

**DEPARTMENT OF SOCIAL SERVICES
FAMILY SUPPORT DIVISION**

**LOW-INCOME HOME ENERGY ASSISTANCE
PROGRAM (LIHEAP)**

SUPPLIER MANUAL

Updated 02/2022

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SUPPLIER

INTRODUCTION

Low-Income Home Energy Assistance Program (LIHEAP) has two components: Energy Assistance (EA) and the Energy Crisis Intervention Program (ECIP).

Participating suppliers will receive a Customer Eligibility Listing (CEL) and a Payment Report when a customer is eligible to receive LIHEAP benefits.

Suppliers can receive this information by File Transfer Protocol (FTP), on the LIHEAP EA website or by mail. We encourage all other suppliers to utilize the LIHEAP EA website if they are not already doing so to reduce the time it takes to receive an EA payment. Paper supplier payments can take longer to process due to mailing time and faxing of paper reports.

Please send all correspondence to the Family Support Division:

- Email: FSD.LIHEAP@dss.mo.gov
- Fax: 573-522-9557
- Mail: LIHEAP Unit
PO Box 2320
Jefferson City, MO 65102-2320

EA SYSTEM ACCESS

Security Access: Regardless if the supplier is FTP, web, or paper, suppliers wanting to access the LIHEAP EA System must submit the following forms to the LIHEAP unit for processing:

- LIHEAP Online Access Request Application
- DSS Confidentiality & Information Security Agreement (MO 886-4461)

You can mail, fax or send the completed forms back through encrypted email.

If an employee fails to sign on to the EA System for thirty (30) calendar days, his/her password will be revoked and they will contact the help desk 800-392-8725 or 800-663-2647 Option 1, to restore access. If staff fail to sign on after ninety (90) calendar days, the employee will be required to repeat the security access process.

After you receive a user ID, you will be able to sign on to the EA System through the internet at the following website: <https://mydss.mo.gov/utility-assistance>.

For your initial sign on: USERID and the password will be the first letter of your first name, the first letter of your last name, and the last four digits of your Social Security Number followed by ## (two consecutive pound signs). This is not case sensitive. A message will appear advising you that the password has expired and you will need to enter a new password. The new password needs to consist of eight (8) characters with both letters and numbers and differ from the user's last 32 passwords. Staff will then verify the updated password. A prompt will appear indicating the password was accepted.

SIGNING ON TO EA SYSTEM:

1. Access <https://mydss.mo.gov/utility-assistance> website and click on LIHEAP Contractor/Energy Supplier
2. Click on Energy Supplier Online Access.
3. On-Line Access to Energy Assistance will display and list the supplier Energy Assistance screens.
4. Click on the screen you wish to access.
5. The Connect to www.prod.dss.mo.gov box will display and you will type in your User name and Password and click OK button.

How to send an Encrypted Email: To send an encrypted e-mail to a state recipient following "Instruction #3: How DSS clients, business partners and end-users can send an encrypted email to DSS" found at <http://dss.mo.gov/encrypt.htm>.

STATUS

Pending in Progress	Application registered, not processed
Eligible	Application registered, processed, and HH met requirements. Payment not processed
Approved Payment in Process	Application registered, processed, and HH met requirements. The customer eligibility response has returned from the supplier with a response of "YES" and payroll is processing.
Approved	Application registered, processed, and HH met requirements. Payment is processed.
Ineligible	Application registered, processed, and HH does not meet requirements
Denied	Application registered, processed, and HH met requirements. The customer eligibility response has returned from the supplier with a denial code (E1SA).

LIHEAP Supplier Access (E1SA) Screen: Inquiry only screen designed to provide suppliers with payment and application status information on their customers. The agency and county information will display. The customer name, account number, address and energy source will also display.

ACCESSING LIHEAP SUPPLIER ACCESS (E1SA) SCREEN:

1. Sign on to the EA System and click on E1SA link.
2. The message, "Enter Customer SSN" will display in red.
3. Type the customer Social Security Number (SSN).
4. Click on INQUIRY button or hit enter key.
5. The message, "Customer Information Displayed" will display.

CUSTOMER ELIGIBILITY LISTINGS

After the agency has determined a case is eligible to receive a LIHEAP payment and the customer has a participating supplier, a Customer Eligibility Listing (CEL) report generates to the supplier.

The Customer Eligibility Listing (CEL) will identify each eligible customer by name, address, customer account number and Social Security Number.

The supplier will be responsible for completing the responses and returning them to LIHEAP staff by the due date indicated on the form. These listings generate differently based upon the different participating supplier types of FTP, web, or paper.

FTP Suppliers

- Customer Eligibility Listing (CEL) file is available to FTP suppliers every Monday.
- An email generates to notify the supplier of the file.
- The FTP supplier picks up this file and determines if they will accept or deny the payment.

- The supplier file can be returned any time; however, the EA System will pick up the file at the close of business on Wednesdays and Fridays.
- The batch for payment processing will not run until Friday of each week.

To avoid overlaying of FTP files, suppliers should only send one file for Wednesday's processing and one file for Friday's processing.

Paper Suppliers: The DSS sends the Customer Eligibility Listing (CEL) weekly to paper suppliers by mail on Tuesdays. Paper suppliers will need to indicate if there has been a customer account-number change and their response directly on the report.

- After LIHEAP staff receive the Customer Eligibility Listing (CEL), they will enter the responses in the EA System. These responses will update the EA System over the weekend

Web Suppliers

- Customer Eligibility Listing (CEL) sent to web suppliers via email.
- They can also generate this report from the EA System on the LIHEAP Supplier Response Print (E1RP) screen.
- Web suppliers will submit their responses on-line utilizing the LIHEAP Supplier Response Page (E1RS) screen.

ACCESSING LIHEAP SUPPLIER RESPONSE PAGE (E1RS) SCREEN:

1. Type the supplier number in SUPPLIER NUMBER field.
2. Type the notification date in DATE NOTIFIED field. The date-notified field can be located in Appendix G and on the Customer Eligibility Listing (CEL).
3. Click on INQUIRY button.
4. The E1RS screen will display the message, "Enter Updates".

The E1RS screen will display the customer SSN, name, address, account number, fuel type and benefit amount. You can either accept all the payments on the page or update each supplier response field individually.

An asterisk (*) next to the customer's name simply indicates that this individual is the supplier's customer and not necessarily the applicant. This customer must be a member of the applicant's household.

Suppliers can enter only one of the appropriate energy supplier response codes listed:

Y (Yes)	The supplier will accept the state's payment on behalf of a particular customer
N (No)	Redirect the payment to the customer
1-Commercial Account	Account identified by the home energy supplier via rate structure or other means as generally being utilized by a commercial business and is not a residential heating account

2-Non-heating Account	This option no longer applies, as the EA payment can now be applied to whatever energy source the client chooses
3-Inactive Account	The identified account is not active with the home energy supplier
4-Not our Customer	The home energy supplier is unable to identify the account holder as being a customer of their company
5-Invalid Account Number	The account number sent to the supplier does not match the supplier's database for the customer
6-Needs Additional Payment	The account needs additional funds to restore and continue services
7-Negative Customer Response	The customer failed to call and make an appointment to restore services

Payments made for eligible customers disregard when the usage for the bill incurs. Suppliers agree to continue and/or restore services for the next thirty (30) calendar days when accepting a payment from LIHEAP or contract agencies. There may be times in which a payment will apply to a previous account balance.

ENTERING SUPPLIER RESPONSES ON E1RS SCREEN:

1. Type the customer's account number in "ACCOUNT # CHANGED?" field if the customer's account number listed on the screen is incorrect. If the customer's account name is correct, it is not necessary to update this field. Click on the drop-down menu in SUPPLIER RESPONSE field and select the appropriate response.
2. Or click on ACCEPT ALL ON PAGE field to accept all the payments.
3. Click on SAVE button.
4. Click on NEXT to view following pages.

Home energy suppliers may enter the responses Monday - Friday until 5:00 P.M. (Central Standard Time Zone) and the responses will update the EA System over the weekend. See Appendix H.

Web suppliers also have access to the Supplier Response Page using the LIHEAP Supplier Response Print (E1RP) screen.

ACCESSING LIHEAP SUPPLIER RESPONSE PRINT (E1RP) SCREEN:

1. Type the supplier number in SUPPLIER NUMBER field.
2. Type the notification date in DATE NOTIFIED field. The "date notified" field can be located in Appendix G and on the Customer Eligibility Listing (CEL).
3. Click on INQUIRY button.
4. The E1RP screen will display the message, "Transaction Complete".

Due to the size of this report, you must use the print function from the tool bar drop-down under File to print document. You will then choose "Select All" followed by indicating the Current Page or Pages to show the range you wish to print.

Supplier Outstanding Responses: Suppliers are required to submit customer responses on the Customer Eligibility Listing (CEL) within fifteen (15) calendar days. To determine outstanding customer eligibility responses staff can access the LIHEAP Supplier Outstanding Responses (E1PP) screen.

ACCESSING THE LIHEAP SUPPLIER OUTSTANDING RESPONSE (E1PP) SCREEN:

1. Sign on to the EA Website. Click on the link E1PP. The message, "Enter Supplier Number" will display.
2. Type the supplier number in the SUPPLIER NUMBER field. Click on the INQUIRY button. The screen will display the message, "Supplier Outstanding Responses Displayed" if there are outstanding responses. If there are no outstanding responses, the screen will display, "There Are No Supplier Outstanding Responses".

The E1PP will display the supplier notify date and the number of outstanding responses. Suppliers who have access to the EA system may check E1PP for their main supplier number and any subsequent numbers (sub numbers are assigned to other area offices within the same company) to identify outstanding responses. The E1PP screen does not require suppliers to enter the date notified. By entering the supplier number E1PP will display outstanding responses by date notified. This can assist the supplier in determining if they have any outstanding CEL responses for their customers.

ACCESSING THE E1RS SCREEN FROM E1PP TO ENTER RESPONSES:

1. Click on the RESPOND button.
2. The LIHEAP Supplier Response Page (E1RS) will display with the message, "Enter Updates".
3. If the account number is different, type this in the "ACCOUNT # CHANGED?" field then tab over to the SUPPLIER RESPONSE field.
4. Click on the drop-down box to select the supplier response. Selecting the response NO will cause the EA benefit payment to go directly to the applicant and not the supplier.
5. Click on the SAVE button. The screen will refresh and the message, "Update Successful" will display.

RETURN TO E1PP SCREEN:

1. Click on the RETURN TO E1PP button. The message, "There Are No Supplier Outstanding Responses" will display.

SUPPLIER PAYMENT

Supplier Payment Report

- The Supplier Payment Report (FEABB350-01) will list each customer with an issued payment.
- This report will generate based upon the participating suppliers payment method of FTP, web, or paper.

- The report provides identifying information about the customer, the amount of the payment on their behalf, and the total amount of all payments for this payroll.

If the supplier indicated on the Customer Eligibility Listing (CEL) that they did not want to accept payment on behalf of the customer, the Amount Paid Column on this report will be blank and the response entered reflects under the Supplier Response.

The total payment amount should agree with the amount of the check or direct deposit received by the supplier unless there are payment debits from a previous payroll cycle or a credit issued to a customer.

Customer refunds do not change the balance of the amount owed to the supplier and appear on this report as “R” in the “Credit/Debit/Refund” column. This is for information only to notify the supplier that the refund they sent into LIHEAP has been processed. Debits and Credits will change the total sum paid to the supplier and are noted as “D” (Debit) and “C” (Credit) on the “Credit/Debit/Refund” column.

FTP Suppliers

- A Supplier Payment file is available to FTP suppliers every Monday.
- The FTP supplier picks up this file and processes the payment information from this file.
- Email notification generates each time the file information updates on the server.

Web Suppliers

- If there are any payments for a web supplier, a weekly email is sent with the Supplier Payment Report attached.
- The Customer Eligibility Listing (CEL) report is sent on Sunday for EA customers approved during the past week.
- The Supplier Payment report, also sent on Sunday, is for customers who will receive payment on the current Friday payroll.
- Suppliers may access customer and payroll information through the EA System on the LIHEAP Supplier Payment Inquiry (E1SP) screen.
- This screen requires the supplier number and check date for access.

ACCESSING LIHEAP SUPPLIER PAYMENT INQUIRY (E1SP) SCREEN:

1. Type the supplier number in SUPPLIER NUMBER field.
2. Type the check date in CHECK DATE field.
3. Click on INQUIRY button.
4. The E1SP screen will display the message, “Information Displayed”.

Paper Suppliers

- Paper suppliers will receive the Supplier Payment Report through the mail.
- If you receive your payment through direct deposit, you will only receive the payment report by mail.

Payroll Dates

- Checks will be produced beginning the first Saturday after the program start date and will be mailed on the following Friday unless there is a holiday.

- The State is required to hold all checks five (5) working days; therefore, checks will be mailed the following Monday in the event of a holiday.
- Suppliers participating in the Automated Clearing House (ACH) or Direct Deposit payment process will receive EA funds each payroll Friday.
- In the event of a holiday, the funds will be deposited the following Monday.

Suppliers paid by check will receive a payment report by mail before the check arrives. The report and check are separate mailings.

Setting Up Automated Clearing House (ACH)

- Suppliers can choose to set up ACH by completing the Supplier ACH/EFT Application form located in Appendix L.
- The Supplier can return the paperwork to LIHEAP staff via fax, mail, or encrypted electronic mail.
- Once processed, LIHEAP staff will email the supplier with a confirmation of the date in which ACH will begin.
- Typically, this is a minimum of ten (10) calendar days from the date that LIHEAP staff process the paperwork.

Some institutions email their customers to confirm each deposit made via ACH. Suppliers can request their financial institution email the supplier a “Remittance Advice” (often referred to as RA) notification for each deposit.

Suppliers are strongly encouraged, but not required, to have access to the Energy Assistance website in order to access payment information using the Energy Supplier Payment (E1SP) screen. The date of the direct deposit is the date used when accessing E1SP.

Lost Payroll Checks

- If a supplier is due to receive a check for LIHEAP customers on a certain payroll date and has not received it within fifteen (15) business days after the due date, contact the LIHEAP Unit at fsd.liheap@dss.mo.gov.
- LIHEAP staff will assist the supplier in locating the check.
- If the check has been lost, stolen, or destroyed, it will be necessary for the supplier to contact the LIHEAP Unit.
- LIHEAP staff will contact Division of Finance and Administrative Services (DFAS) and request a stop payment.

The supplier will need to complete, sign and notarize the Affidavit for Replacement Check (IM-214) or the Affidavit of Forgery (IM-215) found in the Forms Section of this manual. The supplier must submit the form to the LIHEAP Unit for processing.

Affidavit for Replacement Check (IM-214): Use this form when a check is reported as lost, stolen, destroyed, or not received. This form should be typed or completed in ink.

- Energy supplier staff will notify LIHEAP staff when a check is lost, stolen, destroyed or not received.
- LIHEAP staff will secure the check date and check number as displayed on the LIHEAP Supplier Payment Inquiry (E1SP) screen. LIHEAP staff will contact the Division of Finance and Administrative Services (DFAS) at 573-751-7587 to determine if the check is outstanding.

- If the check is outstanding, LIHEAP staff will advise DFAS to put a Stop Payment on the check.
- LIHEAP staff will advise the Energy Supplier staff to complete an Affidavit for Replacement Check (IM-214) and send to the LIHEAP Unit on or before the next business day. The Affidavit for Replacement Check is what will generate a new payment on the supplier's behalf.
 - DFAS will return and void the affidavit if it contains erasures or typographical errors. Only original documents are accepted.
- The energy supplier will mail the original notarized affidavit to Family Support Division.
 - LIHEAP staff will forward all necessary documents to DFAS.
- DFAS will mail the replacement check and letter to the supplier. LIHEAP staff will document on the LIHEAP Case Notes (E1CN) screen that the replacement check was sent.

Affidavit of Forgery (IM-215): This is a sworn statement by the supplier that the signature on the check is a forgery. This form should be typed or completed in ink.

- Energy supplier staff should notify LIHEAP staff if the signature on the check is a forgery.
- LIHEAP staff must first secure the check date and check number as displayed on the LIHEAP Supplier Payment Inquiry (E1SP) Screen. LIHEAP staff will contact the Division of Finance and Administrative Services (DFAS) at 573-751-7587 to determine if the check is outstanding.
- If the check is outstanding, LIHEAP staff will verbally advise DFAS to put a stop payment on the check.
- If the check is not outstanding, DFAS will send the energy supplier a copy of the check for further review. DFAS requires that the energy supplier view a Photostat copy of the cashed check before an IM-215 is completed.
- If, after reviewing the endorsed check, the energy supplier contends their signature was in fact forged, nor do they know the person who forged the endorsement, the energy supplier will complete the IM-215 form and send to the LIHEAP Unit with a copy of the Supplier Payment Report.
 - Energy supplier's may be required to file and provide a copy of a police report prior to completing the IM-215 in order to determine if a new check can be re-issued.
- Mail the original IM-215 and a photocopy of the Supplier Payment Report on or before the next business day to LIHEAP Unit.
 - The LIHEAP Unit will forward the information to DFAS.
- DFAS will mail the replacement check and letter to the energy supplier. LIHEAP staff will document on the LIHEAP Case Notes (E1CN) screen that the replacement check was sent.

The energy supplier must notify the LIHEAP Unit immediately if they find the check. The State Treasurer will not accept the check for payment until removal of the stop payment notice. In this instance, LIHEAP staff will contact DFAS to stop the duplicate check and remove the stop payment notice from the original check.

CREDIT, DEBITS AND REFUNDS

There are certain situations where a determination is made to issue a credit, debit, or refund on a customer's account. This credit or debit is entered in the EA system and will affect the supplier's payroll.

Credit

- A credit occurs when a customer receives an underpayment in Energy Assistance benefits.
- The underpaid amount must be added (credit) to the customer's account.
- The credit causes an automatic direct deposit for suppliers participating in the Automated Clearinghouse (ACH) or direct deposit process.
- Suppliers not participating in the direct deposit process will receive a paper check.

LIHEAP staff will issue a credit to the correct payee using the below credit codes. It is common for this action to be abbreviated as "C" on reports in addition to the below credit codes. Credits entered in the EA system will affect the supplier's payroll.

Credit Codes

0-Supplier Changed	5-Supplier Other
1-Updated Eligibility/Benefit Adjustment	6-135 Benefit Increase
2-New Supplier/Honoring Pledge	7-Worksheet Error
3-System Generated to Direct Pay	8-System Error Write-Off
4-Supplemental Payment	9-Correct Mailing Address Updated

Debits and Refunds

- A debit or refund is needed when a supplier receives an overpayment in Energy Assistance benefits.
- The overpaid amount must be subtracted (debit) from the supplier's account on the EA system via a debit or refund.
- Only LIHEAP staff do this deduction only.
- Debits entered in the EA system will affect the supplier's payroll.

Overpayments:

- If the supplier or customer mail a check for the overpayment, the check is processed as a refund.
- If the overpaid amount is identified and the supplier authorizes LIHEAP staff to deduct the overpayment from their next deposit, this is processed as a debit. Suppliers must give LIHEAP staff permission for a debit in writing.
- Permission for a debit can be received using encrypted email.

Refunds:

- A refund occurs when a supplier receives a payment and refunds the payment to the LIHEAP with a paper check.
- When issuing a refund, the supplier will make the check payable to Missouri Department of Social Services and should include the customer's name, social security number, and date of original payment (MM/DD/YYYY), and the reason for the refund.
- Checks are to be mailed to the Family Support Division LIHEAP Unit.
- Suppliers are encouraged, but not required, to use the LIHEAP Energy Assistance Refund form found in Appendix K.
- This documentation information can be located on the Customer Eligibility Listing (CEL).

When issuing refunds, please ensure the accompanying customer information is correct. Current fiscal year ECIP refunds must be returned to the Contract Agency who originally made the payment to the energy vendor. ECIP refunds for previous fiscal years should be returned to LIHEAP at address listed above. In addition, in order to avoid returning large checks due to various errors please limit the number of refunds on each check to no more than twenty (20).

Debit and Refund Codes

A. Customer Moved	K. Deceased
B. Heat Source Error	L. Ineligible
C. Actual Usage	M. Other
D. Supplier Changed	N. Updated Eligibility/Benefit Adjustment
E. Supplier Other Reasons	O. Worksheet Error
F. Failed to Negotiate Turn On	P. Debit Non-Heat Account
G. Account Closed or Inactive	V. Collection on Debits
H. Client Incarcerated	Y. Duplicate Payment
I. Address Unknown	Z. Refund Actual Usage Credit Balance
J. Moved Out-of-State	

Returning Energy Assistance Funds

- If a supplier and/or contract agency determines that a payment needs to be refunded to the State of Missouri, the supplier should make the check payable to Missouri Department of Social Services and should include the customer's name, social security number, the federal fiscal year and the reason for the refund.

Suppliers should return all refunds during by March 31 of the next FFY. Examples of when to return LIHEAP funds include:

- Customer has moved
- Customer is deceased, but has a credit balance on their account and there is no other eligible household member
- Payment sent to the wrong supplier
- Customer is changing suppliers after receiving Energy Assistance
- Account is closed and/or inactive
- Any other reason resulting in a refund issuance
- EA credit remaining on active account August 1st of the current program year

Returning ECIP Funds

- Supplier refunds of ECIP payments received by the contract agency for ***all*** Federal Fiscal Years ***prior*** to the current FFY are to be returned to the state and made payable to Missouri Department of Social Services and should include the customer's name, social security number, the date of original payment (MM/DD/YYYY) and the reason for the refund.
- ECIP refunded by the supplier ***within*** the current FFY can be refunded to the contract agency for Direct ECIP services.

Suppliers are encouraged, but not required, to use the LIHEAP Energy Assistance Refund form found in Appendix K.

Deceased Customer: If a customer should die after the LIHEAP eligibility determination is made and/or after receiving an EA benefit, the contract agency or supplier should notify LIHEAP staff. LIHEAP staff will work to clarify if there are other eligible household members that can utilize the EA benefit. If there is another eligible household member, no action is needed. If there is not another eligible household member, the funds should be returned to LIHEAP to complete a refund or debit. Contract agency staff and LIHEAP staff should document each step of this process in the LIHEAP Case Notes (E1CN) screen.

USAGE DATA REPORT

At the end of the season, the LIHEAP generates an Actual Usage Data Report (FEAAU30-01) and sends this to the natural gas, electric, and propane suppliers to complete usage information on their customers that received EA benefits. For natural gas and propane customers, state LIHEAP staff may request secondary electric usage. LIHEAP staff request all usage data for July 1 through June 30.

July through December will be from the previous year and January through June will be from the current year. This generated listing differs based upon the different participating supplier types of FTP or web

Example: Usage for FFY2020 will ask for usage July through December of 2019 and January through June of 2020. .

FTP Suppliers

- An Actual Usage Data Report file is available to FTP suppliers if they are included in the random selection.
- The FTP supplier will pick up this file, complete the usage information, and return this to the server.

Web Suppliers

- The Actual Usage Data Report will be mailed to randomly selected web suppliers since it is too large to send this report by email.
- Web suppliers will submit their actual usage data for each EA customer on-line utilizing the LIHEAP Usage Data (E1UD) screen.
- The E1UD screen will display supplier information, customer information and actual usage data and the message, "Enter Updates" will display

ACCESSING LIHEAP USAGE DATA (E1UD) SCREEN:

1. Type the supplier number in the SUPPLIER # field. There is no need to check any other box (fuel type, each customer's social security number, etc.)
2. Click on the INQUIRY button. You may choose the fuel type from the drop-down box in the FUEL TYPE field or leave as "All". If all fuel types and all customers are needed, you will need to check the INCLUDE ALL box.
3. You may also display the screen for a particular customer by using the CUSTOMER SSN field.

ENTERING ACTUAL USAGE DATA ON E1UD SCREEN:

1. Tab to the corresponding month and type in fuel usage in the NUMBER UNITS field. The type of usage units will display the following based on fuel type: Natural Gas - Cubic Feet, Electric – Kilowatts and Propane/Fuel Oil – Gallons.
2. Tab to the TOTAL COST field and enter the amount the fuel cost that month.
3. Click on PARTIAL BILL field for months that did not include an entire month's bill.
4. Repeat steps 1-3 for each month the customer received services.
5. If the customer had a credit balance appearing on their account at the time the EA payment was received, enter the amount of the credit balance before the EA payment was applied to the account in the CREDIT BALANCE WHEN EA PAYMENT RECEIVED field. The month's current bill should be included when determining the amount of the credit balance, if any. If none, 0.00 should remain in field.
6. If, as of May 31, the customer had a credit balance refunded to them, enter the amount in the CREDIT BALANCE REFUNDED TO CUSTOMER field. If none, 0.00 should remain in field.
7. If, as of May 31, the customer had a credit balance refunded to Family Support Division, enter the amount in the CREDIT BALANCE REFUNDED TO FAMILY SUPPORT DIVISION field. If none, 0.00 should remain in field.
8. If, as of June 30, the customer has a credit balance appearing on their account at the time the report is completed, enter that amount in the CURRENT CREDIT BALANCE field. If none, 0.00 should remain in the field. Do not enter a negative amount.
9. If the customer owed an outstanding balance when the EA payment was received, enter the amount of the outstanding balance before the EA payment was applied to the account in the OUTSTANDING ACCOUNT BALANCE WHEN EA PYMT RECEIVED field. The month's current bill should be included when determining the amount of the outstanding balance, if any. Do not enter a credit amount in this field. If the customer does not owe a balance, 0.00 should remain in the field.
10. Enter notes in the NOTES SECTION as necessary. Notes are not a mandatory field. There is a limit of 500 characters.
11. Click on SAVE button at the end of each customer/page.
12. E1UD will total the units and balance in the Summary Section. The message, "Usage Record Updated" will display.
13. Click on the NEXT button to bring up the next customer to enter usage information.

Helpful information about utilizing E1UD:

- Customers will appear in alphabetical order by their last name on E1UD, not their account number and/or social security number.
- Click "Save" after entering data for each customer. Data will be lost if clicking the "next" tab and not using the "save" tab. Suppliers will know that the information was saved because the message "Record saved successfully" will appear in the bottom left message box. Choose "next" after this message displays to enter data for the next customer.
- Suppliers may be unable to enter usage information for all customers in one sitting. Therefore, by saving each customer's information one at a time, the next customer that needs data entered will appear the next time the supplier accesses the E1UD screen. Therefore, the supplier can stop and start entering information as often as needed.

- The supplier can skip entering usage data on a customer at any time. The next customer will appear by not saving any information on E1UD and instead, clicking “next”. The skipped customer will be the first to appear when the supplier logs in after the current session.
- Credit balance information should only pertain to the dates listed on E1UD (typically July of the previous year to June of the current year), not the date in which the supplier is entering the data (typically August of the current year).
- The message “No pending usage records found” will appear when all customers have usage information entered. This means that the supplier has completed all usage information for the fiscal year selected.
- To view a previously completed usage record, check the “include all” box on the E1UD screen. If information is changed, supplier staff should save the information for that customer prior to editing the next customer or logging out.

SUPPLIER APPENDIX A - FY22 INCOME RANGES AND BENEFIT AMOUNTS

HOUSEHOLD SIZE	MONTHLY INCOME AMOUNTS
	0%-60% STATE MEDIAN INCOME (SMI)
1	\$0-2,211
2	\$0-2,891
3	\$0-3,571
4	\$0-4,252
5	\$0-4,932
6	\$0-5,612
7	\$0-5,740
8	\$0-5,868
9	\$0-5,996
10	\$0-6,124
11	\$0-6,252
12	\$0-6,380
13	\$0-6,508
14	\$0-6,636
15	\$0-6,764
16	\$0-6,892
17	\$0-7,020
18	\$0-7,148
19	\$0-7,276
20	\$0-7,404

FUEL TYPE	BENEFIT AMOUNT
1. NATURAL GAS	\$652
2. TANK PROPANE	\$990
3. ELECTRIC	\$636
4. FUEL OIL	\$652
5. WOOD	\$438
6. KEROSENE	\$306
7. CYL. PROPANE	\$354

SUPPLIER APPENDIX B - CODE SHEET

DENIAL CODES

A=Excess Income
B=Income Documentation Not Provided
C=Supplier Documentation Not Provided
D=SSN Documentation Not Provided
E=Customer Account Name Change
Not Completed
F=Resource Documentation Not Provided
G=Application Form Not Signed and Returned
H=Household Management Not Explained For Low/No Income

I= Permanent Residency Documentation
Not Provided
J=Excess Resources
K=Negative Supplier Response (**Central Office Only**)
L=Not Living In Home At Time of Application
M=Living In Subsidized Housing and Not
Billed for Heat
N=Cuts Own Wood
O=Heats with Coal
P= Roomer, Boarder or Live-In Attendant
Q= Incarcerated
R= Not a U. S. Citizen or Permanent
Resident Alien
S=Landlord Form Not Provided
T= Other

U=Duplicate Address

HEATING SOURCE CODES

1= Natural Gas
2= Tank Propane
3= Electric
4= Fuel Oil
5= Wood
6= Kerosene
7= Cylinder Propane

DIRECT CLIENT PAYMENT CODES

0's=Non-Participating Energy Supplier
2's=Cylinder Propane
5's=Supplier Responded "No" or failed to
return CEL by due date
6's=Kerosene
7's=Landlord Situation
8's=Wood
9's=Renter Situation

SUPPLIER APPENDIX C - FEDERAL FISCAL YEAR 2022 ELIGIBILITY AND PAYROLL SCHEDULE

Customer Eligibility Listing (CEL) Notification

Dates:

10-01-2021
10-08-2021
10-15-2021
10-22-2021
10-29-2021
11-05-2021
11-12-2021
11-19-2021
11-26-2021
12-03-2021
12-10-2021
12-17-2021
12-24-2021
12-31-2021
01-07-2022
01-14-2022
01-21-2022
01-28-2022
02-04-2022
02-11-2022
02-18-2022
02-25-2022
03-04-2022
03-11-2022
03-18-2022
03-25-2022
04-01-2022
04-08-2022
04-15-2022
04-22-2022
04-29-2022
05-06-2022
05-13-2022
05-20-2022
05-27-2022
06-03-2022
06-10-2022
06-17-2022

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

Direct Pay/Supplier check or ACH

Dates:

^{1st} <i>Direct Payment</i> -11-05-2021
11-15-2021
11-22-2021
11-30-2021
12-07-2021
12-14-2021
12-21-2021
12-29-2021
01-06-2022
01-13-2022
01-21-2022
01-28-2022
02-04-2022
02-21-2022
02-28-2022
03-07-2022
03-14-2022
03-21-2022
03-28-2022
04-04-2022
04-11-2022
04-18-2022
04-25-2022
05-02-2022
05-09-2022
05-16-2022
05-23-2022
05-31-2022
06-07-2022
06-14-2022
06-21-2022
06-28-2022
07-06-2022
07-13-2022
07-20-2022
07-27-2022
08-03-2022
08-10-2022

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

SUPPLIER APPENDIX D - CUSTOMER ELIGIBILITY LISTING (CEL)/PAYMENT PROCEDURES OVERVIEW

MONDAY – CEL made available electronically on web and to File Transfer Protocol (FTP) suppliers.



TUESDAY – CEL mailed to suppliers that do not utilize the web site or FTP.



MONDAY-FRIDAY – Suppliers determine the response for each applicant and notify FSD through the web process, FTP process or they mail/fax paper reports to FSD for entering. All eligibility listings that are received by FSD 8:00 A.M. Monday through 5:00 P.M. Friday are entered and will update in the system over the weekend. The deadline for FTP eligibility files is noon on Wednesday and Friday.



FRIDAY - Payrolls produced and mailed or sent through direct deposit/Automatic Clearinghouse (ACH) transfers to suppliers.

If CEL's are entered or faxed to the state office in the week they are received, a check will be produced the following Friday after weekend processing, resulting in a two week turnaround for payment.

For some customers, credits, debits and refunds are processed. The supplier should contact FSD if they have any questions about payments or missing payroll checks.

SUPPLIER APPENDIX E - 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: _____

SUPPLIER APPENDIX F - SUPPLIER ACH/EFT APPLICATION

LIHEAP POLICY MANUAL



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

*Required Fields

SECTION A: Supplier Information	
*1. TYPE OF ACTION (Check Only One) <input type="radio"/> Initial Direct Deposit setup <input type="radio"/> Change Direct Deposit Information <input type="radio"/> 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 ACCOUNT 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:	
<ul style="list-style-type: none"> ▪ 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 673-622-9667	