

**Low Income Home Energy Assistance
Program (LIHEAP)**

**Heating Vendors Billing Procedures
Manual**

Service Chapter 416-01

**North Dakota Department of Human Services
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Heating Vendor's Billing Procedures 416-01

General Information (Billings) 416-01-01

The Low Income Home Energy Assistance Program (LIHEAP) is a federally funded program which is administered by the North Dakota Department of Human Services with the county social service boards providing local administration, outreach, and delivery of services.

The four Indian tribes located on North Dakota reservations each administer their own heating assistance program.

LIHEAP is NOT designed to pay total fuel costs for eligible households. Each household is expected to pay a percentage of each heating bill. This co-payment depends upon the household's income. The purpose of LIHEAP is to protect the lower income household from paying an excessively high percentage of its income for heating cost.

Since poorly winterized homes and energy wastefulness cause inefficient usage of LIHEAP funds, households are given information about conservation and weatherization programs. If you have a customer whose fuel consumption seems excessive, please contact the county social service office so they can encourage the customer to have the home weatherized. Households that need weatherization services are referred to the Community Action Agencies

Confidentiality 416-01-05

FUEL SUPPLIERS MUST NOT GIVE OUT NAMES OR INFORMATION ABOUT PERSONS APPLYING FOR OR RECEIVING ASSISTANCE UNDER ANY PROGRAM ADMINISTERED BY THE NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES.

In the past, some suppliers have been asked to provide a list of the names of fuel assistance customers to other persons or agencies. To do so is a violation of the law.

Nondiscrimination 416-01-07

The Department of Human Services (DHS) makes available all services and assistance without regard to race, color, religion, national origin, age, sex, disability, or status with respect to marriage or public assistance. Persons who contract with or receive funds to provide services for DHS must follow these laws.

Application 416-01-10

Who Should Apply 416-01-10-05

1. Anyone who is responsible for buying their own heating fuel, whether they rent or own their home, should apply.
2. Renters whose rent payment includes the cost of heat should apply. Since the landlord passes through the heating costs to the rent payment, these renters are also affected by heating cost. If they receive rental assistance, however, they may not be eligible.

When to Apply 416-01-10-10

Your customers must reapply every year.

Applications must be received between October 1 and May 31 for heating assistance.

Where to Apply 416-01-10-15

All applications must be processed by the county social service office. If you would like to have blank applications on hand to give to your customers, call the county social service office or the State Office (701) 328-2065.

Your customers can also obtain application forms and assistance to complete the form from community action agencies and senior services outreach workers.

Once the county office has taken action on the application, the State Office is notified of who is eligible, the amount of benefits, months payments are authorized, and the authorized heating vendor. The State Office receives the bills and generates all payments.

Benefit Programs 416-01-15

LIHEAP has two benefit programs, the Heating Assistance Program and the Emergency Assistance Program. Each has different eligibility requirements. See Section 416-01-50 for an explanation of the Emergency Assistance Program.

Heating Assistance Program 416-01-15-05

Eligibility Requirements 416-01-15-05-05

Eligibility for heating assistance benefits is based upon income and assets. The income standards are based upon the poverty levels established by the Federal Office of Management and Budget. These levels are adjusted each year and are published by the Department of Human Services on the Low Income Home Energy Assistance Program (LIHEAP) webpage. Copies of the updated brochure are available through the local county social service offices or the State Office (701) 328-2065. We encourage you to obtain copies to give to your customers.

Benefit Amounts 416-01-15-05-10

The amount of benefits is determined from Cost/Consumption Tables which take into consideration the size of the home, the type of building, the type and cost of fuel and the number of heating degree days in the area in which the customer lives. Once the estimated cost of heating the customer's home is established from these tables, a percentage of the household's annual adjusted gross income is deducted from the cost of heating to arrive at an estimated household heat share. A lower percentage is deducted for the lowest income families.

Example:

Family of 3 people, 3 bedroom house, using propane, in county XX:

Annual income = \$5,000
Family heat share % = $\times 4\%$
\$200 (Family annual share of heat)

Annual estimated heat cost = \$1,000
Minus family heat share = \$ 200
\$ 800 (Estimated annual LIHEAP cost)

Estimated LIHEAP cost = \$ 800
Divided by cost of heat = \$1,000 = 80% (LIHEAP share %)

Customer co-payment % = 20%

Elderly/Disabled Customers 416-01-15-05-12

Elderly or disabled customers often need a higher heating temperature than our cost of heating estimates would indicate. If a customer uses more heat than normal we can use your records of the actual consumption for the past LIHEAP heating season period instead of our estimated heating cost matrixes to calculate a higher benefit level.

SPECIAL NOTE ABOUT HYPOTHERMIA: Occasionally we hear about an elderly or disabled person who is trying to be conservative with their heat usage. Elderly and other persons with mobility disabilities are particularly vulnerable to hypothermia, even at moderate temperatures in the 50-65 degree range. They should not usually have their thermostat set below 70 degrees. They can easily become chilled without being aware of it, since one of the early symptoms of hypothermia is mental confusion. People who are trying to conserve costs may be especially tempted in early spring or fall to "get by" with little or no heat. If you have occasion to be in a house and notice it is being kept too cool, please encourage the customer to turn up the thermostat. If the customer seems unusually confused and the house is cool, contact someone who can get them to medical care or at least stay with them until they are re-warmed and out of danger. Hypothermia can quickly become life threatening.

Services Covered 416-01-15-05-15

1. Heating Fuel

LIHEAP heating assistance will only pay for fuel used for heating (oil, propane, natural gas, electricity, wood, coal, kerosene). We cannot pay for utilities, hot water heating or cooking UNLESS the service meters for the heating are combined with other services so that the costs cannot be reasonably separated. The Heating Assistance/Notice of Action you receive from the county social service board will identify the type of heating fuel(s) authorized for LIHEAP payments. Bills for fuels not authorized will be rejected. We can also pay delivery charges, propane tank rental and hook-up, replacement charges for obsolete or non-functioning regulators, and reconnect fees. (See section 01-40.) We do not pay any installment payments for tanks which are on a purchase contract. We do not pay deposits.

Electric Heat: Since most homes have only one meter for electricity which records and bills for general utilities and heating usage, LIHEAP will pay the established LIHEAP share percentage of 75% of the total electric bill. This will be the "presumed heating cost." The remaining 25% will be the "presumed general utility cost." This calculation will be included in the formula that determines the LIHEAP share percentage, so you and your customer will not need to calculate it separately.

2. Unpaid Bills Only

Heating vendors are authorized to bill LIHEAP ONLY for bills that are UNPAID* and for fuel that has been delivered. The county social service board can reimburse the customer for bills he has paid if he provided evidence he paid the bill. However, the heating vendor should NEVER submit bills the customer has already paid in order to help the customer collect benefits by establishing a credit on his account. For

information on account credits and even monthly payments plans, see Section 01-40-50 and 01-40-55.

- See 01-30-05, #5 for special instructions regarding electric heat.

3. Primary Residence

LIHEAP benefits are to be used only to heat the home where the customer is living. Do NOT allow a customer to convince you to bill for fuel delivered to a second home (e.g. a farm home when he lives in town during the winter). We also do not pay bills if the home has been vacated (e.g. customer goes south for the winter).

4. Stockpiling Prohibited

It is permissible to bill for larger amounts of fuel delivered to homes which normally have storage tanks due to poor roads in the winter months, as long as these storage tanks are connected to the primary residence. Do NOT bill LIHEAP for fuel delivered to storage tanks not connected to the house. Customers are not allowed to add storage tanks.

It is NOT permitted to bill LIHEAP for fuel that has not been delivered in order to build a credit on the account and use up LIHEAP benefits.

Tanks may be "topped off" at the end of the heating season (deadline is May 31) provided that the customer has either requested or authorized the fuel delivery. LIHEAP will not honor bills if the customer informs us he/she did not want the fuel or if the customer has moved prior to the delivery.

If you have doubts about something a customer is asking you to do, contact the county social service board.

Deadline for Deliveries 416-01-15-05-20

All deliveries for heating fuel must be made by May 31 to be eligible for LIHEAP payment. We do NOT accept bills for fuel delivered prior to October 1.

For metered fuels (electricity, natural gas), the date the meter is normally read is the date which should be used as a delivery date . If the meter is read before October or after May 31, LIHEAP will NOT pay the bill. Do NOT attempt to pro-rate the bills. Do NOT make extra meter readings outside the usual reading cycle solely to bill more usage cost to LIHEAP before the customer's authorization period expires. This creates unnecessary confusion and work for you. Since we accept bills with meter reads of October 1 (some or all of the fuel supplied in September), we feel the customer does receive full opportunity to use his LIHEAP benefits. (Naturally, "out-of-cycle" meter readings are sometimes necessary when a customer changes residence, a previous reading needs correction, etc. These meter readings may be billed if the customer was eligible.)

Rural electric cooperatives and other utilities whose customers generally read their own meters may have difficulty establishing the date the meter is read. If the customer is required to report the read date, this should be used. If not, you can use the date it is received in your office. Do NOT use the billing date or the date payment is due, as this would make the delivery date one to two months later than the actual month of service.

Premium Payments 416-01-15-05-30

"Premium" benefits are available from October 1 through July 31 to customers eligible for LIHEAP Heating Assistance at some point during the current fiscal year without additional eligibility requirements.

1. Furnace/Chimney Cleaning

LIHEAP will pay up to \$100 toward the cost of furnace cleaning. Costs of routine parts replacement (filter, nozzle, thermocouples, etc.), labor, and travel may be included; however, any amount of the total cost that exceeds \$100 will be the responsibility of the customer. This should be discussed in advance with the customer.

An additional \$100 for chimney cleaning may be authorized when necessary for safety and/or efficient operation.

Any parts or labor which are related to repair cannot be billed to LIHEAP as part of furnace/chimney cleaning. The customer will be responsible for any costs of repair, which may be discovered during the routine cleaning. The customer may apply for Emergency Assistance for repair costs, if necessary. However, repair costs approved for payment under Emergency Assistance must be invoiced and billed separately from the furnace/chimney cleaning.

LIHEAP does not pay for routine furnace/chimney cleaning performed more than once per year.

LIHEAP does not pay for furnace/chimney cleaning to homes in which the heat costs are included in the cost of the rent,

nor for heating units which provide heat to more than one living unit.

LIHEAP customers who wish to take advantage of this furnace/chimney cleaning service should request that an "Authorization for Furnace/Chimney Cleaning" form to be sent to their choice of vendor from their county social service office. This form lists an authorization period during which the furnace/chimney cleaning should be done.

The authorization form must be completed and signed by the vendor and customer. The completed form and the vendor's invoice must be sent to the county social service office who will process the payment. You cannot directly bill the furnace/chimney cleaning on the "Request for Payment" printout used for billing fuel deliveries.

2. Heating Cost Reduction Services

Households who heat with electricity may be able to reduce their costs by installing devices which will qualify them for reduced electric rates, such as demand control, dual heating systems, submetering, etc.

To encourage LIHEAP customers to take advantage of these rate reduction devices, the LIHEAP State Office will accept requests for funding assistance with the installation costs. The funding plan approved may:

- a. Provide funding from "premium" benefits;
- b. Require partial funding participation by the applicant, utility, and/or other sources; or
- c. Develop a combination of the above.

To access this benefit, the electric heating vendor and customers must jointly prepare a written proposal to be sent to the State LIHEAP Administrator. No payment of installation costs can be assumed without prior approval of

the State LIHEAP Administrator. The proposal should include at a minimum the following:

- a. Customer name, address, billing number, county of residence;
- b. Vendor name, address, phone number, and contact person;
- c. Estimate of annual heating cost without the device, estimated annual dollar savings;
- d. Copy of previous 12 months actual consumption and cost;
- e. Type of cost reduction system selected and why;
- f. Total cost of installation, availability of loan or other incentive programs from the company or other agency which will participate in installation costs, amount of customer's annual installment payments;
- g. Who will own the equipment installed and be responsible for repair/maintenance; and
- h. Proposed installation date.

The State Administrator will notify the customer and vendor in writing of the action taken on the proposal.

Notifying the Customer 416-01-20

Heating Assistance/Notice of Action 416-01-20-05

After the county social service board has reviewed an application and made a decision regarding eligibility and benefits, a "Notice of Action" letter is sent to the customer. If the customer is approved for LIHEAP benefits, a similar letter is also sent to the vendor the customer has designated as his heating supplier. The "Notice" letter will tell the customer (and you) the amount of LIHEAP share %, the customer co-payment % and the effective date of the LIHEAP share %. We strongly urge you to arrange monthly installments for the customer's share as described in **section 01-40-55** of this manual.

The letter also tells you the type of heating fuel which can be billed and the months authorized for billing. All delivery dates and/or meter read dates must lie within this authorization period.

A separate letter, "Emergency Energy Assistance/Notice of Action," is used to notify the customer when Emergency Assistance payments have been approved. The designated vendor will normally receive a copy of that notice only if the Emergency Payment is to be made to him. (See 01-20-10.)

If you have any questions about the information appearing on a Notice of Action letter, call the county social service office.

Emergency Energy Assistance/Notice of Action 416-01-20-10

After the county social service board has reviewed an application for Emergency Assistance and made a decision regarding eligibility and benefits (**see Chapter 01-50**), a "Notice of Action" letter is sent to the customer. If the customer is approved for emergency benefits, a similar letter will also be sent to the vendor(s) who will receive the approved emergency payment(s).

The letter will identify the type and amount of Emergency Assistance approved.

NOTE: You CANNOT bill for services or products approved under Emergency Assistance on the "Request for Payment" printout or web file transfer as described in chapter 01-25. These emergency payments will be generated by the county social service office after they receive a copy of the invoice from you or the customer.

The "Comments" section of the Notice of Action will be used to further explain approved payments or conditions of payment, if any.

Premium Payments/Notice of Action 416-01-20-12

Approval for payment of "Premium" services will be sent to both the LIHEAP customer and the vendor who will receive payment by a letter, which will specify the amount and type of service, approved.

Billing Statements to the Customer 416-01-20-15

We realize that some customers become confused about what LIHEAP will pay and what their obligation is. However, for your own protection and the customer's information, you should continue to give the customer a statement of what fuel has been delivered to his home, the total cost of the fuel, and the amount you have billed to LIHEAP.

The State LIHEAP office sends each customer an accounting of the benefits we have paid on their behalf. This is done approximately 30 days after the case is closed or the authorization period expires during the heating season or at the end of the program year. The 30-day delay in mailing this "Report of Payments" allows you time to request payment for the final eligible heating bills. Occasionally, a customer disputes that he received the fuel for which LIHEAP was billed. It is easier to resolve these conflicts if the vendor has sent the customer a statement of fuel delivered and what is being billed to LIHEAP at the time of the delivery or in a regular monthly statement.

Payment Procedures 416-01-25

Summary of the Payment Process and Timetables 416-01-25-05

Once the customer has been approved for Heating Assistance, the county social service board enters the "Household Data Information" into the computer. Until this takes place, no payments can be made on behalf of the customer. The benefit level, the designated vendor, the period of time that payments are authorized for direct billing from the vendor, and the type of payments authorized are included in the information entered into the computer.

A computerized billing form, called the "Request for Payment" will be sent to the designated vendor. (See Section 01-30 for information on completion of this billing form).

When the billing forms from the vendors arrive in the State LIHEAP office each day, they are batched and sent to the data entry department for keypunching. The information is then stored on a computer tape until Tuesday night when all the bills and the other documents which have been accumulating during the previous week are run through the computer. The checks for bills approved for payment are printed on Wednesday night and returned to Finance for stuffing Thursday afternoon. Most of the checks will be mailed by Friday afternoon, but during the busy season the stuffing process may take until Monday.

You will receive one check for all the customers whose bills were processed in the computer run. It will include payments for the bill you submitted on the "Request for Payment" printout and payments for bills submitted directly by the county office on behalf of the customer. You will receive with the check, a Remittance Advice which gives a breakdown of the amount to be credited to each

customer, a Payment Rejection List, and an updated "Request for Payment" printout including a new blank page for write-ins.

NOTE: If the only payments included on a check are for bills submitted directly by the county office, you will receive only the Remittance Advice with the check. The updated "Request for Payment" printout and the Payment Rejection List are only produced when you mail in bills on the "Request for Payment" printout.

Start-Up Procedures for Previous Vendors 416-01-25-10

Each vendor who participates with LIHEAP has been assigned a 7-digit vendor identification number. This ID number is carried over in our computer's vendor file each year unless we are notified that the business is sold or consolidated with another business.

Each fall, usually in late October, a blank "Request for Payment" printout is mailed to every vendor in the computer's vendor file.

To begin the Payment Process:

1. Write in the names, billing numbers, and bills for a few of your approved customers and mail the printout to the State LIHEAP Office for payment.
2. When you receive the check, you will also receive a new printout, which will list the names and billing numbers of all your approved LIHEAP customers on our files as of that date.

Start-Up Procedures for New Vendors 416-01-25-15

If you have never participated with LIHEAP before, the initial "Request for Payment" printout will be sent to you when we first assign your vendor identification number. Once you send bills to us using this initial form, the process is the same as in #2 above (Section 01-25-10).

Remittance Advice and Check 416-01-25-20

Whether the bills are submitted by you on the "Request for Payment" printout or by the county social service office, payment for all bills will be compiled into one check.

A Remittance Advice will arrive with the check to tell you how much is being paid for each customer. Your vendor ID number appears in the upper right corner, followed by your name and address to the left. The list of payments for each customer is alphabetized by last name.

The Remittance Advice may be separated into three sections: Payments, Premium and Emergency Payments, and Energy Share Payments. Each section will have the payments listed alphabetically and will include the customer's name, billing number, customer account number (if one was submitted to LIHEAP by the County), delivery date or memo number (if applicable), reason code (if Premium or Emergency payment), the amount of the payment, product quantity (if applicable), and the LIHEAP share percentage. If the vendor is receiving a payment for more than one delivery date for the same customer, the customer's name will appear for each delivery date.

The following are reason codes which indicate why an adjustment is being made:

- A. Premium Payment Adjustment
- B. Heating Payment Adjustment
- C. Emergency Payment Adjustment
- G. Miscellaneous Payment (Heating Bills)
- I. Emergency Payment
- N. Premium Payment
 - The Payments section will include vendor-billed or County generated payments. Also included in this

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section will be County generated adjustments to correct prior LIHEAP paid bills. This section will have a total dollar amount for all these payments.

- The Premium and Emergency Payments section will include County generated payments or adjustments to the vendor for premium services or payments made under the Emergency Assistance eligibility for a customer. The payment line will indicate if the service was Premium or Emergency. This section will have a total dollar amount for all these payments.
- If a vendor receives payment for Energy Share bills, the section for Energy Share Payments will be on the Remittance Advice to identify customers with payments made under this eligibility. A memo number is assigned by the State LIHEAP office in place of a delivery date to track these special payments. This section will have a total dollar amount for all these payments.

The total amount from each section will be combined and there will be a grand total at the bottom of the Remittance Advice. This grand total should match the amount of your check.

Payment Rejection List 416-01-25-25

Attached to the Remittance Advice will be a list of any bills you submitted which were rejected for payment. The Payment Rejection List is arranged in the same manner as the Remittance Advice, except the "amount of payment" will be the amount of the bill you submitted, and a message will follow telling you why it was rejected.

In all cases, if you question the message you have received, CALL THE COUNTY SOCIAL SERVICE OFFICE FIRST, since they will know if changes are being made in the case which might explain the rejection. They will also have the ability to use their computer terminals to look at the computer's case file to identify and/or correct wrong information which might be causing problems. They can call the State Office if further help is needed.

Following are the messages you might see:

1. 'Case Not on File'...We identify the customer's case file in the computer by billing number. The billing number you submitted does not match with any billing number we have on file.

This is the only Rejection Message which cannot print out the customer's name for you. Since we do not keypunch the names from the "Request for Payment" printout, the name is taken from the customer's computer file, and in this situation we cannot find his file.

If the number was correct, try to resubmit the bill one more time. If you receive the same message again, contact the county social service office for assistance.

2. 'Case Not Open'...The case has not been approved for payment in the computer file. Do not resubmit unless the county office tells you changes are being made.
3. 'Case Not Open as of (Mo/Da/Yr)...The case has been closed. The computer will only pay bills with delivery dates on or prior to the date given in the message.
4. 'Delivery Date Not Within Authorization Period'...The county office tells the computer which months are approved for payment of bills. If the delivery date you submit does not fall within those approved months, it will be rejected.

Check to be sure you did not make an error on the date (a common error is using the wrong year, especially during January), and resubmit the bill if this is the problem. If your Notice of Action from the county office shows that the date you submitted should be acceptable, ask the county office to check the computer file for errors.

5. 'Payment Made Previously for This Delivery Date'...A payment has already been made for this same delivery date. The computer will not accept another bill for this date.

DO NOT CHANGE THE DATE! If you originally received only a partial payment for the bill, or two services were provided on the same date, and you are trying to collect the balance, the State LIHEAP office can issue a supplemental check to you without changing the date. It is very important for audit purposes to use the actual date of delivery. See Section 01-40-27 for instructions on collecting the balance of the bill.

If this is not a partial bill and you have checked your records to be sure you have not already received payment, contact the county office for assistance.

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6. 'You are NOT the Authorized Supplier'...Your vendor ID number does not match up with the designated vendor ID number in the customer's computer file.

Ask the county office to check for a possible error on the computer file, if you have received a "Notice of Action" telling you that you are authorized to bill.

7. 'Type of fuel billed not authorized for payment'. . .The bill you submitted was coded for a type of fuel that was not included on the Notice of Action letter as the "authorized" fuel. Check the fuel type code you billed against the fuel authorized on the Notice. If you used an incorrect code, just resubmit the bill. If the code you used matches the fuel you delivered but does not match the fuel authorized, and you believe the fuel authorized is incorrect, contact the county social service board about the discrepancy.

Request for Payment Printout 416-25-30

Once the payment process has begun as described in Section 01-25-05, you will receive a new printout each time you receive payment for bills you have submitted. Each new "Request for Payment" will give you a current list of LIHEAP customers whose computer files are approved for payment and who have designated you as their heating vendor. Two blank pages are attached to be used for additional billings.

The names of customers whose cases have been closed will not appear on the list.

PLEASE SAVE AT LEAST ONE BLANK PAGE in case you mislay the preprinted "Request for Payment" form. You can use the blank page to write in a customer's billing number and bills to start the automatic process again.

At the top center of the printout is the name of the form and the date on which it was printed.

Your vendor name, address, telephone number, and your vendor identification number will be printed in the upper left-hand corner of the form.

In the middle column will be the instructions for completing the billing section, which runs directly below the block of instructions.

On the printed page, your customers are listed in alphabetical order, with the billing number printed to the right of each name. If the customer account number was submitted by the county office, it will be printed at the right side of the page across from the customer's name. LIHEAP percent share, months authorized for

payment, and the customer co-payment percent share, are printed to the right of the account number.

Billing Deadline 416-01-25-35

Prior to the end of the current heating season, each vendor will receive written notification stating the deadline for submitting bills for fuel delivered during that heating season.

Billing Instructions 416-01-30

Since all payments made by LIHEAP must go through a computerized system, the bills must always be entered in the same way. For this reason, we must require that all bills be submitted on the "Request for Payment" printout. We cannot make payments from your invoices or billing statements.

Most heating vendors will be submitting all bills manually on the "Request for Payment" printout. A few large companies with compatible computer systems are now able to submit the "Request for Payment" via web file.

Billing by "Request for Payment" Printout 416-01-30-05

If you are using the blank page, such as for start-up procedures in fall, you need to fill in the name and billing number of the customer in the lines provided at the left of the page. Enter the name on the long line, and the billing number on the short line to the right of the name. The name is not entered into the computer and is used only as an aid in identification if we have a problem with the bill. The billing number is the "key" into our computer. If the billing number is wrong or incomplete, we will not be able to find the case in order to pay the bill, or we may pay the bill from the wrong customer's account. Please be sure you are using the correct billing number.

NOTE: It is NOT necessary to fill in the customer's account number, on the blank page.

1. Delivery Date: For audit purposes, it is important that we are able to trace a payment back to the correct delivery date.
 - a. Enter the date the fuel **was delivered**.
 - b. DO NOT combine deliveries. Exception: If two deliveries were made the same day (for example, because the truck ran out of fuel and needed to go back to town to get more to fill the tank), put both deliveries on the same invoice ticket.
 - c. Do NOT write bills between the lines. We do not know which customer the bills belong to, and payments may be made out of the wrong account.

If you have more than two deliveries for the same customer, use the blank page to write in his name and

billing number as many times as you need to bill additional deliveries.

- d. For metered fuels (natural gas, electricity, metered propane) use the date the meter is read.
 - e. Use six digits in the date: 01-02-94 (Using a 'dash' (-) in the date seems to work better than the 'slash' (/), since the slash mark will sometimes be misread as a '1'.)
 - f. For customer-read meters when a "credit-back" discount is available for submetered heating, do NOT bill estimated readings. Although we prefer to get monthly bills, we would rather wait for a correct reading that includes the discount than to overpay on a non-discounted estimate and have to collect a refund later when the meter is read and actual cost is computed
2. Type of Fuel: Enter the code number of the type of fuel provided. Please note that we do not distinguish between fuel oil #1 and #2. Please use code 01 for all fuel oil.

If your customer has been approved for two types of fuel, such as propane and oil, you may use the same form for both deliveries.

Example:

Delivery <u>Date</u>	Fuel <u>Code</u>	<u>Invoice</u>	Quantity of <u>Product</u>	<u>Cost</u>	Cash <u>Discount</u>
10-11-11	01	25091	294.3	\$250.16	Y
10-25-11	03	130984	234	\$149.76	Y

NOTE that the computer is programmed to accept only those fuel codes which were authorized on the Notice of Action. Others will be rejected.

Please note that connection or reconnection charges are Code 16. Special delivery charges (for after hours delivery) should be added into the fuel delivered cost, and the fuel code should be that of the fuel delivered. (Example: Fuel oil = 01, Propane = 03, etc.)

The types of fuel codes are listed on the "Request for Payment" printout.

3. Invoice #: Enter the invoice number of the delivery ticket, if any. If there are two invoices for the same delivery date which must be combined, use only one of the invoice numbers.

4. Quantity Delivered: This amount is required if the fuel code is 01-06. The quantity amount entered will vary based on the type of fuel. For example, coal may be in pounds or tons, fuel oil in gallons, electricity in kilowatts, or natural gas in cubic feet or decatherms.

Please note the quantity may include a fractional amount. For example, a fuel oil delivery could be entered as 213.64.

5. Cost of Delivery: Enter the cost of the delivery.

Since the computer will pay the correct LIHEAP share of any bill you submit you need to submit the entire bill to LIHEAP even if part of it has been paid by the customer. However, if the customer has paid ALL of the bill, you should submit NONE of the bill to LIHEAP.

If a customer who heats with electricity has the heat submetered, you should still submit the entire residential metered bill, including general non-heating usage and the submetered heating usage as long as the bill was not estimated. (See 01-30-05 Item #1-f.) Do NOT bill non-metered charges such as yard lights or metered business usage if it is metered separately from the customer's residence.

6. Cash Discount: If the fuel code is fuel oil (01) or propane (03), indicate if the customer was given the cash discount price on the delivery by placing (y) in the Cash Discount column.
7. Signature: Be sure to sign and date the form. Since this is your certification that the bills you are submitting are accurate, unsigned forms will be returned to you for completion.
8. Carbon Copy: Make a copy is for your records. Please send ONLY the ORIGINAL copy to LIHEAP.
9. Mailing Address: Our mailing address is on the form on the left side at the bottom of the list of names.

10. When to Bill: You do NOT have to hold the billing form until all the customers have a bill to enter. Many vendors choose a specific time once or twice a month to submit accumulated bills. We encourage billing at least once per month or more often if your accounting system can do so.

Billing by Web File Transfer 416-01-30-10

You first send the billing information to your data processing unit in the manner required by your company. Your data processing unit compiles the billing information for all the divisions in your company and sends it to LIHEAP by web file. (If you have any questions, you may call the ITS Coordinator for LIHEAP at 701-328-4843.) The information we receive is the same as if you had sent it manually on the "Request for payment" printout for your customers. You will receive your check, a Remittance Advice, Rejection Notice, and an updated "Request for Payment" printout for your customers.

If your computer system does not accommodate picking up back bills on fuel assistance customers, you will need to manually submit them on the "Request for Payment" printout.

Billing Problems 416-01-40

This section will explain how to solve special billing problems.

Finance Charges 416-01-40-05

Once LIHEAP payments have begun and payment on the account is assured, there should be few occasions when interest charges are assessed on LIHEAP accounts, since the turnaround time during the busiest part of our year is 5-15 days between the date we receive a bill and the date payment is mailed. **LIHEAP DOES NOT PAY INTEREST CHARGES.**

Delivery Charges 416-01-40-10

Special delivery charges (after-hours delivery, hook up, etc.) may be billed to LIHEAP if you normally charge extra for these services. If you would not normally charge extra to other customers, you should not bill LIHEAP either.

Since these charges will normally accrue at the same time a fuel delivery is made, they can be combined with the amount of fuel and billed together.

LIHEAP would not consider a local hook up/delivery when all heating equipment is already in place, to be an "after-hours" service if the hook-up/delivery was ordered by 4:30 p.m. on a regular business day.

Propane Tank Rental/Hook-up 416-01-40-15

Installment payments on a purchase contract may NOT be billed to LIHEAP.

Tank rental and hook-up charges may be billed to LIHEAP. If these charges take place on the same day as fuel is delivered, the tank rent and/or hook-up charges are billed separately using fuel code 08 for tank rent and fuel code 16 for hook-up charges along with the invoice numbers.

If a tank rental charge is assessed at some other time, use the date it was charged to the customer and use the "type of fuel" code 08 and invoice number.

Regulators 416-01-40-17

Nearly all regulators are the client's property, therefore, the replacement charges for obsolete or non-functioning regulators, along with the miscellaneous costs needed for the hook-up of the regulator may be billed to LIHEAP. Use fuel code "16" to bill for these charges. These charges can be billed to LIHEAP anytime during the year, however, if the charges are assessed outside of the regular heating season, the bill for the charges should be submitted to the county for payment.

Reconnect Fees 416-01-40-20

Non-refundable fees for reconnect services may be billed to LIHEAP.

Enter the date of reconnection as the delivery date. The "type of fuel" code should be 16.

Deposits 416-01-40-25

LIHEAP does not pay for deposits because they are usually refundable after good credit is established.

Duplicate Delivery Dates - Special Handling Required 416-01-40-27

A payment request can be made to correct an underpayment to a vendor for a previously billed delivery that has been paid by LIHEAP.

To correct the underpayment, DO NOT submit a bill for the balance owed or change the delivery date. The County Social Service office can request special handling so the correct balance owed can be issued to you. Contact the County office with the following information:

1. Copy of the invoice along with all of the billing information required for payment processing;
2. Name and billing number of customer;
3. Name of vendor to be paid. Include the LIHEAP Vendor ID number if you know it;
4. Brief explanation of the circumstances of the bill.

Duplicate Delivery Dates - Direct Billing 416-01-40-29

If the payment request is for tank rental, hook-up, or reconnect services that have the same delivery date as a fuel delivery being processed or already paid, the service delivery date can be entered with the appropriate fuel code, invoice number (if any), and total bill. The vendor can submit the duplicate date request for these services on the "Request for Payment" form.

If the payment request is for a second meter reading or two fuel deliveries made on the same day, there must be an invoice number for each delivery. The vendor should enter each delivery separately on the "Request for Payment" form. The same delivery date should be used for each entry along with the fuel code, invoice number, product amount and total bill.

The computer will recognize that these requests are for separate payments by the unique invoice numbers.

LIHEAP Benefit Changes 416-01-40-32

LIHEAP in North Dakota does adjust the annual LIHEAP benefit when there are significant changes to the customer's circumstances, such as the type of heating fuel or size of the living unit. This allows us to be as accountable as possible to current needs. However, when the changes require a decrease in benefits, problems can result.

(Customers are not required to refund benefits received before the change in their circumstances took place as long as changes are reported promptly.)

To minimize adverse effects, LIHEAP provides a 5-day advance notice of a change to the LIHEAP benefit level unless the family has moved. In that case, a reasonable effort will be made to negotiate a fair payment and closing date.

Furthermore, changes to the LIHEAP share percentage are retained in our computer history along with an effective date of the change. The computer will be able to pay a bill using the correct LIHEAP share percentage in effect when the fuel was delivered.

Lost Billings Forms 416-01-40-35

If you lose the printed "Request for Payment" form, you may use a blank form and write in the billing numbers, names and bills of those customers who have bills. When you receive payment on these bills, you will receive a new printed form.

If there are too many customers to write in, you may write in only one or two, submit the form, and wait to bill for the rest until you receive a new printout.

If you do not have a blank "Request for Payment" to use, call the State LIHEAP office at (701) 328-2065 to request that a new printout be sent to you. A new form will be requested from the next scheduled computer run.

Lost Checks 416-01-40-40

If you have misplaced a LIHEAP check or if it was omitted from the envelope containing your new printout, Remittance Advice, etc., please contact the State LIHEAP office immediately. If the original check has not been cancelled, the State Treasurer will send you an affidavit to sign certifying that you did not receive it and a stop payment will be requested for the original check. Once the affidavit has been returned, the State Treasurer will issue a replacement check to you. If the original check turns up during the process, DO NOT ATTEMPT TO CASH IT. Contact the State Office at 701-328-2065 for instructions.

The entire process may take up to a month, so it is best to report a missing check promptly.

Address/Business Changes 416-01-40-45

An address correction form is included in this manual. Please let us know if the address we are using is not correct.

If you have more than one station which we have been treating as separate businesses and it would be easier for you to have all your LIHEAP customers appear under one vendor ID number on one "Request for Payment" printout, please use the form provided to notify us that you would like the vendor ID numbers consolidated.

If your customers presently appear on one printout and you prefer to have them separated for each substation, we can also assign a vendor ID number for each station.

Overpayments and Refunds 416-01-40-50

Occasionally, you may receive an overpayment on an account due to your error or ours. These overpayments must always be refunded to LIHEAP. Please include the customer's billing number, the delivery date of the erroneous payment, and the circumstances causing the overpayment. Refund checks should be made payable to: Department of Human Services.

If the customer has another unpaid bill, do NOT simply apply the amount of the overpayment from one bill to the unpaid balance of another delivery. Please contact the State LIHEAP Office. We may be able to adjust the customer's account to avoid the inconvenience of refunding the overpayment and billing the new delivery. However, we need to know about the overpayment so the customer file can be corrected.

Sometimes the customer sends a payment for a delivery at the same time you receive a payment from LIHEAP. You should:

1. Contact the customer to see if he wants his payment to remain on the account as a credit, refunded to him, or possibly applied to other bills not eligible for LIHEAP payment; and
2. Contact the State LIHEAP office regarding the overpayment and the customer's preference, since we may know of other circumstances in the case which would require a refund to LIHEAP instead (these would be unusual situations).

Unused Fuel Credits 416-01-40-50-05

If the customer dies or moves and the fuel purchased by LIHEAP can reasonably be pumped out, the refund, less any pumping charges, must be returned to LIHEAP. The customer may NOT sell any fuel purchased by LIHEAP, nor receive a refund from the vendor for any fuel purchased by LIHEAP.

County staff are instructed to obtain an estimate from you of the cost to recover the fuel vs. its value before they request or authorize an attempt to recover fuel LIHEAP purchased.

Monthly Payment Plans 416-01-40-55

We encourage our customers to take advantage of average monthly billing plans whenever they are available. However, even this amount may be too much to handle if it is computed strictly as an average of the annual consumption, since it does not take into consideration the amount of LIHEAP benefits. Many LIHEAP customers drop the average monthly payment plan when they receive LIHEAP, and consequently, they fall behind on their co-payment of the cost we don't cover.

Therefore, to keep customers budgeting year around for their energy needs we strongly encourage you to consider modifying your average monthly payment plan to factor in the LIHEAP benefit.

We recognize that it is very difficult to convince customers to use plans which will put credit on your books. If your company is able to offer incentives such as paying a small amount of interest on account credits or assuring them that excess credits will be refunded if the estimated annual consumption turns out to be too high, perhaps LIHEAP customers can be persuaded to try such a plan. In some cases, customers who frequently apply for Emergency Assistance because they did not budget for their share of energy costs, may be required to arrange such a plan with you as a condition of Emergency Assistance approval.

Since LIHEAP does not pay all of any bill and the customer always has at least a small share to pay, your monthly payment plans may help spread out the customer's cost into more manageable amounts.

If you decide to try this plan, please notify the county social service office(s) in your service area with the details of your particular payment plan. The county staff can help you encourage your customers to participate.

Emergency Assistance Program 416-01-50

Application Deadline - Emergency Assistance 416-01-50-05

Applications for Emergency Assistance are taken from October 1 through September 30 of each fiscal year.

Eligibility for Emergency Assistance is not automatic. The decision to recommend approval or denial of an Emergency Assistance application is made by the county social service board.

Eligibility - Emergency Assistance 416-01-50-10

Eligibility for Emergency Assistance is much stricter than it is for Heating Assistance. All liquid assets counted for LIHEAP are considered available (except \$5000 for each household member over age 60) and the customer cannot be eligible for assistance from any other community resource. His basic living expenses (defined as food, shelter, utilities, medical expenses, transportation costs, and child care for employment) must equal or be greater than his net monthly income.

In addition, the county social service board may consider:

1. What portion of any anticipated income can reasonably be committed by the customer to his energy needs.
2. The customer's effort and ability to pay these costs at the time they were incurred.
3. The customer's effort to negotiate and honor a reasonable payment plan with the supplier.
4. The energy supplier's collection efforts, cooperation in extending credit, and offering reasonable payment plans.
5. A reasonable expectation that such payment will alleviate the household's payment problem. The purpose of Emergency Assistance is to ensure uninterrupted service. Therefore, if the amount of the LIHEAP payment will not avert shut-off, Emergency Assistance will not be used solely to reduce the customer's debt, and the emergency application will be denied.

Although a customer may be found eligible for Emergency Assistance after a service has been provided, LIHEAP payment cannot be guaranteed unless the customer has prior authorization.

Services Covered - Emergency Assistance 416-01-50-15

Supplemental Fuel

The Cost/Consumption Tables LIHEAP uses to calculate heating assistance benefits may not reflect heating costs accurately for a customer who has a large or poorly insulated home. If the customer is eligible for emergency services, additional heating benefits may be approved.

Minor Repairs or Consumer Goods

Occasionally, a heating plant will require minor repairs which can be covered by Emergency Assistance. If the heating plant is temporarily inoperable, Emergency Assistance can be used to provide temporary shelter or to rent space heaters until the furnace is repaired.

Utilities

Non-heating electrical utilities will NOT be paid by LIHEAP Emergency Assistance unless the household also uses electricity for primary heating.

Energy Share of North Dakota has assumed responsibility for electric utility emergencies when electricity is not used for primary heating.

Deposits

Deposits CANNOT be paid by LIHEAP.

Deposits do not reflect an actual consumption of energy. If a customer will be receiving LIHEAP benefits for upcoming bills, you and the customer will need to arrange for the customer to pay the required deposit himself, on an installment basis if necessary, during the time period that LIHEAP is paying his energy bills. The amount of the installments can be set so the deposit is on record by

the time LIHEAP benefits are exhausted. This keeps the customer involved.

A referral to the county social service board may be helpful, if you and your customer are unable to reach a realistic payment plan. Although LIHEAP cannot pay deposits, the county may know of other Emergency Assistance or other community financial or counseling resources which will help the customer meet his budget and allow for payments on the deposit.

Amount of Emergency Benefits 416-01-50-20

The amount of emergency benefits is very individualized depending upon the type of service needed and how much money the customer is able to pay himself. The county social service offices are limited in the amount of emergency expenditures they can authorize. If more benefits are needed to resolve the emergency, the county office must submit a recommendation to the State LIHEAP Administrator for approval.

Arrearages 416-01-50-25

LIHEAP defines "arrearages" as unpaid home energy costs incurred (date of delivery or date meter is read) more than 90 days prior to the date of request for Emergency Assistance.

LIHEAP will NOT pay for arrearages as defined above. The customer and vendor must negotiate a reasonable deferred monthly payment plan for the arrearages. If the customer is eligible for Emergency Assistance and unable to pay one or more of his deferred payments, LIHEAP Emergency funds may be used to assist the customer in paying part or all of his deferred payment until he is able to resume payments himself.

With the customer's permission, the county LIHEAP eligibility staff may assist the customer and vendor to arrive at a feasible payment plan based on information included in the customer's LIHEAP Emergency Assistance file.

Summary of Uncovered Costs 416-01-50-30

Services NOT covered by LIHEAP Emergency Assistance include, but are not limited to:

1. Deposits;
2. Utility costs for water, sewer, garbage, telephone, security lights, business utility costs;
3. Also ineligible are non-heating costs for electricity, natural gas, or propane for lighting, stoves, hot water heating, etc. when these fuels are not also used by the household for heating;
4. Arrearages;
5. Costs incurred by persons who are not a member of the customer's household;
6. Costs incurred at a previous residence;
7. Any costs which if paid by LIHEAP will not maintain or restore energy to the household.

Emergency Assistance Payments 416-01-50-35

Bills for approved emergency benefits must be sent to the county social service office for computer entry.

You cannot send these bills directly to the state LIHEAP office.

Forms Appendix 416-01-60

Pre-printed "Request for Payment" Billing Form (Sample) 416-01-60-01

NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES NORTH DAKOTA FUEL SUPPLIER ENERGY ASSISTANCE - REQUEST FOR PAYMENT PO BOX 65 ACTIVE CLIENT LIST AS OF 04/30/2011 BISMARCK ND 58501-0065 701-000-0000 ID# 0100065				SS4-510-AA INSTRUCTIONS: 1. BILL ONLY FOR UNPAID FUEL 2. (UTILITY CO) USE METER READING DATE AS DATE OF DELIVERY 3. ENTER THE FUEL CODE FOR TYPE OF FUEL DELIVERED - ONE TYPE ONLY 4. YOU MAY BILL UP TO 2 DELIVERIES PER CUSTOMER			
FORM C				TYPE OF FUEL CODES			
				01 OIL	05 WOOD		
				02 NAT GAS	06 COAL		
				03 PROPANE	07 OTHER FUEL		
				04 ELECTRIC	08 TANK RENT		
				16 SETUP/HOOKUP COSTS			

CUSTOMER NAME	BILLING #	DEL. DATE NO/DY/YR	FUEL CODE	INVOICE	QUANTITY DELIVERED	TOTAL BILL	CASH DISC	CUST ACCT #
DONALD JONES	<u>100101111</u>	<u>02-03-11</u> <u>03-15-11</u>	<u>01</u> <u>01</u>	<u>7500</u> <u>7600</u>	<u>100.0</u> <u>200.0</u>	<u>79.00</u> <u>160.00</u>	<u>Y</u> <u>Y</u>	
PAUL PICKE	<u>100103801</u>	<u>10-15-10</u> <u>12-31-10</u>	<u>03</u> <u>03</u>	<u>7481</u> <u>7627</u>	<u>325.0</u> <u>294.0</u>	<u>427.75</u> <u>325.25</u>	<u>Y</u> <u>Y</u>	
BEN BUNDY	<u>100102727</u>	<u>03-03-11</u> <u>03-15-11</u>	<u>03</u> <u>08</u>	<u>2727</u> <u>3724</u>	<u>152.0</u> <u></u>	<u>179.00</u> <u>25.00</u>	<u>Y</u> <u>Y</u>	
SAM SAMUELS	<u>100100311</u>	<u>11-03-10</u> <u>04-15-11</u>	<u>01</u> <u>01</u>	<u>2200</u> <u>2567</u>	<u>490.0</u> <u>265.0</u>	<u>79.00</u> <u>160.00</u>	<u>Y</u> <u>Y</u>	
FRED HORN	<u>100102811</u>	<u>01-03-11</u> <u>04-15-11</u>	<u>01</u> <u>16</u>	<u>3755</u> <u>4176</u>	<u>100.0</u> <u></u>	<u>89.00</u> <u>150.00</u>	<u>Y</u> <u>Y</u>	

HOW TO REQUEST PAYMENT: YOU MAY MAIL THIS REQUEST AT YOUR CONVENIENCE. PLEASE MAKE A COPY FOR YOUR RECORDS. AN UPDATED LIST OF YOUR EAP CUSTOMERS WILL BE SENT TO YOU.

MAIL REQUEST FOR PAYMENT TO: ENERGY ASSISTANCE PROGRAM DEPT. OF HUMAN SERVICES, 600 E. BOULEVARD, BISMARCK, ND 58505-025

* NOTICE: CLAIMS WILL NOT BE PAID WITHOUT YOUR SIGNATURE.

I CERTIFY THAT:

- 1) I HAVE DELIVERED THE FUEL DESCRIBED ABOVE
- 2) THE CUSTOMER WILL ONLY BE CHARGED THE DIFFERENCE BETWEEN THE PAYMENT RECEIVED FROM THE STATE AND THE ACTUAL COST OF FUEL DELIVERED.
- 3) I WILL NOT DISCRIMINATE OR TREAT THESE CUSTOMERS ADVERSELY IN ANY WAY.
- 4) I WILL COOPERATE IN REVIEWS OF LIHEAP PAYMENTS AND REFUND OVERPAYMENTS TO THE STATE.

I UNDERSTAND THAT PROVIDING FALSE INFORMATION MAY RESULT IN A FINE OR IMPRISONMENT OR BOTH.

SAMPLE
Pre-Printed "Request for Payment" Billing Form

DATE

SIGNATURE

LIHEAP HEATING VENDOR'S BILLING PROCEDURES MANUAL

Division 10

Service 416

Program 416

Chapter 01

**Extra "Request for Payment Billing Form (Sample)
416-01-60-03**

Use for customers with more than 2 bills or on newly approved customers not on pre-printed form.

NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES
 NORTH DAKOTA FUEL SUPPLIER ENERGY ASSISTANCE - REQUEST FOR PAYMENT SS4-510-AA
 PO BOX 65 BISMARCK ND 58501-0065 ACTIVE CLIENT LIST AS OF 04/30/2011 INSTRUCTIONS:
 701-000-0000 ID# 0100065 F O R M C TYPE OF FUEL CODES 1 CUSTOMERS THAT YOU HAVE SERVED
 AND DO NOT APPEAR ON YOUR
 CURRENT REQUEST FOR PAYMENT FORM
 CAN BE WRITTEN IN ON THIS PAGE
 01 OIL 05 WOOD 2 ENTER CUSTOMER NAME, SSNO,
 02 NAT GAS 06 COAL DELIV. DATE, FUEL TYPE, INVOICE,
 03 PROPANE 07 OTHER FUEL COST, PRODUCT QTY, CASH DISCOUNT
 04 ELECTRIC 08 TANK RENT
 16 SETUP/HOOKUP COSTS

CUSTOMER NAME	BILLING #	DEL DATE NO/DY/YR	FUEL CODE	INVOICE	QUANTITY DELIVERED	TOTAL BILL	CASH DISC
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____

HOW TO REQUEST PAYMENT: YOU MAY MAIL THIS REQUEST AT YOUR CONVENIENCE. PLEASE MAKE A COPY FOR YOUR RECORDS. AN UPDATED LIST OF YOUR EAP CUSTOMERS WILL BE SENT TO YOU.

MAIL REQUEST FOR PAYMENT TO: ENERGY ASSISTANCE PROGRAM
 DEPT. OF HUMAN SERVICES, 600 E. BOULEVARD, BISMARCK, ND 58505-025

* NOTICE: CLAIMS WILL NOT BE PAID WITHOUT YOUR SIGNATURE.

- I CERTIFY THAT:
- 2) I HAVE DELIVERED THE FUEL DESCRIBED ABOVE
 - 2) THE CUSTOMER WILL ONLY BE CHARGED THE DIFFERENCE BETWEEN THE PAYMENT RECEIVED FROM THE STATE AND THE ACTUAL COST OF FUEL DELIVERED.
 - 4) I WILL NOT DISCRIMINATE OR TREAT THESE CUSTOMERS ADVERSELY IN ANY WAY.
 - 4) I WILL COOPERATE IN REVIEWS OF LIHEAP PAYMENTS AND REFUND OVERPAYMENTS TO THE STATE.
- I UNDERSTAND THAT PROVIDING FALSE INFORMATION MAY RESULT IN A FINE OR IMPRISONMENT OR BOTH.

SAMPLE
Extra "Request for Payment" Billing Form

 DATE SIGNATURE

Remittance Advice (Sample) 416-01-60-05

SAMPLE - REMITTANCE ADVICE

05/28/11
 THE ENCLOSED LOW INCOME ENERGY ASSISTANCE PROGRAM PAYMENT IS MADE ON
 BEHALF OF THE CUSTOMERS LISTED BELOW. IF YOU HAVE ANY QUESTIONS,
 CONTACT THE COUNTY SOCIAL SERVICE OFFICE. VENDOR ID:0100065

NORTH DAKOTA FUEL SUPPLIER
 PO BOX 65
 BISMARCK ND 58501-0065

PAYMENTS:

BILL ACCT #	NAME / CUST ACCT #	LS DEL DATE PCT	YYYYMMDD INVOICE	PRODUCT TYPE	QTY.	RSN CD	AMOUNT
100100604	BEANE DENNIS 095267169	075	20110509 63682	03	225.00		\$ 142.87
100105462	JASPER VICKI UNKNOWN	090	20110509 94583	03	125.00		\$ 95.25
100106892	JUST JACK UNKNOWN	095	20111129 14252	01	125.30		\$ 115.34
100106892	JUST JACK UNKNOWN	095	20111228 14525	01	114.70		\$ 98.92
100106892	JUST JACK UNKNOWN	095	20110202 14249	01	155.50		\$ 123.56
100106892	JUST JACK UNKNOWN	095	20110323 15970	01	162.30		\$ 136.83
100100604	LARSON LONNIE 562451	055	20110214 81951	03	200.00		\$ 104.35
100100604	LARSON LONNIE 562987	055	20110313 88568	08			\$ 3.85
100100604	LARSON LONNIE 562987	055	20110415 88248	03	125.00		\$ 58.21
						TOTAL PAYMENTS	\$ 879.18
100108765	BEINE DENNIS EMERGENCY DENNIS BEINE	20110401	62574	03	.00	I	\$ 48.33
						TOTAL PREMIUM & EMERGENCY PAYMENTS	\$ 48.33
100160301	JACOBS JOSEPH 7599473	ES3270					\$ 57.77
						TOTAL ENERGY SHARE PAYMENTS	\$ 57.77
						GRAND TOTAL	\$ 985.28

***** END OF PAGE *****

Bill Rejection Notice (Sample) 416-01-60-07

SAMPLE - BILL REJECTION NOTICE

05/28/11
THE FOLLOWING LIST OF BILLS SUBMITTED ON YOUR LAST REQUEST FOR PAYMENT
PRINT-OUT WERE NOT PAID. THE REASON IS GIVEN BELOW THE NAME. IF
YOU FEEL THIS IS AN ERROR, CALL THE COUNTY SOCIAL SERVICE BOARD.

VENDOR ID:0100065

NORTH DAKOTA FUEL SUPPLIER
PO BOX 65
BISMARCK ND 58501-0065

SSN	NAME / CUST ACCT #	DEL DATE YYYYMMDD	PRODUCT INVOICE TYPE	QTY.	AMOUNT
10010604	LARSON LONNIE 562951	20111220	82588 03 PAYMENT MADE PREVIOUSLY FOR THIS DELIVERY DATE	175.00	\$ 166.01

***** END OF PAGE *****

Notice of Approval to "Authorized" Supplier (Sample) 416-01-60-09

SAMPLE - NOTICE OF APPROVAL TO "AUTHORIZED" SUPPLIER

DEPT. OF HUMAN SERVICES
HEATING ASSISTANCE NOTICE OF ACTION
FISCAL YEAR 2011
BURLEIGH COUNTY SOCIAL SERVICES
415 E ROSSER AVE STE 113
BISMARCK ND 58501-4058

NORTH DAKOTA FUEL SUPPLIER 0100065
PO BOX 65
BISMARCK ND 58501-0065

THIS CUSTOMER'S HEATING ASSISTANCE APPLICATION IS ** APPROVED **
FOR NAT GAS
THAT IS DELIVERED BETWEEN 10/01/2010 AND 05/31/2011.

JONES KAREN BILLING #: 100100999
100 WEST MAIN ST
BISMARCK ND 58502-8888 ACCT#: 1234

HEATING ASSISTANCE WILL PAY ** 90% ** OF THE APPROVED HEATING BILLS
FOR FUEL DELIVERED AFTER 10/01/2010.

TO CALCULATE THE AMOUNT OF THE BILL YOUR CUSTOMER MUST PAY TO YOU:
MULTIPLY ** 10% ** TIMES THE AMOUNT OF THE HEATING BILL.

CONTACT YOUR COUNTY OFFICE IF YOU NEED AN EXPLANATION OF THIS NOTICE.
(FOR HEATING IMPAIRED: TTY# IS 1-800-366-6888)

COUNTY WORKER: MARY A.

DATE: 03/22/2011

Notice of Approval to "Secondary" Supplier (Sample) 416-01-60-11

SAMPLE -NOTICE OF APPROVAL TO "SECONDARY" SUPPLIER

DEPT. OF HUMAN SERVICES
HEATING ASSISTANCE NOTICE OF ACTION
FISCAL YEAR 2011
BURLEIGH COUNTY SOCIAL SERVICES
415 E ROSSER AVE STE 113
BISMARCK ND 58501-4058

NORTH DAKOTA FUEL SUPPLIER 0100065
PO BOX 65
BISMARCK ND 58501-0065

THIS CUSTOMER'S HEATING ASSISTANCE APPLICATION IS ** APPROVED **

JONES KAREN BILLING #: 100100999
100 WEST MAIN ST
BISMARCK ND 58502-8888 ACCT#: 1234

YOU ARE A "SECONDARY" SUPPLIER. ALL BILLS MUST BE SUBMITTED TO THE COUNTY OFFICE FOR PAYMENT. DO NOT SEND BILLS DIRECTLY TO THE STATE OFFICE. PRIOR APPROVAL IS ADVISED AS THE BILLS OF THE "PRIMARY" SUPPLIER ARE GIVEN PRIORITY.

HEATING ASSISTANCE WILL PAY ** 90% ** OF APPROVED HEATING BILLS FOR FUEL DELIVERED AFTER 10/01/2010.

EXCEPTION: FOR ELECTRIC HEAT THAT IS NOT SUB-METERED, THE ABOVE PERCENTAGE WILL BE APPLIED TO ONE-HALF OF THE TOTAL BILL.

TO CALCULATE THE AMOUNT OF THE BILL YOUR CUSTOMER MUST PAY TO YOU: MULTIPLY ** 10% ** TIMES THE AMOUNT OF THE HEATING BILL.

CONTACT YOUR COUNTY OFFICE IF YOU NEED AN EXPLANATION OF THIS NOTICE.
(FOR HEATING IMPAIRED: TTY# IS 1-800-366-6888)

COUNTY WORKER: MARY A.

DATE: 03/22/2011

Change Notice to Authorized Supplier (Sample) 416-01-60-13

SAMPLE - CHANGE NOTICE TO AUTHORIZED SUPPLIER

DEPT. OF HUMAN SERVICES
HEATING ASSISTANCE NOTICE OF ACTION
FISCAL YEAR 2011
BURLEIGH COUNTY SOCIAL SERVICES
415 E ROSSER AVE STE 113
BISMARCK ND 58501-4058

NORTH DAKOTA FUEL SUPPLIER 0100065
PO BOX 65
BISMARCK ND 58501-0065

THIS CUSTOMER'S HEATING ASSISTANCE HAS BEEN ** CHANGED **.

JONES KAREN BILLING #: 100100999
100 WEST MAIN
BISMARCK ND 58502-8888 ACCT#: 1234

HEATING ASSISTANCE WILL ** CONTINUE ** ITS PAYMENT FOR FUEL DELIVERED AFTER
11/01/2010 AND WILL PAY ** 35% ** OF APPROVED HEATING BILLS.

TO CALCULATE THE AMOUNT OF THE BILL YOUR CUSTOMER MUST PAY TO YOU:
MULTIPLY ** 65% ** TIMES THE AMOUNT OF THE HEATING BILL.

THE FUEL MUST BE DELIVERED BETWEEN 01/01/2011 AND 05/31/2011.

FUEL ASSISTANCE CAN BE USED TO PAY FOR: PROPANE

YOUR AUTHORIZATION PERIOD HAS CHANGED TO JANUARY 1, 2011.

CONTACT YOUR COUNTY OFFICE IF YOU NEED AN EXPLANATION OF THIS NOTICE.
(FOR HEATING IMPAIRED: TTY# IS 1-800-366-6888)

COUNTY WORKER: MARY A. DATE: 03/22/2011

Notice that Customer has Changed Supplier (Sample) 416-01-60-15

SAMPLE - NOTICE THAT CUSTOMER HAS CHANGED SUPPLIER

DEPT. OF HUMAN SERVICES
HEATING ASSISTANCE NOTICE OF ACTION
FISCAL YEAR 2011
BURLEIGH COUNTY SOCIAL SERVICES
415 E ROSSER AVE STE 113
BISMARCK ND 58501-4058

NORTH DAKOTA FUEL SUPPLIER 0100065
PO BOX 65
BISMARCK ND 58501-0065

THE FOLLOWING CUSTOMER HAS REQUESTED THAT HIS/HER AUTHORIZED VENDOR BE
CHANGED. EFFECTIVE 11/01/2010 YOU WILL NOT BE AUTHORIZED TO BILL LIHEAP
FOR THIS CUSTOMER.

JONES KAREN BILLING #: 100100999
100 WEST MAIN
BISMARCK ND 58502-8888 ACCT#: 1234

CONTACT YOUR COUNTY OFFICE IF YOU NEED AN EXPLANATION OF THIS NOTICE.
(FOR HEATING IMPAIRED: TTY# IS 1-800-366-6888)

COUNTY WORKER: MARY A.

DATE: 03/22/2011

Notice that Customer's Case has been Closed (Sample) 416-01-60-17

SAMPLE - NOTICE THAT CUSTOMER'S CASE HAS BEEN CLOSED

DEPT. OF HUMAN SERVICES
HEATING ASSISTANCE NOTICE OF ACTION
FISCAL YEAR 2011
BURLEIGH COUNTY SOCIAL SERVICES
415 E ROSSER AVE STE 113
BISMARCK ND 58501-4058

NORTH DAKOTA FUEL SUPPLIER 0100065
PO BOX 65
BISMARCK ND 58501-0065

THIS CUSTOMER'S HEATING ASSISTANCE HAS BEEN ** CLOSED ** EFFECTIVE 03/01/2011.

JONES KAREN BILLING #: 100100999
100 W MAIN ST
BISMARCK ND 58502-8888

BILLS FOR FUEL DELIVERED BEFORE THE CLOSING DATE WILL BE PAID.

CONTACT YOUR COUNTY OFFICE IF YOU NEED AN EXPLANATION OF THIS NOTICE.
(FOR HEARING IMPAIRED: TTY# IS 1-800-366-6888)

COUNTY WORKER: MARY A.

DATE: 03/22/2011

Notice of Miscellaneous Payments (Sample) 416-01-60-19

SAMPLE - NOTICE OF MISCELLANEOUS PAYMENTS

DEPT. OF HUMAN SERVICES
HEATING ASSISTANCE NOTICE OF MISCELLANEOUS PAYMENTS
FISCAL YEAR 2011
BURLEIGH COUNTY SOCIAL SERVICES
415 E ROSSER AVE STE 113
BISMARCK ND 58501-4058

NORTH DAKOTA FUEL SUPPLIER 0100065
PO BOX 65
BISMARCK ND 58501-0065

CUSTOMER:

JONES KAREN
100 W MAIN ST
BISMARCK ND 58502-8888

BILLING #: 100100999
ACCT: 1234

YOUR CUSTOMER HAS REQUESTED THAT THE FOLLOWING PAYMENT(S) BE MADE TO YOU:

AMOUNT	COMMENT
\$ 29.11	90% OF 11/15/10 INVOICE #3334

CONTACT YOUR COUNTY OFFICE IF YOU NEED AN EXPLANATION OF THIS NOTICE.
(FOR HEARING IMPAIRED: TTY# IS 1-800-366-6888)

COUNTY WORKER: MARY A.

DATE: 03/22/2011

Notice of Premium Payments 416-01-60-21

SAMPLE - NOTICE OF PREMIUM PAYMENTS

DEPT. OF HUMAN SERVICES
HEATING ASSISTANCE NOTICE OF PREMIUM PAYMENTS
FISCAL YEAR 2011
BURLEIGH COUNTY SOCIAL SERVICES
415 E ROSSER AVE STE 113
BISMARCK ND 58501-4058

NORTH DAKOTA FUEL SUPPLIER 0100065
PO BOX 65
BISMARCK ND 58501-0065

CUSTOMER:

JONES KAREN
100 W MAIN ST
BISMARCK ND 58502-8888

BILLING #: 100100999
ACCT: 23

THE FOLLOWING "PREMIUM" PAYMENT IS BEING SENT TO YOU ON BEHALF OF YOUR CUSTOMER. PREMIUM PAYMENTS ARE MADE FOR SPECIAL NEEDS AND DO NOT AFFECT THE CUSTOMER'S HEATING ASSISTANCE BENEFIT LEVEL.

AMOUNT	COMMENT
\$ 100.00	FURNACE CLEANING
\$ 100.00	CHIMNEY CLEANING

CONTACT YOUR COUNTY OFFICE IF YOU NEED AN EXPLANATION OF THIS NOTICE.
(FOR HEARING IMPAIRED: TTY# IS 1-800-366-6888)

COUNTY WORKER: MARY A.

DATE: 03/22/2011

Notice of Emergency Assistance Payment (Sample) 416-01-60-23

SAMPLE - NOTICE OF EMERGENCY ASSISTNACE PAYMENTS

DEPT. OF HUMAN SERVICES
EMERGENCY ASSISTANCE NOTICE OF ACTION
FISCAL YEAR 2011
BURLEIGH COUNTY SOCIAL SERVICES
415 E ROSSER AVE STE 113
BISMARCK ND 58501-4058

NORTH DAKOTA FUEL SUPPLIER 0100065
PO BOX 65
BISMARCK ND 58501-0065

CUSTOMER:

JONES KAREN
100 W MAIN ST
BISMARCK ND 58502-8888

BILLING #: 100100999
ACCT: 23

THE FOLLOWING EMERGENCY ASSISTANCE PAYMENT(S) WILL BE SENT TO YOU ON BEHALF OF YOUR CUSTOMER:

AMOUNT	TYPE OF BENEFITS	COMMENT
\$ 80.00	NAT GAS	10% OF UNPAID 12/10 BILL
\$ 90.00	NAT GAS	10% OF UNPAID 1/11 BILL
\$ 50.00	NAT GAS	10% OF UNPAID 2/11 BILL
\$ 100.00	NAT GAS	10% OF UNPAID 3/11 BILL

CONTACT YOUR COUNTY OFFICE IF YOU NEED AN EXPLANATION OF THIS NOTICE.
(FOR HEARING IMPAIRED: TTY# IS 1-800-366-6888)

COUNTY WORKER: MARY A.

DATE: 03/22/2011

LIHEAP HEATING VENDOR'S BILLING PROCEDURES MANUAL

Division 10
Program 416

Service 416
Chapter 01

**Vendor Name/Address Change
416-01-60-25**

BUSINESS NAME/ADDRESS CHANGE

Your Vendor ID# _____

Please indicate the type of change(s): Name Change ___ Address Change ___

Name and address as it SHOULD appear (Also, please list the telephone number that we should call regarding any LIHEAP issues):

NAME: _____

ADDRESS: _____

CITY: _____ STATE ___ ZIP CODE: _____

TELEPHONE #: () _____

REQUEST FOR CONSOLIDATION

Please list the names and Vendor ID# of the suppliers you wish to consolidate (the Vendor ID# is located below the address in the upper left corner of the "Request for Payment" form.

Vendor ID# _____ Vendor Name _____

Vendor ID# _____ Vendor Name _____

Vendor ID# _____ Vendor Name _____

Vendor ID# _____ Vendor Name _____

Vendor ID# _____ Vendor Name _____

Please list the name, address, and telephone number of the consolidated company as it should appear in our files:

NAME: _____

ADDRESS: _____

CITY: _____ STATE ___ ZIP CODE: _____

TELEPHONE #: () _____

**LIHEAP Vendor's Billing Procedures Manual Order Form/Heating Assistance Poster Order Form
416-01-60-27**

ORDER FORM

Please place an "X" in front of the items you would like to receive and indicate the address that they are to be sent to:

_____ Heating Vendor's Billing Procedures Manual

_____ LIHEAP Heating Assistance Poster

_____ LIHEAP Brochures Number of copies _____

_____ LIHEAP Applications Number of copies _____

NAME: _____

ADDRESS: _____

CITY: _____ STATE _____ ZIP CODE: _____

TELEPHONE #: () _____