

# Policy Clarifications – LIHEAP- All PLA-18210-603

**Submitted:** 10/16      **Agency:** CAOs

**Subject:** Eligibility for 2016 Turn On Issuance

Why did some households receive a Turn On payment while others did not?

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**Response By:** LIHEAP

**Date:** 10/4/16

Households may not have received a Turn On payment because:

- They did not meet utility termination criteria,
- They did not reside at the address where they received their 2015-2016 LIHEAP grant,
- Their utility company did not participate in the Turn On Program, or
- Their deliverable fuel vendor is no longer participating with the LIHEAP program.
- They received a payment to a deliverable fuel vendor but their income is above 125% of the FPIG

Turn On payments were issued based on criteria outlined below:

**Turn On for Utilities:**

To be eligible for the utility Turn on Program, the household received a 2015/16 LIHEAP Cash or Crisis payment to a utility vendor and was in terminated status as of July 21<sup>st</sup> 2016, or had a termination notice dated May 21<sup>st</sup> 2016 to July 21<sup>st</sup> 2016. Utility companies compiled lists of customers who met these criteria and sent them to LIHEAP Headquarters for processing. Households were eligible for an extraordinary Crisis payment in the amount needed to resolve the termination, up to \$500.

NOTE: Households who contact the CAO about a utility termination should be instructed to contact their utility company to ask what is needed to get service restored or prevent termination. CAOs should refer households to local agencies who help families in their county with utility terminations and tell clients that the 2016/17 LIHEAP Crisis program will open on November 1, 2016.

**Turn On for Deliverable fuels:**

To be eligible for the deliverable Turn On payment, the household received a 2015/16 LIHEAP Cash or Crisis payment to a deliverable fuel vendor and the household had income at or below 125% FPIG when 2015/16 LIHEAP eligibility was determined. Households meeting these criteria received a \$120 extraordinary Cash payment sent to their deliverable fuel vendor.

Reminder: Per OPS Memo 16-08-03, \$120 Turn On Program payments issued for a deliverable fuel type can only be reissued to another deliverable fuel vendor.