**DATE: February 15, 2023**

**OPERATIONS MEMORANDUM #23-02-03**

**SUBJECT:** 2022-2023 Low-Income Home Energy Assistance Program (LIHEAP) In-Season Supplement for Cash Recipient Households

**TO:** Executive Directors

 LIHEAP Coordinators

**FROM:** Tanoa Fagan

 Director

 Bureau of Operations

**PURPOSE**

To inform County Assistance Offices (CAOs) about the LIHEAP $150 in-season supplement to all LIHEAP households who receive a LIHEAP Cash grant during the 2022-2023 season.

**BACKGROUND/DISCUSSION**

The recently passed Consolidated Appropriations Act of 2023 provides increased funding for LIHEAP. Based on this new funding, the Department of Human Services will be issuing a $150 supplemental payment to households that received a regular LIHEAP Cash grant during the 2022-2023 heating season. This is not a new or additional grant but considered a supplement to the already issued Cash grant.

Payments will be issued monthly, starting on February 16, 2023, with a Treasury pay date of March 1, 2023. Supplements will continue to be issued monthly until all LIHEAP Cash applications have been processed for the 2022-2023 LIHEAP season, currently scheduled to close on April 28, 2023, including all Cash recipient households who were authorized after the previous supplement batch was issued. Payments will be paid to the vendor who received the household’s Cash grant or as a direct pay if the client received their Cash grant as a direct pay. This $150 supplement will have no effect on the household’s eligibility for a Crisis grant in the 2022-2023 LIHEAP season and will also not affect their eligibility for a 2023-2024 LIHEAP season grant.

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

**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.

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

CAOs should send any questions or problems regarding the supplemental payments to the LIHEAP Policy and Training 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. Refer any questions to your Area Manager.