The Low-Income Home Energy Assistance Program (LIHEAP)

Supplier Manual

Federal Fiscal Year 2024

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Introduction

The Low-Income Energy Assistance Program (LIHEAP) is a federally funded program to assist low-income individuals and families with their home utility costs. The Missouri Department of Social Services (DSS), Office of Workforce and Community Initiatives (OWCI) administers the program through 19 contractors—seventeen (17) Community Action Agencies (CAAs) and two (2) non-profit organizations. These contractors process applications, determine eligibility, and make pledges to utility companies on behalf of LIHEAP participants.

LIHEAP operates on the federal fiscal year (FFY), which is October 1 through September 30.

LIHEAP has two components: Energy Assistance (EA) and Energy Crisis Intervention Program (ECIP).

Energy Assistance (EA)

EA provides a one-time payment to the utility provider of the participant's choice. The amount of the benefit depends on the fuel type (i.e. electric, propane, kerosene, etc.) and runs November through May.

Energy Crisis Intervention Program (ECIP)

ECIP addresses any crises that may arise after EA is administered to the participant. ECIP is separated by season: winter (November through May) and summer (June through September). Each participant has a maximum benefit they may receive each season, and may request multiple ECIP pledges until they reach the maximum benefit.

Participants must have a disconnect notice or have less than 20% of a tank of propane to be eligible for ECIP.

Some participants may receive repairs or replacements of certain heating or cooling systems, under certain circumstances.

Although not administered by OWCI, LIHEAP also houses a Weatherization program operated by the Department of Natural Resources (DNR).

Becoming a Participating Supplier

Utility companies may request to become a LIHEAP participating supplier by requesting a LIHEAP supplier agreement from the LIHEAP team. After reviewing, signing, and returning the supplier agreement, the utility company will become a participating supplier. This agreement serves as contract requiring participating suppliers to adhere to program rules and provide timely responses to LIHEAP correspondences. Utility companies will be issued a "supplier number," as well as subsequent numbers for each area office within a company.

Types of Suppliers

Suppliers will elect to be one of three types, depending on how they prefer to receive information.

- File Transfer Protocol (FTP)- Obtain and provide information files on a server
- Web- Obtain and provide information via the LIHEAP website, known as the EA system
- Paper- Obtain and provide information via paper through the mail

*****OWCI strongly encourages all suppliers to utilize the EA system or FTP for LIHEAP operations, which eases the administrative burden of participation in the program and significantly reduces the time it takes to receive EA payments. However, at this time, utility companies may request documents through the mail. Adherence to the program requirements to maintain services to a household is required, regardless of the time it takes for paperwork or checks to be delivered via mail.***

Direct Deposit

The state of Missouri provides the option of participating in the Automated Clearing House (ACH) to receive funds, which are directly deposited into an account.

To set up ACH, please return the Supplier ACH/EFT Application to the LIHEAP team via mail, fax, or encrypted email. Once processed, the LIHEAP team will provide confirmation that ACH is set up, typically ten (10) calendar days later.

Banking institutions handle notification of direct deposit differently. Please contact your institution for more information.

*****OWCI strongly recommends all suppliers utilize ACH. This is the most efficient and secure way to ensure payment.***

Encrypted Email

For instructions on how to send an encrypted email, please access:
http://dss.mo.gov/encrypt.htm

The EA System

System Access

Suppliers wanting access to the EA system must submit the following documents to the LIHEAP team via mail or encrypted email:

1. LIHEAP Online Access Request Application
2. DSS Confidentiality and Information Security Agreement (MO 886-4461)

System Access Requirements

After being granted access to the EA system, if a user fails to sign on to the EA system for thirty (30) calendar days, their password will be revoked. They will need to contact the Help Desk to restore access. If a user fails to sign on to the EA system for ninety (90) calendar days, they will need to complete the initial access request process again.

Help Desk Contact: 800-392-8725 or 800-663-2647, option 1

Sign On

To sign on to the EA system, complete the following steps:

1. Access https://mydss.mo.gov/utility-assistance and select "LIHEAP Contractor/Energy Supplier"
2. Select "Energy Supplier Online Access"
3. The Online Access to Energy Assistance page will appear, listing the supplier Energy Assistance screens.
4. Select the screen you wish to access.
5. A sign on box will appear labeled www.prod.dss.mo.gov and you will provide your username and password and select "OK."
6. Your username will be provided to you and your initial password will be the first letter of your first name, the first letter of your last name, the last four digits of your social security number (SSN), and ## (two pound signs)
    a. Example- John Doe, SSN: 123-45-6789
    b. Password- jd6789##
7. You will need to change your password at your initial sign on.
    a. Your password must be eight (8) characters long, and contain both letters and numbers.

Training

For training on how to utilize the EA System, please access all available trainings at:

https://dss.mo.gov/fsd/energy-assistance/liheap-contractor-supplier-information/

Status

Once logged into the EA System, suppliers are routed to the E1SA screen, which is read only access to participant information.

Suppliers will be able to find information on their customers' application status with the following status codes:

Pending In Progress	Application registered, not processed
Eligible	Application registered, processed, and has been determined eligible. Payment not yet processed. **Supplier must enter a response.**
Approved Payment In Process	Application has been processed and found eligible, supplier has entered "yes," and payroll is processing.
Approved	Payment has been processed.
Ineligible	Application is processed and determined ineligible for the program
Denied	Application is processed and deemed eligible, but supplier entered a denial code (E1SA)

Customer Eligibility Listing (CELs)

After the LIHEAP agency has determined an applicant is eligible, a Customer Eligibility Listing (CEL) report is generated to the participating supplier.

The CEL will contain an eligible customer's name, address, account number, and Social Security Number (SSN).

Suppliers are responsible for entering a response to each customer—"yes," to accept payment, or "no," to redirect payment to the customer with a denial code.

CELs are generated differently, depending on the type of supplier.

FTP

FTP suppliers receive their CELs every Monday on the server, and an email will generate to the supplier to notify them that the file is available.

FTP suppliers pick up the file and provide a response accepting or denying payment.

FTP suppliers may place the file back on the server at any time, however, the EA System will pick up the files at close of business (COB) on Wednesdays and Fridays. To avoid overloading the system, please only place one file on the server for Wednesday and Friday batches.

Web

Web suppliers may receive CELs one of two ways and are distributed on Sundays:

- Email
- Generating the CEL in the EA System on the supplier response print screen (E1RP).

Web suppliers will provide their response to the payment on the E1RS screen. Payments can be accepted all at once at the top of the screen, or individual responses can be provided in the response field.

An asterisk (*) next to the customer's name simply means that this individual is the supplier's customer and a member of the applicant's household.

Paper

Paper suppliers will receive their CEL via mail, which are sent out on Tuesdays.

Paper suppliers will need to note if there is an account number change, provide a response to the payment directly on the report, and return the CEL to the LIHEAP team via mail.

The LIHEAP team will enter the payment response into the EA System, which will update over the weekend.

Response Codes

In the table below are a list of the possible response codes:

Yes (Y)	Supplier accepts payment
No (N)	Redirect payment to the customer
1- Commercial Account	For any identified non-residential accounts
3- Inactive Account	Account is not active with the supplier
4- Not our customer	Unable to identify account holder as a customer
5- Incorrect Account Number	Account number does not match
6- Needs Additional Payment	Account needs additional funds to restore or continue services
7- Negative Customer Response	Customer did not make an appointment to restore services
8- Credit over $500	Customer currently has a credit on their account of $500 or more.

LIHEAP payments may generate at any point during the billing cycle and may, at times, apply to a previous account balance. By accepting the payment, the supplier agrees to continue and/or restore services for the next thirty (30) calendar days.

Responses may be entered Monday-Friday until 5pm Central Standard Time (CST). Responses will update in the EA System over the weekend.

Note: Web suppliers are able to print their responses using the Supplier Response Print page (E1RP). Due to the size of this report, please print using the tool bar drop down under “File” and print the desired pages (all or a selected range).

Response Time Requirements

Suppliers must provide their responses on each CEL within fifteen (15) calendar days. To determine if there are any CELs that still require responses, suppliers may access the Outstanding Response screen (E1PP). This screen also provides the supplier numbers.

By entering the supplier number, E1PP will display outstanding responses by date.

Supplier Payment

Supplier Payment Report

The Supplier Payment Report (FEABB350-1) is generated to notify the supplier of payments, called a payroll cycle, for each customer, the payment amount for each customer, and the total payment for that payroll.

*****The payroll cycle runs every Friday, except in the event of a holiday which will push it back to the following Monday. If the supplier did not receive payment, the report will not generate.***

If the supplier denied payment on the CEL, the "Amount Paid" column will be blank, and the response will match the "Supplier Response." Additionally, suppliers will see a "Credit (C)/Debit (D)/Refund (R)" column in this report. More information is located in the Credit, Debit, or Refund section of this manual.

The total payment should match the direct deposit or the check amount, unless there are debits or credits from other payroll cycles. However, customer refunds do not change the payroll amount.

The supplier payment report will be issued depending on the supplier type—FTP, Web, or Paper.

FTP

The Supplier Payment Report is placed on the server every Monday, and an email is generated to notify the supplier of the available file. The supplier picks up the file and processes payment based on the information provided in the report.

Web

Web suppliers will receive the Supplier Payment Report on Sunday via email.

Additionally, web suppliers may access payroll information through the EA System on the Supplier Payment Inquiry screen (E1SP), which requires the supplier number and check date.

Paper

Paper suppliers will receive the Supplier Payment Report via mail.

If a supplier does not participate in the direct deposit program through the state of Missouri, the check will arrive separately after the payment report.

Lost Checks

For suppliers who opt to receive payments via paper check, there may be occasions when a check is lost, stolen, or destroyed.

If a supplier has not received a check that was due within fifteen (15) business days, immediately contact the LIHEAP team for assistance investigating the cause of the delayed check. The LIHEAP team will request a "Stop" placed on the check or payment if it is determined that the check was issued.

For checks discovered to be lost, destroyed, or otherwise not received, the supplier must complete and return a notarized Affidavit for Replacement Check (IM-214) via mail on or before the next business day, which will generate a new payment to the supplier. The LIHEAP team will note on the Case Note screen (E1CN) that a replacement check was issued.

For lost checks that discovered to have been cashed, the supplier will be provided with a proof of the signature on the check. The supplier MUST review this document to determine if the endorsement was a forgery. If the supplier confirms the signature is fraudulent, the supplier must complete and return a notarized Affidavit of Forgery (IM-215) and a copy of the accompanying Supplier Payment Report via mail on or before the next business day, which will generate a new payment to the supplier. The LIHEAP team will note on E1CN that a replacement check was sent.

Please note, affidavits found to contain erasures, typographical errors, or not completed in ink or typed will be voided and returned. Only original documents will be accepted. A supplier may be required to file and provide a police report prior to the IM-215 before a replacement check will be issued.

*****If a lost check is located, notify the LIHEAP team immediately. The Missouri State Treasurer will not accept a check for payment until the "Stop" notice is removed. Any duplicate checks issues will receive a "Stop."***

Credit, Debit, or Refund

There are certain situations that require a credit, debit, or refund to be issued to a customer's account. As previously described, credits and debits will impact the supplier's payroll.

Credit

A credit is necessary when a full payment is not issued to a customer. A credit must be applied to the customer's account so they receive their full benefit.

In addition to a noted credit on the Supplier Payment Report, there will be an additional code, which describes why a credit is necessary.

0- Supplier changed
1- Updated eligibility/benefit adjustment
2- New supplier/honoring pledge
3- System generated a direct pay
4- Supplemental payment
5- Supplier "other"
6- 135 Benefit increase
7- Worksheet error
8- System error/write off
9- Correct mailing address updated

Debits

At times, a supplier may receive an overpayment. The overpaid amount must be subtracted (debit) from the customer's account.

If a supplier receives an overpayment and authorizes the correction be made via a debit in the next payroll, they may issue this authorization to the LIHEAP team via encrypted email.

If a supplier receives an overpayment and sends a check to the LIHEAP team, it will be processed as a refund.

EA Refunds

At times, a supplier may receive a payment that needs to be returned to the LIHEAP team with a paper check. Checks must be payable to the Missouri Department of Social Services and include the customer's name, SSN, date of original payment (MM/DD/YYYY) and reason for the refund (codes below). This information is available on the CEL.

Suppliers must issue any refunds by March 31 of the following federal fiscal year.

*****Please note, any unused EA credits on an account must be returned by August 1 of the same FFY.***

Suppliers are strongly encouraged to use the LIHEAP Energy Assistance Refund form.

Refund Codes

A- Customer moved
B- Heat source error
C- Actual usage
D- Supplier changed
E- Supplier Other Reason
F- Failed to negotiate reconnection
G- Account closed or inactive
H- Client incarcerated
I- Address unknown
J- Moved out of state
K- Deceased
L- Ineligible
M- Other
N- Updated eligibility/adjustment
O- Worksheet error
P- Debit non-heat account
V- Collection on debits
Y- Duplicate payment
Z- Refund Actual Usage credit balance

ECIP Refunds

Returning ECIP funds must be completed one of two ways:

1) ***IF*** the ECIP payment comes from funds from the current FFY, the payment should be returned to the LIHEAP contractor who made the pledge.
2) ***IF*** the ECIP payment comes from funds from a previous FFY, the payment should be returned to the Missouri Department of Social Services via the LIHEAP team.

As with EA refunds, the customer's name, SSN, date of original payment (MM/DD/YYYY), and reason for refund must be included.

Deceased Customers

Customers who pass away after being determined eligible for EA, but prior to receiving the payment, must be reported to the LIHEAP team. The LIHEAP team will determine if another household member is eligible to receive the payment instead. If an individual is located, no further action is needed.

If, however, there is no other eligible household member to receive the payment, the funds must be returned by either debit or refund check to the LIHEAP team.

Usage Data Report

The Administration of Children and Families, Office of Community Services, requires all administrators of the LIHEAP program to provide information on usage data. At the close of the EA season, some suppliers are asked to report usage data for their EA customers. The selection process is done in a way to capture the best data sample.

*****Unlike the program itself, the usage data needs to be reported between July 1 and June 30.***

Information regarding usage data is distributed to suppliers by type.

FTP

Selected FTP suppliers may retrieve their usage data information from the server. After completing the usage data information, the supplier must return the file to the server for analysis.

Web

Web suppliers will receive a list of customers that require usage data collection. This list also includes information such as address, etc.

Utilizing this list, web suppliers will log on to the EA system and input the usage data into the E1UD screen.

Tips to Utilizing E1UD

- Customers appear alphabetically by last name, not SSN or account number.
- **ALWAYS** click "save" after entering a customer's usage data. If you click "next" without saving, the data will be lost.
- A confirmation that the data was saved will appear in a box, which says "Record saved successfully."
- If unable to complete all usage data entry at once, a supplier may click "save" and exit the report. When returning to the data entry, the system will pick up where it left off.
- If a supplier must skip a customer, click "next" without saving. This customer will appear first when returning.
- If a correction is needed, select the "include all" box on the E1UD screen. Select the record that needs corrected, make the updates, and click "save."

APPENDIX A - LIHEAP ENERGY ASSISTANCE REFUND

FROM

Supplier name: _____

Supplier number: _____

Staff to follow up with (if questions): _____

PLEASE MAIL FUNDS AND THIS FORM TO:

Missouri Department of Social Services
Family Support Division, Low Income Home Energy Assistance Program PO BOX 2320, Jefferson City, MO 65102-2320
Make checks payable to Missouri Department of Social Services
If questions: LIHEAP staff at FSD.LIHEAP@dss.mo.gov

THIS CHECK REPRESENTS A REFUND FOR THE FOLLOWING CUSTOMER(S):

Payments from multiple years must be recorded separately.

Name: _____
Social security number: _____
Account number: _____
Date of Original Payment (MM-DD-YYYY): _____
Reason for refund: _____

Name: _____
Social security number: _____
Account number: _____
Date of Original Payment (MM-DD-YYYY): _____
Reason for refund: _____

Name: _____
Social security number: _____
Account number: _____
Date of Original Payment (MM-DD-YYYY): _____

Reason for refund: _____

APPENDIX B - SUPPLIER ACH-EFT APPLICATION

MISSOURI DEPARTMENT OF SOCIAL SERVICES FAMILY SUPPORT DIVISION, LIHEAP
SUPPLIER ACH-EFT APPLICATION

SECTION A: Supplier Information	
*1. TYPE OF ACTION (Check Only One) ○ Initial Direct Deposit setup ○ Change Direct Deposit Information ○ Cancel Direct Deposit and begin payment via paper check	*2. 9 DIGIT SUPPLIER NUMBER
*3. SUPPLIER NAME (Please include DBA information if applicable.)	*4. INFORMATION OF INDIVIDUAL COMPLETING FORM (Please print) Name: Title: Email address:
*5. ADDRESS (Number, street name, city, state, and zip code)	*6. TELEPHONE NUMBER (include area code)
SECTION B: Financial Institution Information	****Must be completed by your financial institution.**
**1. NAME OF FINANCIAL INSTITUTION Name of staff completing form: _____	~~**2. ***PREVIOUS*** A~~CCOUNT INFORMATION (Only complete if changing ACH-EFT information on file) Type of Account (Circle): CHECKING SAVINGS 9 Digit Routing Number: _____ Account Number: _____
**3. FINANCIAL INSTITUTION ADDRESS & PHONE NUMBER	**4. ***CURRENT ACCOUNT INFORMATION (To be used for future deposits)*** Type of Account (Circle): CHECKING SAVINGS 9 Digit Routing Number: _____ Account Number: _____

SECTION C: Vendor Authorization

I wish to participate in Direct Deposit and in doing so:

- I (We) hereby authorize the State of Missouri to initiate credit entries (deposits) and to initiate, if necessary, debit entries (withdrawals), or adjustments for any credit entries made in error to my (our) account designated above.
- I (We) understand that it is my (our) responsibility to notify the Family Support Division when a change in banking information is made. This notification must be made at least two (2) weeks prior to the scheduled direct deposit. Without this notification, I (we) understand that payments may be delayed.
- I (We) understand that by endorsing or depositing checks that payment is made from Federal and State funds and any falsification, or concealment of material fact, may be prosecuted under Federal and State laws.
- I (We) hereby authorize the State of Missouri to initiate payment adjustments made to this account that were intended for another vendor or another account.
- I (We) understand the State of Missouri may terminate my (our) enrollment in the Direct Deposit program if the State is legally obligated to withhold part or all payments for any reason (for example, garnishment orders).
- I (We) understand that the Family Support Division may terminate my (our) enrollment if I (we) no longer meet eligibility requirements.
- I (We) understand that this document shall not constitute an amendment or assignment of any nature whatsoever, or any contract, purchase order or obligation that I (we) may have with any agency of the State of Missouri.

Suppliers must sign and date the Application to authorize initiating, changing, or canceling this Application.

*SIGNATURE	*DATE

ALL REQUIRED FIELDS MUST BE COMPLETED TO AVOID RETURN OF THE APPLICATION AND-OR DELAY IN PROCESSING. RETURN COMPLETED FORM AND ATTACHMENT TO:

FSD, ATTN: LIHEAP
P.O. Box 2320; Jefferson City, MO 65102 Fax 573-522-9557

INSTRUCTIONS FOR COMPLETING THE SUPPLIER ACH-EFT APPLICATION

SECTION A - All fields in Section A are required fields.

1. Type of Action (Check Only One) – Check the box for the action you would like to accomplish by completing the Application.
- **Initial Direct Deposit setup – Check this box if this is a new request for direct deposit or if you previously had a direct deposit, but it has since closed and you would like to re-open the request.**
- **Change Direct Deposit Information – Check this box to notify us of any change in the direct deposit request, including, but not limited to, change in routing number or account number, change in contract name, etc.**
- **Cancel Direct Deposit – Check this box to notify us to cancel the direct deposit. When the request to cancel the direct deposit is processed, you will no longer receive payments via electronic funds, but will begin to receive paper checks if you are entitled to payment.**

2. Supplier Number – please include all 9 digits
3. Supplier Name – name of business, to include DBA if applicable
4. Information of Individual completing form – please print name, title and email address of person completing form for correspondence.
5. Supplier address – please include number, street name, state and zip code
6. Telephone number – include area code

SECTION B - All fields in Section B are required fields.

1. **Name – Input the name of your financial institution.**
2. **Previous Account Information -- Type of Account (Check Only One)**
- **Checking Account – Check this box if payment is to be direct deposited into a checking account.**
- **Savings Account – Check this box if payment it to be direct deposited into a savings account.**

3. **Financial Institution Address and phone number – Input the address and phone number of your financial institution, including number, street name, city, state, and zip code.**
4. **Current Account Information – enter full routing number and account number and circle if this is a checking or saving account**
- **If you are submitting a voided check, the 9 digit routing number can be found at the bottom of your check. The 9 digit routing number is the first set of 9 numbers found at the bottom of the check, towards the left side.**
- **If you are submitting a voided check, the account number can be found at the bottom of your check after the 9 digit routing number or after the check number.**

SECTION C

Signature Individual and – Individual must sign and date on this line.

In order to allow the Family Support Division and the State of Missouri, Division of Finance and Administrative Services to deposit payments into an account, you must complete all of the required fields on the Application and attach a voided check or an official letter from your financial institution stating your name, the bank routing number and your account number. Starter checks and counter checks will not be accepted in place of a check or letter from your financial institution. With the exception of your signature(s), type or print the required information.

WHAT YOU CAN EXPECT

- **The Application will be processed when a complete form is received, including all required fields and an attached voided check or letter from your financial institution.**
- **Failure to complete all required fields on the Application and attach a voided check or letter from your financial institution will cause the application to be returned to you for correction and will delay processing of the application.**
- **You should begin receiving payments by direct deposit approximately 10-14 days after the Application has been processed.**
- **If you are entitled to any payments during the time it takes to process the Application, the payments will be issued as paper checks.**

CHANGING FINANCIAL INSTITUTIONS OR ACCOUNTS

Payments will continue to be deposited in the designated account at your financial institution until you notify the Family Support Division you wish to change the financial institution and-or account where the payments are deposited. To make any changes to the financial institution and-or account where payments are deposited, you must complete a new Direct Deposit Application. All parties listed on the contract and-or listed as business owners, must review and sign, to authorize changes (including cancellations), to the Direct Deposit Application. Failure to notify the Family Support Division of a change in account information will result in a delay in receiving your payments.

APPENDIX C - FEDERAL FISCAL YEAR 2024 ELIGIBILITY AND PAYROLL SCHEDULE

Customer Eligibility Listing (CEL) Dates:

10-2-2023	4-8-2024
10-10-2023	4-15-2024
10-16-2023	4-22-2024
10-23-2023	4-29-2024
10-30-2023	5-6-2024
11-6-2023	5-13-2024
11-14-2023	5-20-2024
11-20-2023	5-28-2024
11-28-2023	6-03-2024
12-04-2023	6-10-2024
12-11-2023	6-17-2024
12-18-2023	6-24-2024
12-26-2023	7-1-2024
1-2-2024	7-8-2024
1-8-2024	7-15-2024
1-16-2024	7-22-2024
1-22-2024	7-29-2024
1-29-2024	8-5-2024
2-5-2024	8-12-2024
2-13-2024	8-19-2024
2-20-2024	8-26-2024
2-26-2024	9-3-2024
3-4-2024	9-9-2024
3-11-2024	9-16-2024
3-18-2024	9-23-2024
3-25-2024	9-30-2024
4-1-2024	

Note: Outstanding response located on **E1PP** with more details on **E1RS**.

Direct Pay-Supplier check or ACH dates:

10-6-2023	4-5-2024
10-13-2023	4-12-2024
10-20-2023	4-19-2024
10-27-2023	4-26-2024
11-3-2023	5-3-2024
11-13-2023	5-13-2024
11-17-2023	5-17-2024
11-27-2023	5-24-2024
12-1-2023	6-3-2024
12-8-2023	6-7-2024
12-15-2023	6-14-2024
12-22-2023	6-24-2024
12-29-2023	6-28-2024
1-5-2024	7-8-2024
1-12-2024	7-12-2024
1-19-2024	7-19-2024
1-26-2024	7-26-2024
2-2-2024	8-2-2024
2-9-2024	8-9-2024
2-20-2024	8-16-2024
2-27-2024	8-23-2024
3-1-2024	8-30-2024
3-8-2024	9-9-2024
3-15-2024	9-13-2024
3-22-2024	9-20-2024
3-29-2024	9-27-2024

Note: Information about supplier payments are available on **E1SP**.

ENERGY ASSISTANCE (EA)	
Below is the maximum payment amount your household can receive for one energy source	
Natural Gas	$326
Tank Propane	$495
Electric	$318
Fuel Oil	$326
Wood	$219
Kerosene	$153
Cylinder Propane	$177

ENERGY CRISIS INTERVENTION PROGRAM (ECIP)	
Winter	Up to $800 November 1 through May 31 with a disconnect notice for energy payments
Summer	Up to $600 June 1 through September 30 with a disconnect notice for energy payments

HOUSEHOLD SIZE	MONTHLY INCOME AMOUNTS 0% - 60% STATE MEDIAN INCOME (SMI)
1	$0-2,535
2	$0-3,315
3	$0-4,095
4	$0-4,875
5	$0-5,655
6	$0-6,435
7	$0-6,581
8	$0-6,727
9	$0-6,874
10	$0-7,020
For households with more than 10 members, add $146 to the maximum monthly income for each additional household member.	