

## CHANGE NOTICE FOR MANUAL

**DATE:** November 2, 2015  
**MANUAL:** Energy Programs Manual  
**TO:** County Directors of Social Services  
**CHANGE NO.:** 3-2015

**SUBJECT:** Energy Programs Policy Changes

**EFFECTIVE DATE:** December 1, 2015

### I. BACKGROUND

The purpose of this change notice is to make clarifications to the CIP and LIEAP sections of the Energy Programs Manual.

Reference to county department of social services has been revised to local county agency throughout manual sections.

### II. SPECIFIC CHANGES

#### A. Section 120 Contracting and Vendor Agreements

1. Clarification has been added to Section 120.03 A.2. regarding the DSS-8163.
2. Clarification has been added to Section 120.03 A. regarding Vendor Agreements.

#### B. Section 300 Low Income Energy Assistance Program (LIEAP)

1. Clarification has been added to Section 300.02 I. regarding the name on the utility bill. A "Note" has been added regarding payment of bill.
2. The poverty income chart has been updated, a link to the Income Section of the Integrated Policy Manual has been added and the following areas have been deleted from Section 300.09:
  - Countable Income
  - Non-Countable Income
  - Treatment of Foster Care Cases
  - Determination of Gross Income
  - Terminated Income
  - Rounding of Income
3. Households With An Ineligible Alien (300.10), Income Verification And Documentation (300.11), and Deductions (300.12) has been deleted and remaining sections have been renumbered.
4. Clarification has been added to Section 300.11 A. regarding vendor credit balance. A "Note" has been added regarding contacting the old vendor.
5. Section 300.12 pertaining to payment made to a vendor resulting in a credit due to the applicant has been revised to delete 'or the household is unable to be located for settlement of the credit'.

6. The Percentages of 130% Poverty Income Limit chart has been updated in Section 300.14.

**C. Section 400 Crisis Intervention Program (CIP)**

1. Policy has been added to Section 400.03 regarding the name on the utility bill. A "Note" has been added regarding payment of bill.
2. Validating income through EIS and/or FSIS has been deleted and replaced with a link to the Income Section of the Integrated Policy Manual in Section 400.03 F.
3. Clarification has been added to Section 400.03 G. regarding availability of funding through another energy assistance resource.
4. Validating household statement through EIS and/or FSIS has been changed to NC FAST.
5. A "Note" has been added regarding use of funds to 400.04 C 5.
6. Linkup was added to 400.06.

**D. Section 500 Duke Energy Progress Company's Energy Neighbor**

1. Company name has been updated from Progress Energy to Duke Energy Progress throughout the section.
2. Use of funds remaining at the end of the heating season has been deleted in Section 500.01 A.
3. Benefit period has been revised to State fiscal year in Sections 500.01 A., 500.02 F., and 500.06 A. & B.
4. Clarification has been added to the "Note" in Section 500.01 B. regarding Native American Tribes who administer their Energy Program.
5. Clarification has been added to Sections 500.01 C., 500.04 E. 2 and 500.05 regarding crisis determination.
6. Section 500.02 G. reference to cooling assistance has been deleted and remaining section renumbered.
7. The maximum amount of benefits per application has been updated in Sections 500.02 F, 500.05 A. 1c. 5 and 500.06 B., D., E. 1 & 2, and F. 2.
8. Clarification has been added to Section 500.03 A. regarding Vendor Agreements.
9. Clarification has been added to Section 500.03 C. regarding the DSS-8163.
10. Determining income eligibility has been deleted and replaced with a link to the Income Section of the Integrated Policy Manual in Section 500.04 E. 1.
11. The "Note" regarding taking another Energy Neighbor application has been deleted from Section 500.06 D.
12. Section 500.06 F. has been renamed.

13. Section 500.06 G. 1 – 3 has been deleted and 500.06 G. 4. has been renumbered to 6 in Section 500.06 F.
14. Additional clarification has been added to 500.06 F. 5.
15. Removed Heating and Cooling and replaced with Crisis in section 500.07.

**E. Section 520 Piedmont Natural Gas (PNG) Share the Warmth**

1. Benefit period has been revised to State fiscal year in Sections 520.01 A., 520.02 F., and 520.06 A. & B.
2. Clarification has been added to the “Note” in Section 520.01 B. regarding Native American Tribes who administer their Energy Program.
3. Clarification has been added to Sections 520.01 C., 520.04 E. 2 and 520.05 regarding crisis determination.
4. The maximum amount of benefits per application has been updated in Sections 520.02 F, 520.05 A. 1c. 5 and 520.06 C., “Note”, D. and E.
5. Clarification has been added to Section 520.03 A. regarding Vendor Agreements.
6. Clarification has been added to Section 520.03 C. regarding the DSS-8163.
7. Determining income eligibility has been deleted and replaced with a link to the Income Section of the Integrated Policy Manual in Section 520.04 E. 1.
8. Additional clarification has been added to 520.06 E. 6.

**F. Section 540 Wake Electric Round-Up Program**

1. Clarification has been added to Sections 540.01 C., 540.04 E. 2 and 540.05 regarding crisis determination.
2. Clarification has been added to Section 540.03 A. regarding Vendor Agreements.
3. Clarification has been added to Section 540.03 C. regarding the DSS-8163.
4. Determining income eligibility has been deleted and replaced with a link to the Income Section of the Integrated Policy Manual in Section 540.04 E. 1.
5. Additional clarification has been added to 540.06 E. 4.

**G. Section 560 Haywood Electric Company’s Helping Each Member Cope Program**

1. Clarification has been added to Sections 560.01 C., 560.04 E. 2 and 560.05 regarding crisis determination.
2. Clarification has been added to Section 560.03 A. regarding Vendor Agreements.
3. Clarification has been added to Section 560.03 C. regarding the DSS-8163.
4. Determining income eligibility has been deleted and replaced with a link to the Income Section of the Integrated Policy Manual in Section 560.04 E. 1.
5. Additional clarification has been added to 560.06 E. 4.

### III. IMPLEMENTATION INSTRUCTIONS

The changes made to policy in the Energy Programs Manual are effective December 1, 2015.

If you have any questions regarding this information, please contact Tiffany Robinson at 919-527-6309 or [tiffany.robinson@dhhs.nc.gov](mailto:tiffany.robinson@dhhs.nc.gov).

Sincerely,



David Locklear, Chief  
Economic and Family Services Section

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Attachments

[EPs120](#)

[EPs300](#)

[EPs400](#)

[EPs500](#)

[EPs520](#)

[EPs540](#)

[EPs560](#)