

CHAPTER 3-000 PAYMENTS

3-001 Types The Department makes the following types of LIHEAP payments:

1. Heating (during the Heating Season);
2. Cooling (during the Cooling Season);
3. Crisis Assistance (year-round); and
4. Supplemental, as determined by the Department based upon funding availability.

3-002 Payment Recipients

3-002.01 Provider: The Department makes payment on behalf of an eligible Household directly to a Provider. To ensure payment, a Household must provide the Department with the applicable Provider name and account number.

3-002.01A If a Household disconnects service from a Provider that has received payment from the Department on the Household's behalf, and at the time of the disconnect the Household has a credit balance with the Provider, the Provider will refund the full credit balance to the Department. If the most recent payment by the Department to the Provider on behalf of the Household occurred before the current Program Year, the Department will remit the full credit amount to the Household. If the most recent payment by the Department to the Provider on behalf of the Household occurred during the current Program Year, the Department will remit to the Household the difference between the credit balance and the total amount of all payments by the Department to the Provider on behalf of the Household during the Program Year, if any.

3-002.02 Household: Only if utilities are included in rent or a Provider cannot or will not receive electronic payments from the Department may the Department pay a Household directly.

3-002.02A Restrictions: A Household may not access LIHEAP funds, either by ATM withdrawal or point-of-sale purchase, from liquor stores, casinos, gambling casinos, gaming establishment, or any retail establishment that provides adult-oriented entertainment where performers disrobe or perform in an unclothed state for entertainment.

3-003 Payment Amounts and Requirements

3-003.01 Heating and Cooling Payments: The Department makes heating and cooling payments according to the tables published at 476-000-200 and 476-000-201 which are based upon the federal poverty level and the following factors:

1. Fuel type (if applicable);
2. Household income;
3. Household size; and
4. Whether the Household resides in a Single-Family Arrangement or a Multi-Family Arrangement.

The Department can redetermine a Household's payment level only if the Household experiences a change in composition or a significant change in income, and only if such change causes the payment level to increase.

3-003.01A Payment to Household for Propane, Fuel Oil, or Kerosene: When the Department makes payment directly to a Household for propane, fuel oil, or kerosene, it will make a payment for \$500 or less in one lump sum and more than \$500 in two equal installments over a two-month period.

3-003.01B Payment to Household for Electricity or Natural Gas: When the Department makes payment directly to a Household for electricity or natural gas, it will make a payment of \$150 or less in one lump sum and more than \$150 in two equal installments over a two-month period.

3-003.02 Crisis Assistance Payments: The Department makes Crisis Assistance payments for no more than the amount necessary to alleviate the Crisis Situation, up to \$500 per Program Year. If extenuating circumstances exist, the Department may authorize a Crisis Assistance payment for more than \$500. To remain eligible for future Crisis Assistance, a Household that receives a Crisis Assistance payment (including a deposit or reconnect fee payment) directly from the Department must provide the Department with verification that the Household has paid the Provider.

3-003.03 Furnace or Central Air Conditioner Repair or Replacement Assistance Payments: The Department may pay up to \$750 to repair or replace a central air conditioning unit. Before the Department can authorize payment, the Household must pay or arrange to pay the repair or replacement cost that exceeds the Department's portion and must provide the Department with receipts or a payment agreement. If extenuating circumstances exist, the Department may authorize repair or replacement assistance for more than \$750.

3-003.04 Window Air Conditioner Payments: The Department may pay for a window air conditioner unit. A Household that receives payment for a window air conditioning unit directly from the Department must provide the Department with a receipt that documents purchase of the unit or the Department will issue an Overpayment notice and seek repayment from the Household.

3-004 Incorrect Payments

3-004.01 Underpayments: The Department must correct any Underpayment upon discovery.

3-004.02 Provider Payee Errors: If the Department pays the wrong Provider on behalf of a Household, the Department must correct the error by seeking a refund from the wrongfully-paid Provider and paying the correct Provider.

3-004.03 Overpayments:

3-004.03A Agency-Caused Overpayments: The Department will not recoup Agency-Caused Overpayments.

3-004.03B Overpayments inadvertently caused by a Household or caused by an IPV are treated as follows:

1. The Department will take no action to recoup an Overpayment of less than \$100.
2. The Department will place a Household that has received an Overpayment of \$100 or more into Overpayment Status until the Overpayment has been fully recouped. The Department will recoup an Overpayment by reducing LIHEAP benefits of a Household in Overpayment Status.