



Pennsylvania

Department of Human Services

DATE: August 4, 2025

OPERATIONS MEMORANDUM #25-08-01

SUBJECT: 2024-2025 Low-Income Home Energy Assistance Program (LIHEAP)
Supplemental Payments

TO: Executive Directors
LIHEAP Coordinators

FROM: Robert Hixson
Director
Bureau of Operations

PURPOSE

To inform County Assistance Offices (CAOs) of \$100 supplemental payments that will be issued to all LIHEAP Cash recipient households containing a vulnerable household member.

BACKGROUND/DISCUSSION

The Department of Human Services will be issuing a \$100 supplemental payment to all vulnerable households that received a LIHEAP Cash grant during the 2024-2025 heating season.

One \$100 supplemental payment will be issued to each vulnerable household regardless of the number of vulnerable members included.

Payments will be issued on August 15, 2025, with a Treasury pay date of August 27, 2025. Payments will automatically be sent as an extraordinary pay to the same vendor who received the Cash grant or to the most recent vendor if the grant was reissued or '2nd paid'. The \$100 supplemental payment will appear separately on the Remittance Advice and will be labeled as "2024-25 Sup".

PROCEDURE

Staff should be instructed that supplemental payments can only be reissued in limited situations; these are listed below.

Allowable Supplemental Reissue Reasons:

1. The customer moved and has a new vendor.
2. The customer's vendor no longer services the customer's area.
3. The customer switched vendors (same fuel type) and has a zero balance with the original vendor.
4. The customer has a new primary heating source (example: oil furnace to a gas furnace).

Proof of the new heating responsibility is required to have the supplement reissued.

If a recipient contacts the CAO believing they should have received a supplement, the CAO should advise them that supplements are issued based on pre-determined criteria in our system of record. The criteria for supplemental grants of \$100 to all 2024-2025 LIHEAP season Cash recipients is the household must have a vulnerable member in the household, which is defined as having a member that has a disability, a member age 60 or older, or has a child under the age of five. If a household did not receive one, that means they were not eligible based on those criteria. The only exception to this is if a household, at the time of the 2024-2025 LIHEAP processing, should have been indicated in Case Processing as receiving financial assistance for a disability. If the CAO failed to correctly capture the financial assistance for disability question at time of application processing and the recipient contacts the CAO inquiring about the supplement, the CAO can request a supplement be issued to the household by sending an email to the LIHEAP Training and Policy mailbox.

CAOs should send any questions or problems regarding supplemental payments to the LIHEAP Policy mailbox at ra-liheaptrainpol@pa.gov.

Reissue and Second Pay requests should be directed to the LIHEAP Reissue/Second Pay mailbox at RA-LIHEAPReissueSec@pa.gov.

NEXT STEPS

1. Share this information with appropriate members of your staff.
2. Direct any questions to your Area Manager.
3. This Operations Memorandum becomes obsolete June 30, 2026.