Upload.



**6.2.2 Consumption Information Request Download**

1. Click the Consumption Request Download sublink.
2. Choose “Open” or “Save”
  - 2.1. Open displays a delimited text file.
  - 2.2. Save downloads as a text file.
  - 2.3. See a sample file at Chapter 10, Technical Specifications, section 10.2.1 Consumption Request Download Sample File.

**Consumption Information Request Download Business Rules**

- The annual “in bulk” request for EAP household consumption data will be on the Consumption Request Download screen. It will be disabled when the information upload for that request occurs. Very large household lists may be in more than one file.
- Additional “bulk” requests for new applications be on the Consumption Request Download screen.

**6.2.3 Consumption Information Request Upload**

1. Click on the Consumption Information Upload sublink.
2. Choose consumption information file in the directory (use the required format; see Chapter 10, Technical specifications, section 10.2.2 Consumption Information Upload Specifications) and click the Upload button.
3. Once the files are uploaded, system will display a message at the top of the screen in the message bar section indicating success or failure.
4. The uploaded files are processed by a scheduled batch process that runs overnight.
5. Consumption information is available to system users after the batch process is complete.

**6.2.4 Consumption Upload Tracking**

1. Click the “Consumption Information Upload” sub-link.
2. System displays file process statuses that indicate whether or not files were processed successfully.
3. Any records or files that were not processed due to errors can be re-downloaded as a new request through ‘Consumption Request Download’ screen.
4. System will also display last 30-day upload history.

**Tracking Consumption Information Business Rules**

- Every application in a given program year will have consumption info status. This consumption information status is used to track the request and availability of consumption info.

The following table describes the consumption information statuses:

Consumption Info Status	Source Driven	When / Rules
Requested	User / System	<ul style="list-style-type: none"> <li>• When service provider user or</li> </ul>

		system generates a request to vendor asking vendor to provide consumption information.
Available	System	<ul style="list-style-type: none"> <li>When Vendor provides the previous year's consumption for an applicant.</li> </ul>
Not available	System	<ul style="list-style-type: none"> <li>Vendors receive the request, but unable to provide the consumption information as it is not available.</li> </ul>

## 7 Home/Workflow

The "Workflow" tab is the Home screen. Workflow is where the eHEAT system communicates with users about tasks that need to be completed (see Screen 7). All Workflow screens contain the same elements: Checkbox, ID, Date, Workflow, Details (the list can be sorted by any underlined column: one click for ascending order, two clicks for descending).

### Screen 9 Workflow



eHEAT sends vendors Workflow items requesting refunds. (See Chapter 4, section 4.3 for information about how vendors are notified about payments and Chapter 6 for information about how vendors are notified about Consumption).

Click on "Details" to activate a link to the search application screen for application information pertaining to the refund request.

## 8 Password Maintenance

New eHEAT users should immediately change their assigned password to one of their own choosing, then change it regularly for security purposes. The best practice is to choose a password that cannot be easily guessed. A good pattern for a password is to make it eight or more characters in length and contain at least one each: number, symbol, uppercase and lowercase letters.

- To maintain the password, click the "Administrative Services" menu item and the "Change Password" link.
- Enter the old password and the new password, then confirm the new password.
- The new password is in effect when the User clicks the "Submit" button.
- Only the User knows or has access to the new password.

When a User cannot remember the password, the vendor eHEAT Administrator can enter the User's account to create a new password. Password Maintenance Business Rules

- All users who have logged in to eHEAT have access to the Change Password screen.

- Users can change his/her own password by providing valid old password, new password and confirm password.

## **9 Local System Administration**

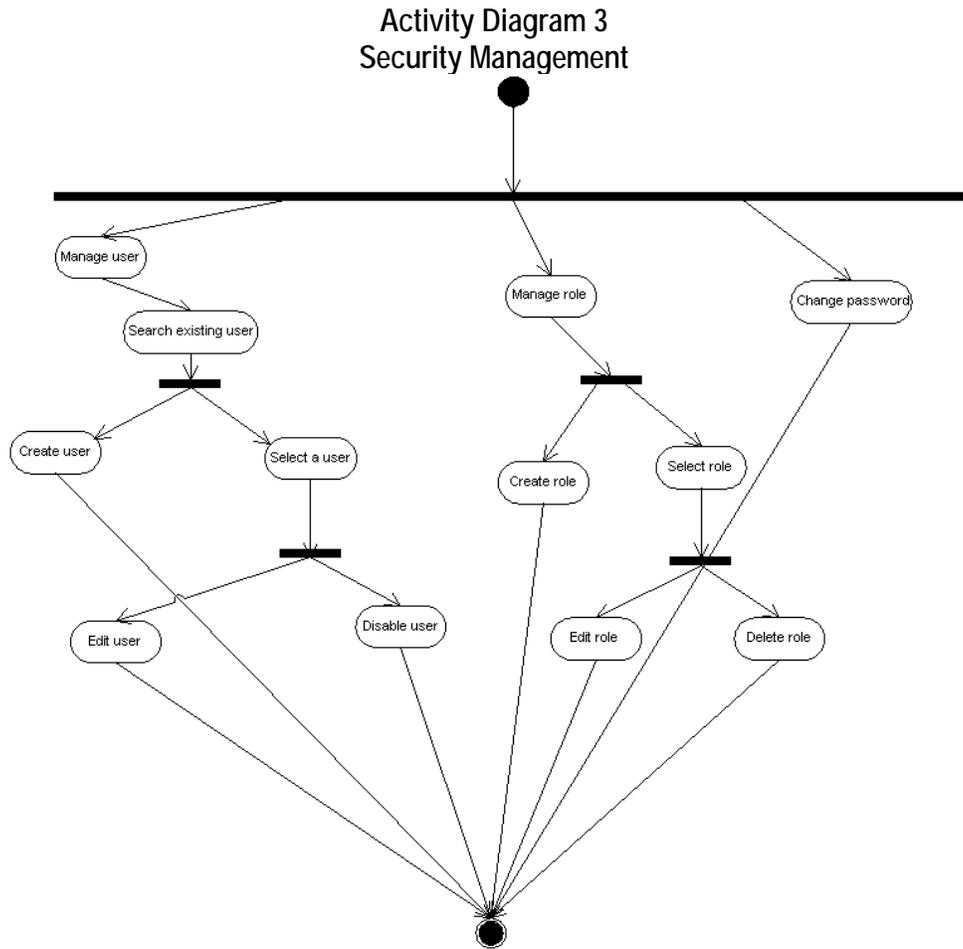
The Department of Commerce eHEAT administrator identifies one person at each vendor and service provider as a local eHEAT administrator. The local eHEAT administrator must sign an agreement to abide by privacy and other legal requirements for the system.

The local eHEAT administrator manages all local users of the system and their roles except the administrator role.

### **Security Administrator Definition of Terms**

- A user is a staff person who views or works on the eHEAT system. Each user is assigned a group and a role.
- A group is a named collection of users authorized to use eHEAT for a specific, major system function. The groups are: DOC, DOC Fiscal, Service Provider and Vendor.
- A function is a work activity possible in eHEAT. Each group has its own set of functions. Examples of vendor functions are:
  - User functions: manage, create, edit, view, disable/enable, reset password
  - Role functions: manage, add, edit, delete
  - Payment functions: search, download list, refund
  - Vendor application functions: save customer vendor account number; download
  - Consumption functions: maintain, view, download request, upload request
- A role is a named collection of functions in the eHEAT System. Each user is assigned a group of functions that is named. The same collection of named functions can be assigned to one or more users.

## 9.1 Diagram



## 9.2 Vendor eHEAT Administrator Access Rights and Tasks

The Vendor eHEAT Administrator has access to all these screens, and is allowed to perform the following tasks:

- Creating new user
- Editing existing user
- Resetting password for the user
- Disabling existing user
- Creating new role
- Deleting existing role
- Editing existing role

### 9.2.1 Manage Users

Security Management starts when the vendor eHEAT administrator clicks “Manage User” from the “Security Management” tab from the “System Administrator Services” menu.

#### Manage User Business Rules

- A user can belong to only one group. The group is assigned by the DOC eHEAT administrator and cannot be modified by the local eHEAT administrator.
- A user can be assigned only one role. The role associated with the user can be modified at any time.

- Once a user has been created, the user ID can't be modified. A user ID can be disabled and a new user ID created for a person.

### 9.2.1.1 Search User

1. Enter one or more search criteria and click on the "Search" button.
2. If records are found, the system displays the Search results in a list.
3. If no records are found –
  - The system displays a message "No user found. Please select different search criteria".
  - The system will allow a new user to be created.

### 9.2.1.2 Create user

1. Create User starts after "Search User."
2. After clicking the "Create User" button, system displays user information entry screen. The eHEAT Administrator enters all the information and clicks "Submit" button.
3. A success or an error message will display.
4. Click the "Quit" button to return to the previous screen.

## Screen 10 Edit User

### 9.2.1.3 Edit user

1. Edit User starts after "Search User."
2. Select an existing user from the search result list and click the "Edit User" button to display the user information edit screen. Enter the updated information and click "submit."
3. A success or an error message will display.
4. Click the "Reset Password" button to enable the password to be reset.
5. A success or an error message will display.
6. Click the "Quit" button to return to the previous screen.

### 9.2.1.4 Disable user

1. Disable User starts after "Search User."
2. Select an existing user from the user ID search result list and click the "Disable User" button, then the system will disable the selected user.
3. A success or an error message will display.

## 9.2.2 Managing Roles of eHEAT Users

To Manage Roles go to the System Admin services menu, choose the Security Management tab and then click "Manage Roles" (see Screen 9)

### Screen 11 Manage Roles of eHEAT Users

#### 9.2.2.1 Add a Role

1. Click the "Add Role" button to display the role information entry screen. Enter the updated information and click the "Submit" button.
2. A success or an error message will display.
3. Click the "Quit" button to return to the previous screen.

#### 9.2.2.2 Edit Role

1. Select an existing role from the role dropdown list and click the "Edit Role" button. System will display the role information edit screen for the selected role. Enter the updated information and click "Submit."
2. A success or an error message will display.
3. Click the "Quit" button to return to the previous screen.

#### 9.2.2.3 Delete Role

1. Select an existing role from the role dropdown list and click the "Delete Role" button. The system deletes the selected role.
2. A success or an error message will display.

## 10 Technical Specifications

eHEAT processes include downloads of the following files:

- All Search Results screens
- These can be sorted by their column titles and downloaded.
- Payment Details
- Consumption Request Download

EHEAT includes one vendor process to upload the files, the Consumption Information Upload.

### 10.1 Payment File Specifications

The Payment File is CSV format, all fields are comma delimited with double quotes (") as the text qualifier.

Field Sequence	Field Name	Type	Max Size	Description/Notes
1	APP_ID	String	8	Unique ID for the energy assistance application
2	PAYMNT_ID	String	8	Unique payment ID for benefit payment
3	CUST_ACCT_NBR	String	50	Energy vendor customer account number
4	APP_NM	String	100	Name of energy assistance client on EAP application
5	SP_NM	String	50	Name of service provider that approved payment
6	TYPE	String	50	Type of benefit paid, e.g. CRISIS, PRIMARY HEAT
7	AMT	Number	19	Payment amount. Two decimal places will be included. ("500.00")
8	PAYMENT_STATUS	String	60	Status of Payments e.g. Certifiable Payable Payment in progress Paid  <b>Refund</b> Obligated Re-issued Void
9	HH_NBR	String	8	Unique number for each household in the energy assistance program
10	PAYMNT_ST_DT	String	10	Payment status date. This is the date of the most recent payment status change.
11	WRNT_EFT_NBR	String	30	Identifier associated with each warrant or electronic funds transfer (EFT)
12	CREATED_DT_TM	String	10	Payment created date
13	VNDR_NM	String	50	Vendor name
14	SP_ID	String	2	Service provider ID associated with service provider name.

## 10.2 Payment Details Sample File

```
APP_ID,PAYMNT_ID,CUST_ACCT_NBR,APP_NAME,SP_NM,TYPE,AMT,PAYMENT_STATU
S,HH_NBR,PAYMNT_ST_DT,WRNT_EFT_NBR,CREATED_DT_TM,VNDR_NM,SP_ID
450096,24,3037433,"Jackson, Robert", Lakes and Pines C.A.C. Inc.,
PRIMARY HEAT,715,Paid,600059,7/19/2004,EFT134234,7/31/2004,Pine
Energy,7
450113,26,3037434,"Jones, Mary", Lakes and Pines C.A.C. Inc.,
PRIMARY HEAT,207,Paid,600067,7/19/2004,EFT134234,7/31/2004,Pine
Energy,7
450005,32,3037435,"Srinivasan, Ramu ",Lakes and Pines C.A.C.
Inc.,CRISIS,30,Paid,600005,7/20/2004,EFT134234,7/31/2004,Pine
Energy,7
450147,49,3037436,"Benson, Ken", Lakes and Pines C.A.C. Inc.,
PRIMARY HEAT,207,Paid,600072,7/21/2004,EFT134234,7/31/2004,Pine
Energy,7
450005,53,3037437,"Smith, Mary", Lakes and Pines C.A.C.
Inc.,CRISIS,40,Paid,600005,7/21/2004,EFT134234,7/31/2004,Pine
Energy,7
450172,85,3037438,"Smith, Joe", Lakes and Pines C.A.C.
Inc.,CRISIS,50,Paid,600078,7/22/2004,EFT134234,7/31/2004,Pine
Energy,7
450184,96,3037439,"Olson, Ralph", Lakes and Pines C.A.C. Inc.,
PRIMARY HEAT,200,Paid,600081,7/23/2004,EFT134234,7/31/2004,Pine
Energy,7
450175,98,3037440,"Johnson, Jim", Lakes and Pines C.A.C. Inc.,
PRIMARY HEAT,200,Paid,4000,7/23/2004,EFT134234,7/31/2004,Pine
Energy,7
450175,99,3037441,"Ott, Mel," Lakes and Pines C.A.C. Inc., PRIMARY
HEAT,100,Paid,4000,7/23/2004,EFT134234,7/31/2004,Pine Energy,7
450005,103,3037442,"Star, Bart", Lakes and Pines C.A.C.
Inc.,CRISIS,40,Paid,600005,7/26/2004,EFT134234,7/31/2004,Pine
Energy,7
450245,137,3037443,"Smith, Robert", Lakes and Pines C.A.C. Inc.,
PRIMARY HEAT,690,Paid,600110,7/29/2004,EFT134234,7/31/2004,Pine
Energy,7
450280,148,3037444,"Moss, Randall", Lakes and Pines C.A.C. Inc.,
PRIMARY HEAT,520,Paid,600122,7/31/2004,EFT134234,7/31/2004,Pine
Energy,7
450281,149,3037445,"Lesner, Pets", Lakes and Pines C.A.C. Inc.,
PRIMARY HEAT,214.5,Paid,600123,7/31/2004,EFT134234,7/31/2004,Pine
Energy,7
450282,152,3037446,"Dean, Rick", Lakes and Pines C.A.C. Inc.,
PRIMARY HEAT,501,Paid,600124,7/31/2004,EFT134234,7/31/2004,Pine
Energy,7
450284,155,3037447,"Howard, Ron", Lakes and Pines C.A.C. Inc.,
PRIMARY HEAT,416.5,Paid,600126,7/31/2004,EFT134234,7/31/2004,Pine
Energy,7
```

450288,160,3037448,"Timtner, Don", Lakes and Pines C.A.C. Inc.,  
PRIMARY HEAT,684,Paid,600130,7/31/2004,EFT134234,7/31/2004,Pine  
Energy,7

450288,163,3037449,"Miller, Carol", Lakes and Pines C.A.C. Inc.,  
PRIMARY HEAT,343,Paid,600130,7/31/2004,EFT134234,7/31/2004,Pine  
Energy,7

450290,165,3037450,"Burns, Heather", Lakes and Pines C.A.C. Inc.,  
PRIMARY HEAT,51,Paid,600132,7/31/2004,EFT134234,7/31/2004,Pine  
Energy,7

450296,171,3037451,"Mattson, Donna", Lakes and Pines C.A.C. Inc.,  
PRIMARY HEAT,680,Paid,600138,7/31/2004,EFT134234,7/31/2004,Pine  
Energy,7

450280,173,3037452,"Semcac, Phil", Lakes and Pines C.A.C.  
Inc.,CRISIS,10,Paid,600122,7/31/2004,EFT134234,7/31/2004,Pine  
Energy,7

450280,174,3037453,"Drewry, Mark", Lakes and Pines C.A.C.  
Inc.,CRISIS,200,Paid,600122,7/31/2004,EFT134234,7/31/2004,Pine  
Energy,7

450280,175,3037454,"Lane, Arthur", Lakes and Pines C.A.C.  
Inc.,CRISIS,80,Paid,600122,7/31/2004,EFT134234,7/31/2004,Pine  
Energy,7

450280,176,3037455,"Williams, Roger", Lakes and Pines C.A.C.  
Inc.,CRISIS,234,Paid,600122,7/31/2004,EFT134234,7/31/2004,Pine  
Energy,7

450296,179,3037456,"Mueller, Beth", Lakes and Pines C.A.C. Inc.,  
PRIMARY HEAT,452,Paid,600138,7/31/2004,EFT134234,7/31/2004,Pine  
Energy,7

450296,180,3037457,"Forer, Dan", Lakes and Pines C.A.C. Inc.,  
PRIMARY HEAT,790,Paid,600138,7/31/2004,EFT134234,7/31/2004,Pine  
Energy,7

450296,181,3037458,"Dylan, Luke", Lakes and Pines C.A.C. Inc.,  
PRIMARY HEAT,160,Paid,600138,7/31/2004,EFT134234,7/31/2004,Pine  
Energy,7

450296,182,3037459,"Collins, Carl", Lakes and Pines C.A.C. Inc.,  
PRIMARY HEAT,345,Paid,600138,7/31/2004,EFT134234,7/31/2004,Pine  
Energy,7

## 10.2 Consumption Request Download Specifications

**File Naming Convention:** <VendorID>ConsumptionRequest-<Date>

VendorID is a string. Date is in the format MMDDYYYY

**File Type:** Pipe delimited ASCII File

**Row Separator:** Line Feed

**Frequency:** On need/demand basis

**Volume:** Approximately 40,000 records. Volume is usually high during early months of winter.

**Other Rules:** The file details should be in the same order as listed below.

**File Header:** File contains one header

Field Sequence	Field Name	Type	Max Size	Description/Notes
1	RecordType	String	6	Static value of <b>FHDCRF</b> indicating Start of file. FHDCRF stands for File Header Download Consumption Request File.
2	Vendor ID	Number	6	This field represents eHEAT Vendor ID who is downloading the file.
3	Vendor Name	String	50	This field represents name of the vendor downloading the file.

**File Detail – Type 01 – Household Info:** File can contain 1 – many detail(s).

Field Sequence	Field Name	Type	Max Size	Description/Notes
1	Record Type	String	6	Static value of <b>RTDCHI</b> indicating Start of record. RTDCHI stands for Record Type Download Consumption Request Household Info.
2	Account Number	String	50	This field represents customer account number with Vendor.
3	Name On The Account	String	60	This field represents the name on the account with Vendor.
4	Household Number	Number	8	This field unique identifier represents household number assigned to a household receiving energy assistance benefits.
5	Last Name	String	50	This field corresponds to the last name of Primary member in eHEAT application.
6	Middle Name	String	1	This field corresponds to the middle initial of Primary member in eHEAT application.
7	First Name	String	50	This field corresponds to the first name of Primary member in eHEAT application.
8	Street	String	50	This field corresponds to the street number, name and apartment number if any of Primary applicant.
9	City	String	20	This field corresponds to the name of the city where the primary member lives.
10	State	String	2	This field corresponds to the name of the state where the member lives. Possible values are MN - Minnesota.
11	Zip	String	9	This field corresponds to the zip code where the primary member lives.

**File Footer:** File contains one footer record

Field Sequence	Field Name	Type	Max Size	Description/Notes
1	Record Type	String	6	Static value of <b>FFDCRF</b> indicating end of file. FFDCRF stands for File Footer Download Consumption Request File.
2	Total Rows	Number	6	Total number of lines including header and footer.

### 10.3 Consumption Request Download Sample File

```
FHDCRF|2217|Pine Energy
RTDCHI|08237322942|SMITH KATIE|36051|SMITH|D|JOHN|12 First
street|Oakmont|MN|55125
RTDCHI|40219|Miller CHAD J|23947|MILLER|M|DAVID|123 Second
street|Springfield|MN|55125
RTDCHI|1325FA|Johnson MICHELLE K|81616|CRIPPS|J|JACK|123 Third
street|Oostburg|MN|55125
FFDCRF|000003
```

### 10.4 Consumption Information Upload Specifications

**File Naming Convention:** <VendorID>-ConsumptionInfo-<Date>

VendorID is a string. Date is in the format MMDDYYYY

**File Type:** Pipe delimited ASCII File

**Row Separator:** Line Feed

**Frequency:** On need/demand basis

**Volume:** Approx 40,000.

**Other Rules:** The file details should be in the same order as listed below.

**File Header:** File contains one header

Field Sequence	Field Name	Type	Max Size	Description/Notes
1	Record Type	String	6	Static value of <b>FHUCIF</b> indicating Start of file. FHUCIF stands for File Header Upload Consumption Info File.
2	Vendor ID	Number	6	This field represents eHEAT Vendor ID who is uploading the file.
3	Vendor Name	String	50	This field represents name of the vendor uploading the file.

**File Detail – Type 01 – House Hold Consumption Info:** File can contain 1 – many detail(s).

Field Sequence	Field Name	Type	Max Size	Description/Notes
1	Record Type	String	6	Static value of <b>RTUHCI</b> indicating Start of

				record. RTUHCI stands for Record Type Upload Household Consumption Info.
2	Account Number	String	50	This field corresponds to the customer account number with Vendor.
3	Household Number	Number	8	This field unique identifier represents household number assigned to a household receiving energy assistance benefits.
4	Start Month	Number	2	This field corresponds to the start month for which vendor is providing consumption information.
5	Start Year	Number	4	This field corresponds to the start year for which vendor is providing consumption information.
6	End Month	Number	2	This field corresponds to the end month for which vendor is providing consumption information.
7	End Year	Number	4	This field corresponds to the end year for which vendor is providing consumption information.
8	Fuel Type1	Number	5	This field corresponds to second fuel type if any for which vendor is providing consumption in information. 4100 – OIL 4101 – PROPANE / LP 4102 – WOOD 4103 – MUNI.STEAM 4104 – NATURAL GAS 4105 – ELECTRICITY 4106 – COAL 4107 – ST.PAUL DIST.HTG 4108 – OTHER
9	Fuel Consumption 1	Number	22	This Field represents the volume of fuel consumed for FuelType1 in units.
10	Fuel Costs 1	Number	11	This Field represents the cost of fuel consumed for FuelType1 in dollars. Format is 99999999.99
11	Fuel Cost Type 1	Number	5	This field indicates as to whether the Fuelcost1 is actual or budget. The following are the possible values: 4600 – Actual 4601 – Budget
12	Fuel Usage 1	Number	5	This field corresponds to the fuel cost type. For example: heating or non-heating.  4700 - Heating 4701 - Non Heating
13	Fuel Type 2	Number	5	This field corresponds to second fuel type if any for which vendor is providing consumption in information. 4100 – OIL 4101 – PROPANE / LP

				4102 – WOOD 4103 – MUNI.STEAM 4104 – NATURAL GAS 4105 – ELECTRICITY 4106 – COAL 4107 – ST.PAUL DIST.HTG 4108 – OTHER
14	Fuel Consumption 2	Number	22	This Field represents the volume of fuel consumed for FuelType2 in units.
15	Fuel Costs 2	Number	11	This Field represents the cost of fuel consumed for FuelType2 in dollar. Format is 99999999.99.
16	Fuel Cost Type 2	Number	5	This field indicates as to whether the Fuelcost2 is actual or budget. The following are the possible values – 4600 – Actual 4601 – Budget
17	Fuel Usage2	Number	5	This field corresponds to the fuel cost type. For example heating, non-heating. 4700 - Heating 4701 - Non Heating
18	Cons Info Available	String	5	This field corresponds to the fuel consumption status. The following are possible values –  4802 – Available 4804 – Not available

**File Footer:** File contains one footer record

Field Sequence	Field Name	Type	MaxS ize	Description/Notes
1	Record Type	String	6	Static value of <b>FFUCIF</b> indicating Start of file. <b>FFUCIF</b> stands for File Footer Upload Consumption Info File.
2	Total Rows	Number	6	Total number of lines including header and footer

### 10.5 Consumption Information Upload Sample File

FHUCIF | 2217 | PINEENERGY

RTUHCI | 0049388785 | 022429 | 07 | 2003 | 06 | 2004 | 4105 | 000000000000005111 | 000  
000408.20 | 4600 | 4700 | 4104 | 000000000000000948 | 000000863.57 | 4600 | 4700 | 4  
802

RTUHCI | 0049713448 | 081616 | 07 | 2003 | 06 | 2004 | 4105 | 000000000000004502 | 000  
000321.56 | 4600 | 4700 | | | | 4802

RTUHCI | 0049751135 | 024644 | 07 | 2003 | 06 | 2004 | 4105 | 000000000000005328 | 000

