

DATE: September 1, 2017

OPERATIONS MEMORANDUM #17-08-07

SUBJECT: 2016-2017 Low Income Home Energy Assistance Program (LIHEAP)
Supplemental Payments

TO: Executive Directors
LIHEAP Coordinators

FROM: Inez Titus
Director
Bureau of Operations

PURPOSE

To inform County Assistance Offices (CAOs) of \$95 supplemental payments that will be issued to all LIHEAP households that received a LIHEAP crisis grant.

BACKGROUND

The Department of Human Services (DHS) will be issuing a \$95 supplemental payment to all households that received a regular LIHEAP crisis payment during the 2016-2017 heating season.

Payments will be issued on September 1, 2017, with a Treasury pay date of September 13, 2017. Payments will automatically be sent as an extraordinary pay to the vendor who received the most recent crisis grant. The \$95 supplemental payment will appear separately on the Remittance Advice and will be labeled as "2016-17 Sup".

DISCUSSION

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.

4. The customer converted to a new heating source (example: oil furnace to a gas furnace).

Proof of the new heating responsibility is required in order to have the supplement reissued.

CAOs should send any questions or problems regarding supplemental payments to the LIHEAP Vendor mailbox at RA-LIHEAPVendors@state.pa.us.
Reissue and Second Pay requests should be directed to the LIHEAP Reissue/Second Pay mailbox at RA-LIHEAPReissueSec@state.pa.us.

NEXT STEPS

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