

CHANGE NOTICE FOR MANUAL

DATE: October 6, 2015
MANUAL: Energy Programs Manual
TO: County Directors of Social Services
CHANGE NO.: 2-2015

SUBJECT: Energy Programs Policy Changes

EFFECTIVE DATE: October 7, 2015

I. BACKGROUND

The purpose of this change notice is to make updates to the Energy Programs System User's Manual.

II. SPECIFIC CHANGES

A. Section 600, CRISIS INTERVENTION PROGRAM (CIP) SYSTEM INSTRUCTIONS

EP600.03.H. How to Enter a New CIP Application is being revised to:

1. Add EP600.03.H.1.i. "Check Status" field and re-number the remaining items.
2. Add "Check Status (required) drop down list". The drop down list contains the following and one must be chosen:
 - a. Disconnected
 - b. Household has equipment that is still operable but places them at imminent risk of losing their home energy service
 - c. Household has Past Due or Shut-Off notice
 - d. Inoperable equipment
 - e. Nearly out of heating fuel
 - f. Out of heating fuel
 - g. No Emergency
3. Change EP600.03 H.1.kk "Benefit Payee/Vendor to EP600.03 H. ii. including the following changes:
 - a. Remove the **NOTE** - Data keyed into this field is used on the approval notice. Please make certain to key this information correctly.
 - b. Remove the **NOTE** - If payment is to be made directly to the applicant, key the applicant's name into this field.
 - c. Add the **NOTE** - Vendor list will be displayed based on what is keyed in the "County" field.
4. Add EP600.03 H.1.ll "Account Information" section.
5. Provide instructions for completing the Account Information section.
6. Delete EP600.03 H.1.jj. "Home Directions" section.
7. Add EP600.03 H.1.nn. "Voter Registration" section.

B. Section 620, LOW INCOME ENERGY ASSISTANCE PROGRAM (LIEAP) SYSTEM INSTRUCTIONS

EP620.03.H. How to Enter a New LIEAP Application is being revised to:

1. Add EP620.03.H.1.i. "Check Status" field and re-number remaining items.
2. Add "Check Status (required) drop down list". The drop down list contains the following and one must be chosen:
 - a. Disconnected
 - b. Household has equipment that is still operable but places them at imminent risk of losing their home energy service
 - c. Household has Past Due or Shut-Off notice
 - d. Inoperable equipment
 - e. Nearly out of heating fuel
 - f. Out of heating fuel
 - g. No Emergency
3. Change Benefit Payee/Vendor EP620.03.H.1.ii to EP620.03.H.gg. and include the following changes:
 - a. Remove the **NOTE** - Data keyed into this field is used on the approval notice. Please make certain to key this information correctly
 - b. Remove the **NOTE** - If payment is to be made directly to the applicant, key the applicant's name into this field.
 - c. Add the **NOTE** - Vendor list will be displayed based on what is keyed in the "County" field
4. Add EP620.03.H.1.kk "Account Information" section
5. Provide instructions for completing the Account Information section
6. Delete EP620.03.H.hh "Home Directions" section
7. Add EP620.03.H.1.ll "Voter Registration" section

III. INSTRUCTIONS FOR MAINTENANCE OF THE ENERGY PROGRAMS USER'S MANUAL

To maintain your current hard copy of the Energy Programs User's Manual:

- A. Go to the DSS On-Line Manuals Change Notice website at
<http://info.dhhs.state.nc.us/olm/manuals/dss/ei-40/chg/>
- B. Click on Change No. 2-2015.
- C. Click on the "CN 2-2015" and attachment links at the bottom of the page to print the Change Notice and the attached documents.
- D. Open the files using Adobe Acrobat Reader and print the pages. Insert or replace the appropriate pages in your current hard copy as indicated below.

Note: Adobe Acrobat Reader may be downloaded for free at <http://www.adobe.com/>

To update your current hard copy of the manual:

| Remove | | Insert | |
|----------------|--------------|----------------|--------------|
| <u>SECTION</u> | <u>PAGES</u> | <u>SECTION</u> | <u>PAGES</u> |
| 600 | 13-18 | 600 | 13-18 |
| 620 | 14-17 | 620 | 14-17 |

If you have any questions, please contact the DSS Information Support Unit Staff at (919) 527-6270.

Sincerely,



Hank Bowers, Chief
Performance Management/Reporting & Evaluation Management Section

HB:ir
Attachments
[EP_CN2-2015](#)
[EP 600](#)
[EP 620](#)