

# DATE: January 21, 2025

**OPERATIONS MEMORANDUM #25-01-04**

**SUBJECT:** Low-Income Home Energy Assistance Program (LIHEAP) Processing Utility Termination Notices

**TO:** Executive Directors LIHEAP Coordinators

**FROM:** Robert Hixson Director

Bureau of Operations

# PURPOSE

To advise County Assistance Offices (CAOs) that effective February 1, 2025, they may begin processing Crisis payments for customers of regulated utilities that are issued valid termination notices dated February 1, 2025, or later.

# BACKGROUND/DISCUSSION

CAOs are instructed to authorize Crisis payments for applicants who have received a utility termination notice with a notice mail date of February 1, 2025, or later. If a household has received regular Crisis assistance earlier in the program year, the amount of the prior benefit, in combination with payment for a valid termination notice, may not exceed the Crisis maximum.

No Crisis benefit may be issued to a utility vendor without confirmation from the vendor that the Crisis payment will resolve the crisis situation. Once the utility vendor agrees to accept the Crisis grant, they must maintain service until May 1, 2025, or 30 days following the resolution of the crisis, whichever is later.

# NEXT STEPS

1. Implement the policy and procedures in this Operations Memorandum (Ops Memo) for the 2024-2025 LIHEAP program.
2. Upon receipt of this Ops Memo, inform the LIHEAP Crisis contractors about the changes to the LIHEAP Crisis component.
3. This Ops Memo becomes obsolete October 1, 2025.