

**DATE:** January 31, 2017

**OPERATIONS MEMORANDUM #17-01-03**

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

**TO:** Executive Directors/LIHEAP Coordinators

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

**PURPOSE**

To advise County Assistance Offices (CAOs) that, effective February 1, 2017, they may begin processing Crisis payments for customers of regulated utilities that are issued valid termination notices dated February 1, 2017 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, 2017 or later. Crisis payments may not exceed \$500 for the program year and cannot be issued for less than \$25. If a household has received 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 \$500. For example, if a household received a Crisis benefit of \$300 for the reconnection of utility service in November 2016, that household may be approved for up to \$200 in additional Crisis assistance.

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 agrees to accept the Crisis grant, they must maintain utility service until May 1, 2017. Be sure to check to see if this household received a Cash grant. Both the Cash and Crisis grants can be used to resolve the emergency situation.

If a Crisis benefit is authorized based on a termination notice dated February 1, 2017 or later, an additional Crisis benefit may not be authorized for the same utility company for the remainder of the LIHEAP program year. If a termination notice is received from a different utility company, a second Crisis benefit may be authorized for that utility company if the remaining Crisis amount will resolve the crisis situation.

**NEXT STEPS**

1. Implement the policy and procedures in this Operations Memorandum for the 2016-17 LIHEAP program.
2. Upon receipt of this Operations Memorandum, inform the LIHEAP Crisis contractors about the changes to the LIHEAP Crisis components.