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Policies and Procedures

Minnesota's FFY2017 EAP Policy Manual

The FFY2017 EAP Policy Manual is included with this issue of *The Energizer*. The manual will also be available on the Commerce website. Please save and/or print the manual if you want a copy of the manual at EAP Annual Training. Hard copies will not be provided at training.

Encourage energy vendors to upload consumption

Now that the August 1st eHEAT roll over has happened, Service Providers should encourage energy vendors to start uploading consumption data into eHEAT and make requests for consumption data from non-eHEAT energy vendors. Energy vendors may need your assistance with the process. The more consumption entered now, the more accurate the FFY2017 average benefit and backup matrix will be. The FFY17 EAP Policy Manual, Chapter 3 guidelines for Consumption reporting are below:

Consumption and cost information requirements

Energy vendors must provide accurate dwelling consumption information (including date, cost and unit) for each EAP applicant who is their customer. Cost information is used to determine households' grant amounts. By signing the application the households give consent to fulfill this request.

Energy vendors provide consumption information using eHEAT. At times, the energy vendor may report consumption information directly to the Service Provider when speed is necessary or the energy vendor does not use eHEAT. Consumption is reported "in bulk" during the summer. Referred to as "Annual Consumption," the energy vendor completes dwelling consumption records for the coming program year for households who received EAP the previous winter. During normal program operations, energy vendors must provide consumption information for individual households as they apply. Refer to the screen shots below for entering individual households' consumption during the program year.

Consumption data specifications

The consumption data includes the date range, cost and units of energy, fuel type and usage for a household's dwelling including:

- Up to 12 consecutive months
- Any 12 consecutive months between June 1, 2015 and September 30, 2016
- Beginning and ending dates for the consecutive consumption data
- Taxes and fees if typically a part of the heating bill

The consumption data for a household excludes:

- Penalties for late payment
- Interest
- Leak or pressure test fees
- Trip charges not part of a normal delivery
- Short notice deliveries
- Tank rental
- Merchandise, etc.

Verify agency address in eHEAT – final reminder

Service Providers should make any necessary updates to their address in eHEAT before the application mailing begins. Please make any updates before Friday, August 5, 2016, and also notify Commerce of the changes.

Notices



EAP Annual Training reminder

Wednesday, August 10 & Thursday, August 11, 2016

Location: St. Cloud Holiday Inn & Suites, 75 South 37th Ave, St. Cloud, MN 56301

Dates: Wednesday, August 10, 2016 and Thursday, August 11, 2016

Time:

- 8:00 registration first day
- 8:00 to 4:30 each day

EAP Annual Training attendee lists are included with this issue of The Energizer. The lists are especially helpful to new EAP Coordinators for peer-to-peer contact information.

Candidate agenda for FFY2017 EAP Annual Training

The following is the candidate two-day agenda for FFY17 EAP Annual Training August 10 & 11. The topics and order may change but likely not significantly. We look forward to seeing you in St. Cloud at the Holiday Inn next week for the training.

Day 1

Registration (8AM)
Welcome & Introduction (8:30AM)
Assistant Commissioner Curtis Zaun
FFY17 Approach & Training Introduction
Application Processing
Eligibility
Income
Primary Heat
Crisis
ERR Eligibility
ERR Benefit
ERR Procurement
A16
The Application & Mailing
Notifications
EAP Survival: What I Wish I Knew
Debrief
Adjourn

Day Two

Welcome Back (8AM)
Executive Director
Performance measures
Diversity Training
Vendor Management
Public Utility Commission (PUC)
eHEAT Enhancements
Break (45 m for check out)
Local Plan & ICD
Oversight Overview
Program Auditing
Environmental Initiative
Fiscal Management
WAP
eHEAT Next Generation
Debrief
Adjourn