



**DATE:** August 30, 2016

**OPERATIONS MEMORANDUM #16-08-03**

**SUBJECT:** 2015-16 Low Income Home Energy Assistance Program (LIHEAP)  
Preseason Turn-On Issuance

**TO:** Executive Directors  
LIHEAP Coordinators

**FROM:** Inez Titus  
Director  
Bureau of Operations

**PURPOSE**

To inform County Assistance Offices (CAOs) about a preseason LIHEAP Turn-On issuance

**BACKGROUND**

The Department of Human Services (DHS) is collaborating with utility companies and fuel vendors to finalize the implementation of a LIHEAP Turn-On issuance. This initiative will provide a one-time LIHEAP payment to assist certain households prior to the start of the 2016-17 LIHEAP season. Households must have received a regular LIHEAP cash or crisis grant during the 2015-16 season to be considered for this issuance.

Participating utilities will provide DHS with a list of customers who received a 2015-16 LIHEAP grant to that utility and who now have an active termination notice or have already been terminated. A crisis payment of up to \$500 will be sent to the utility company to have the crisis resolved. Additionally, all households at or below 125% of the Federal Poverty Income Guidelines (FPIG) who received a LIHEAP grant to a deliverable fuel vendor will receive an extraordinary cash payment of \$120 to assist with a fuel delivery.

Households who received LIHEAP grants during the season to two different utilities can potentially receive two crisis payments of up to \$500 each if they meet the criteria for both.

Households who received LIHEAP grants during the season to both a deliverable fuel vendor and an electric utility could also receive up to \$500 for their utility and the \$120 cash payment if they fall within 125% of the FPIG.

CAO staff will not have to take any action to issue these payments. Payments will be issued directly to the vendors on September 14, 2016.

## **DISCUSSION**

The Turn-On issuance is separate from the standard LIHEAP cash and crisis components. Receipt of a Turn-On payment will have no impact on normal LIHEAP eligibility requirements or benefits for the 2016-17 LIHEAP season. Households may still be able to receive, if otherwise eligible, a LIHEAP cash grant and up to a \$500 crisis grant if the household is in crisis during the season.

Records of these payments can be found in the Financial Management module in eCIS. Payments will be coded as an extraordinary cash or crisis payment for the 2015-16 season. Staff should be aware that Turn-On payments made to utilities cannot be re-issued to any other utility; however, households may request that the extraordinary cash payment issued for deliverable fuels may be sent to a different deliverable fuel vendor.

CAOs should send any questions or problems regarding Turn-On payments to the LIHEAP Vendor mailbox at [RA-LIHEAPVendors@pa.gov](mailto:RA-LIHEAPVendors@pa.gov).

## **NEXT STEPS**

1. Share this information with appropriate members of your staff.
2. Refer any questions to your area manager.