Energy Vendor Monitoring Report

FFY25

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| Energy Vendor: |  | Vendor ID #: |  |

Section 1: Energy Assistance Program (EAP) - Primary Heat Grants

**INSTRUCTIONS:** The Service Provider fills in the first 2 columns. Using guidance below, Energy Vendors must fill out remaining columns:

1. Fill in the primary name associated with the account.
2. Fill in the household address associated with the account.
3. Provide copies of documentation for each household listed on this report showing their account activity **June 2023 through present** (usage, amount due, payments applied) or what is available if the household has not been a customer during the entire time period requested.

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| --- | --- | --- | --- | --- | --- |
| **Supplied by Service Provider** | | **Name on account** | **Household address** | **Total Primary Heat grant placed on account after**  **October 1, 2024**  **(Do not include Crisis)** | **Date(s) payment(s) were applied to account after**  **October 1, 2024** |
| **HH #** | **Account #** |  |  |  |  |
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Section 2: Q&A

Energy Vendors please respond completely to all the following questions:

**Payments and Refunds**

1. If received on the same date, does your company apply EAP payments received to the household account before other types of payments received (e.g.: Salvation Army payments, household payments, etc.)?

Yes  No

1. When you learn a household with remaining EAP funds is no longer a customer, do you attempt to reach out to inform them to contact their Service Provider with their new energy vendor details?

Yes  No If no, explain:

1. Do you refund to the State any refunds requested by the Service Provider within 10 business days?

Yes  No If no, explain:

1. Does your company have a process to report to EAP if a Crisis payment created a credit on an account?

Yes  No

1. If offered, does your company provide cash price or other applicable discounts to EAP households?

Yes  No  Not Applicable

**Reporting and Business Processes**

1. Does your company refer customers to EAP (especially in emergency situations)?

Yes  No

1. Does your company have a process for reporting suspected fraud, waste, abuse, or error to EAP?

Yes  No

1. Does your company eHEAT Administrator have a process to maintain security of private eHEAT data by:

* Providing access to authorized and necessary personnel only; and
* Disabling users immediately who leave their job, are laid off, are on temporary leave, extended vacation, or whose job duties no longer require they have access.

Yes  No

**Requests for Training and Comments**

1. Please describe any requests for training or technical assistance (such as consumption reporting, applying payments to accounts, eHEAT functions, emergency situations, handling refunds, etc.):
2. Additional Comments:

Completion Information & Signature

**Authorized Energy Vendor Representative completing this form:**

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Energy Vendor Company

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Print Name Phone #

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Signature Date Completed

**\*The Service Provider and/or Department of Commerce will contact the energy vendor if there are concerns or problems as a result of this monitoring report.**