

Fuel & Utility Program Manual

Objective:

To understand the eligibility and processing of the Supplemental Fuel and LIHEAP programs.

Fuel Topics

- ❖ Fuel & Utility Programs
- ❖ Application Process
- ❖ Fuel Verification
- ❖ Household Members
- ❖ Income
- ❖ Shelter & Utility Information
- ❖ Reviews



Fuel Assistance

Helps people to
heat their homes.

Fuel Team

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Fuel Assistance Programs

LIHEAP/Supplemental Fuel

- Pays a portion of the client's heating costs from a block LIHEAP (Low Income Heat and Energy Assistance Program) grant.
- Usually a one-time payment.

Eligibility Criteria:

- Must be a resident of Vermont.
- Must have a Gross Monthly household income at or below 185% FPL.
- Eligible customers receive benefit regardless of heating type.

To Apply:

- Fill out and sign the application.
 - Apply Online: www.mybenefits.vermont.gov
 - Print an Application: <https://dcf.vermont.gov/benefits/fuel>
 - Call for an application: 1-800-479-6151

LIHWAP/Wastewater Assistance Program

Program may help with:

- Past due water bills
- Back charges or fees associated with non or late payments
- A one-time future payment based on income, water or wastewater expense vs total income, number of household members and if household includes child under six, adult over 60 or a person with a disability.
- Payments are sent directly to provider. Providers must become certified before payments are made.

Eligibility Criteria:

- Must pay for water and/or wastewater services.
- Gross household income must be less than 60% of the state median income, based on household size.

To Apply:

- Print [application](#) or save to computer.
- Complete by hand or electronically and sign.
- Provide a copy of the current water bill with customer's name on it
 - Mail the application and supporting documents to: ADPC- Economic Services Division, 280 State Drive, Waterbury Vt, 05671-1500 or send using uploader.

Energy Assistance Programs:

All Utility Discount Programs are processed by UDEU (Utility Discount Eligibility Unit) and require a new application or review each year. Customers can be eligible for Fuel Assistance and the Energy Assistance programs, if they meet the eligibility criteria.

Green Mountain Power Energy Assistance Program (EAP)

- Provides eligible customers with a 25% discount on their monthly GMP bill.
- For new enrollees, there is available arrearages forgiveness.
- Current enrollees may be eligible to enroll in an arrears repayment plan that includes partial arrears forgiveness. Customers MAY qualify for 50% arrears forgiveness with a payment plan for the remaining 50%. Contact must be made before the first day of the disconnect window. Contact GMP for details: 1-888-835-5472



Eligibility Criteria:

- Applicants must be residential customer of Green Mountain Power.
- They must have a gross monthly household income at or below 185% FPL.
- Eligible customers receive discount regardless of home heating type

To Apply:

- Fill out and sign the application and include a copy of their GMP bill.
- Print an Application: www.energyhelp.vt.gov
- Call for an application: 1-800-775-0516

Vermont Gas Systems Low Income Assistance Program (LIAP)

- Provides eligible customers with a 20% discount off their monthly natural gas bill.

Eligibility Criteria:

- Must be a residential customer of Vermont Gas Systems.
- Must have a Gross Monthly household income at or below 185% FPL.
- Eligible customers receive discount regardless of heating type.

To Apply:

- Fill out and sign the application and include a copy of their VGS bill.
- Print an Application: www.energyhelp.vt.gov
- Call for an application: 1-800-775-0516



Questions about a Utility Discount Program? AHS.DCFesdFuel@Vermont.gov

Crisis Fuel

- Emergency fuel, and metered utility (electric and VT Gas Systems) disconnection, and furnace repairs or replacements.
- Last Monday in November through last Friday in April.

Eligibility Criteria:

- Must be a resident of Vermont.
- Gross Monthly household income up to 200% FPL.

To Apply:

- Contact your local Community Action Agency <https://dcf.vermont.gov/benefits/crisis-fuel>

LIHEAP/Supplemental Fuel Assistance: Who may be eligible?

[Fuel Household Comp Desk Aid](#)

- Any person physically present in Vermont.
- You can be a homeowner or renter. You can pay for your own heat or heat can be included in your rent.
 - Is a motor home/RV/tiny house eligible for supplemental fuel? View [Fuel Guidance: Camper, Tiny Home](#)
- If you don't apply for Fuel Assistance, you can still be found eligible for a fixed \$21 benefit, if active 3SquaresVT.
- ALL applicants for fuel assistance MUST consent to receive services from the home weatherization assistance program as a condition of the receipt of benefits.
- The Fuel Office provides OEO/Weatherization with a list of participants each spring. Renters must have their landlords cooperate to receive weatherization services in a rental unit.

How are Benefits Determined?

- The lower the applicant's income, the higher the benefit and vice versa. The later in the season that people apply, the smaller the fuel benefit.
 - For initial applications, benefits decrease by 20% each month into the fuel season, which means an application in November (or ongoing active cases) receives the full 100%, December applications receive 80%, January applications 60%, and February applications will receive 40%.

- MOST living units in Vermont have more than one heat source. The primary fuel source is the one which eats the majority of space in the living unit.
- Fuel benefit amounts are based on the type of heating fuel, type of housing and number of bedrooms.
 - If the household lives in public or subsidized housing also effects the fuel benefit amount.
- When processing fuel remember payments are disbursed in a “batch” for each payment type, then disbursed daily thereafter.
 - **For Example:** Wood benefits are issued as a batch in September. If you approve a “Wood/pellet” case in October, the benefits will issue overnight since the batch payments were issued in the prior month.
- All benefits are based on the **primary heating type**. According to Title 33 chapter 26 subsection 2604 Eligible Beneficiaries; requirements, (c)(3) “The annual heating fuel cost for a household unit shall be only for the cost of the primary heating fuel source of the unit” A discussion with the client may be necessary to determine this information.

Benefits Facts

- Benefits are generally issued **once** per fuel season, November 1st through March 31st.
- Supplemental Fuel benefits are intended for fuel purchases within the fuel season, however up to 17% of their benefit can be used toward back balances (with the clients consent and a payment agreement for arrears).
- The benefits remain the property of the State of VT until used by the client for home heating or energy. Any fuel benefits not delivered by April 30th are returned to the program in the summer and are re-issued as benefits to households the following winter.

Types of Benefits

\$21 Benefit:

- This covers 3 groups of people.
 1. Those who are active 3SquaresVT, but did not apply for fuel assistance or were not eligible.
 2. Those who have heat included in their subsidized rent.
 3. Those who rent a room.
- They will receive a \$21 benefit from the state primarily so that all people on the 3SquaresVT program can receive the maximum SUA in their budget.
- It is issued either to an EBT card as cash or direct deposited, if a bank account is on file.
- It is issued once every 12 months.

Why \$21?

- Per Federal rule any case/client who receives more than \$20 in LIHEAP fuel assistance dollars per year OR pays for heat or AC is eligible for the full SUA. AS long as this rule stands, there will never be an active 3Squares VT case that does not have the full SUA.

“Heated Renters”

- For those in unsubsidized housing whose heat is included in their rent.
- These people will get 30% of what they would have received if they were responsible for heating costs, as a cash benefit either on their EBT card or direct deposited into their bank account.
- These benefits are disbursed in December or at the time of approval if the case is approved after the mid December release.

***EBT CASH ages off after 90 days; contact the fuel team for review if the client requests we return the funds to the card. ***

“Wooder”

- For those who heat with either wood or pellets. These benefits are issued as cash either to their EBT card or direct deposited into their bank.
- Benefit usually goes out in September or at the time of approval if the case is approved after September, so clients have the ability to order wood in time.
- It is a cash benefit due to the difficulty of certifying private wood dealers.

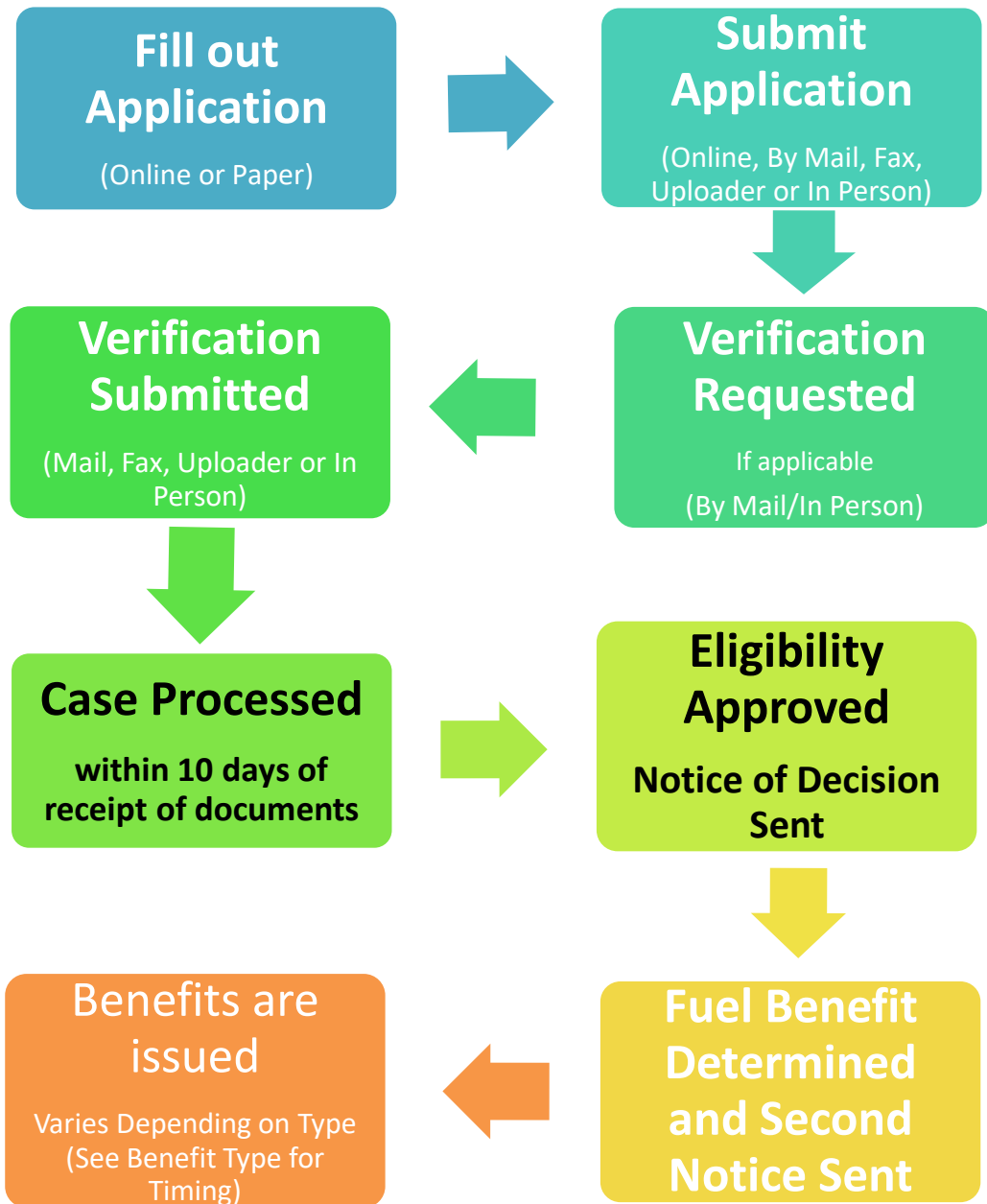
***EBT CASH ages off after 90 days; contact the fuel team for review if the client requests we return the funds to the card. ***

****Direct Deposit: Households in which all members are 65 years of age or older, have a bank account and/or receive SSI, are eligible to have their cash fuel benefit direct deposited. This applies to wood/pellets and \$21. It does not apply to benefits sent to fuel dealers.

Fuel Dealer Benefit –

- For those who are responsible for their heating costs, and whose fuel type is not wood or pellets (Kerosene, Oil, Coal, Propane, Natural Gas, & Electricity).
- These benefits are issued as an EFT, Electronic Funds Transfer, directly to the dealer and MUST be issued by the 30th of November or at the time of approval if the case is approved after the November release.
- These funds must be used for the households primary heating fuel type.

Fuel Application Process



What's the difference? **3SquaresVT vs. Fuel Assistance**
No interview is needed.

Application Process

- Fuel applications are received year-round and paid out once a year. It is possible to receive additional funds and release a second disbursement, but this is rare. Always enter the application date as the date the application was received.
- The last day of the season to apply is the last day of February. Applications submitted March 1, if eligible, are paid benefits in the following payment cycle which begins September and continues through April.
- Once approved, a notice of decision is generated with the pertinent fuel information and is sent to the client for review to make sure the factors used are correct. Notices that list the actual benefit amount are sent out once the benefit is issued.

Mandatory Information

- You may request a new [201SFREV](#) to gather this information.
 - Household composition
 - Non-Citizenship Status
 - ID, if not known to ACCESS
 - Gross income – *30 days prior for JINCs and Federal Taxes for BUSI*
 - Date application received
 - Type of housing – *Single family, Multi-family, or Mobile home*
 - Number of bedrooms
 - Type of Fuel – *Wood, Pellets, Oil, Propane, Kerosene, Natural Gas, Electricity, Coal, etc.*
 - Public or subsidized housing yes or no
 - Pay for heat or heat included
 - Correct Fuel & Electric Account Numbers (If there is no heat and/or electric liability account numbers are not needed.)
 - Fuel Dealer name and office – [Certified Fuel Dealer List](#) (many dealers have multiple branches)
 - *Non-certified dealer uses 204AN (RENTERS ONLY)*
 - Name on the Account - *Must be client's name or have a 204AN*
 - Physical Address – found on ADDR panel.
- *If a client moves, most of this information should be gathered again as it is directly linked to their living situation.*
- **Reminder:** When an application includes fuel, the fuel may be processed without the interview required for other programs and should not be delayed. See procedure: [PS-2914-Processing-Pending-Fuel-Applications-202V.pdf](#)

ACCESS Panels

- The most important ACCESS panels for fuel are the member (MEMB) panels, income panels and Utility (UTIL) panel.
- If those are coded correctly, the benefit should always be correct. The utility panel must be completed in full as it drives the fuel benefit.
 - If heat and electricity is included in the rent, put an **N** under lights and heat and no-account number is needed.

Make sure ALL information on the utility panel is accurate as this information drives the benefit.

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10/20/22 10:28 MAJOR UTILITY EXP Question 32 ( UTIL . 01 )
( Last Updated: / / : | ASQAGH2
Name of Person Utility Uses Paid For (Y-N)
Paying for Fuel or Utilities Heating Hot Water Cooking Lights A/C
CHRIS GA Y Y Y Y Y
***** SEASONAL FUEL *****
Fuel Type Housing Number Subsidized/
Primary Type Bedrooms Public Vendor to be Paid
K 2 3 N 11005281010
Account Name: CHRIS GA FRED'S PLUMBING HEATING INC
Account Number: ANGEL GRAVES
328 MAIN ST
DERBY VT
05829 Tel: 802-766-4949
***** ELECTRICITY ACCOUNT INFO *****
Name on Elec Bill: CHRIS GA Electricity Provider/Compan
Account Nbr on Elec Bill: 11000931010
GREEN MOUNTAIN POWER CORP
    
```

Verification for Fuel

Fuel Forms

- [203SF](#) - Manual Budget Worksheet
- [201SFREV](#) - Fuel Only Application/Review
- [204AN](#) - Account Name / Metered Service Verification
- [202SFH](#) - Verification of Caretaker/Companionship
- [202SFP](#) - Verification of Medically Necessary
- [202H](#) - Shelter Statement mandatory ***if*** renter, heating with wood or pellets. Otherwise only if questionable.

What MUST We Always Verify?

- **Self-Employment Income:** Federal Taxes, including all forms and schedules, should be requested and used.
 - If taxes are unavailable or not reflective, use the 204B, 204R, etc. These forms must be supported with some other verification such as quick books, receipts, etc.
 - Self-declared income is not acceptable.
- **Citizenship Status:** Immigration documents must be requested & SAVES run.
 - Eligible non-citizens include: Parolees, Refugees, Asylees, Cuban/Haitian Entrants, Lawful Permanent Residents (not subject to 5 year bar), Conditional Entrant, Iraqi & Afghan Special Immigrants, Victims of Trafficking, Immigrant with withheld deportation and Battered non-citizens.
- **ID:** ID if not known to ACCESS
- **Anything Questionable:** You may request further information on anything you deem questionable, however you must CATN why you find the information questionable.
- **If Verification is Not Provided:** Customers have until the closure date to provide verification or else, they need to reapply. The closure date will be the end of the current month regardless of the number of days left in the month. Fuel does not have adverse action requirements.

Use to Verify if Relevant

- [202H Shelter Expense Form:](#) ***IF*** household rents and claims wood/pellet heat
- [204AN](#) – This is a mandatory form for the following situations
 - FOR RENTERS ONLY: If the dealer is not certified and landlord does not allow changes to dealer. The landlord must sign the form stating that they will not change their dealer and why. Once received these cases should be sent to the Fuel team for review.
 - If the landlord bills the client for heat, or if the Fuel Account is in someone else's name. The landlord must sign off stating that they added the tenants name to the fuel account.
 - For more details, review the [204AN Guidance](#).

- [202SFH](#) – Used to verify Caretaker/Companionship in order to exclude a non-mandatory household member. This form is ONLY used to exclude a companion for the head of household (HOH) or his/her spouse or civil union partner, if either are elderly or disabled.
*This form is only required once in the lifetime of a case for the specific caregiver. *
- [202SFP](#) – Used to verify a medically necessary caretaker in order to exclude that non-mandatory household member. This form can be used to exclude a medically necessary caregiver for ANY household member who is elderly or disabled.
*This form is only required once in the lifetime of a case for the specific caregiver. *

Documentation and Fuel

- Make sure to CATN any actions you have taken and any decisions you have made.

Application Timeline

- While the Fuel season is from November to March, Vermonter's can apply for fuel assistance year-round.
- The review dates should be lined up with 3SquaresVT if a client is active.
- New fuel applications are good for 30 days.
- APPL the case for the date the documents or information were received.
- Renewals: Customers have until the closure date to provide verification, or they will need to reapply.
 - The closure date will be the last day of the current month.
- If a case is denied **prior** to the 30th day, the customer has until the 30th day to provide the missing verification.
- If a case is denied **after** the 30th day, the customer needs to reapply.
 - unless the reason for the denial is resolved *on* the denial date Then the case can be re-pended and approved.
- If a case goes into closure for non-cooperation and the household provides the needed verification, re-appl for the *first day of the next month* (workaround), so \$21 is issued. (Ex. If new application comes in on July 27th, re-open 3SVT to July 27th and re-open Fuel to August 1st.)

Living Unit Defined

- "Living Unit" means a structure that meets all the following criteria:
 - Is occupied by one or more members of the household;
 - Is used as the household's primary domicile;
 - Is one or more of the following:
 - Affixed to the ground on a permanent foundation;
 - A manufactured home as defined by 9A V.S.A. § 9-102(a)(53); or
 - Permanently immobile and not accessing water or electricity from another living unit or building;
 - Contains one or more rooms;
 - Contains bathroom *and* kitchen facilities specific to that unit;
 - and has either:
 - private entrance from the outside; or
 - A private entrance from an enclosed hallway leading from the outside that does not pass through or offer open access to any other living unit within the structure.

***Campers, tiny homes, and RV's must be sent to Fuel AOPS for review.

Fuel Households

View [Fuel Household Comp Desk Aid](#)

Who is a member of the Fuel Household?

- All persons are included in the fuel household based on the presumption they are members of the same economic unit and are using the same heat.
 - To **rebut the presumption**, the head of household must provide reasonable evidence that the person or persons qualifies to be excluded. *
- **Head of Household:** Person, either individually or with other household member(s), who is financially responsible for the cost of occupying the living unit or separate living quarters. Others who claim financial responsibility become mandatory members.
- **Fuel Household:** one or more persons residing in the same living unit as a single economic unit who, in common purchase energy for home heating fuel or who, in common make payments for energy for home heating fuel in the form of rent.

*Excludable Members:

- The head of household may choose to exclude a non-mandatory person from the Fuel Household by indicating the relationship as caretaker/companion, medically necessary/personal care attendant, roomer, or person(s) in the custody of and placed in the home by FSD/DCF or Division of Mental Health Services.
- The policy definition must be met to allow the head of household to exclude the person(s) from the fuel household.
 - A. Roommate/Roomer (SF-MEMB CODE 6):** person who is not a mandatory household member, and pays reasonable room rent* to the head of household or his/her spouse or civil union partner, for **exclusive occupancy of one or more rooms** as separate living quarters in the living unit.
 - *Reasonable Room Rent:* GA payment standards for room rent: \$30 week to relative (30 X 4.3 = \$129/month) or \$40 week to non-relative (40 X 4.3 = \$172/month).
 - In-kind payment does not qualify as reasonable room rent.
 - B. Caretaker or Companionship (SF-MEMB CODE 4):** person who is not a mandatory household member and provides reasonable compensation for their separate living quarters in the form of caretaker/companionship services to the elderly* or disabled* head of household. Form 202SFH Verification of Caretaker or Companionship Services required (but not every year so check CATNS and OnBase before requesting the form).
 - C. Medically Necessary Personal Care (SF-MEMB CODE 3):** A person who is not a mandatory household member and provides Medically Necessary Personal Care services to any elderly* or disabled* fuel household member.
 - Form 202SFP Verification of Medically Necessary Services required (but not every year, so check CATNS and OnBase before requesting the form).
 - D. *Elderly:** Age 60 or older

- E. ***Disabled:** In receipt of social security, SSI/AABD, railroad retirement, or federal employee or other pension plan benefits, based on determination of total and permanent or 100% disabled.
- F. **DCF/Foster Care or DMH Placement (SF-MEMB CODE 5):** Relative or non-relative in the custody of and placed in the living unit by either Family Services Division of DCF or Department of Health, Division of Mental Health Services.

* Code 8 should rarely be used. Generally, the code is used when there is a landlord in the roomers 3sqrs/fuel case.

Fuel Household Member ACCESS Codes

Assistance Case Member (SF/Fuel) AS0DDAY2	
Blank	Not requesting Fuel
1	Member
2	Not a member (generated by Access)
3	Medically Necessary Attendant
4	Caretaker Companion
5	Foster Care
6	Roomer
7	Member in another SF HH
8	Not a member

**In-Household Member	Mandatory Member	Excludable *
Roomer	NO	YES SF MEMB CODE 6
Caretaker/Companion	NO	YES SF MEMB CODE 4
Medically Necessary Caregiver	NO	YES SF MEMB CODE 3
DCF/Foster Care or DMH Placement	NO	YES SF MEMB CODE 5
Head of Household	YES SF MEMB CODE 1	NO
Spouse or Civil Union Partner	YES SF MEMB CODE 1	NO
Minor Children of Head of Household	YES SF MEMB CODE 1	NO
Any minor daughter or son of any minor included in the Fuel household	YES SF MEMB CODE 1	NO

Ineligible Households

- The following households are ineligible for fuel assistance:
 1. Residents and operators of institutional homes and centers including *but not restricted to*:
 - Therapeutic Treatment Centers
 - Religious and Fraternal Homes (includes fraternity and sorority houses)
 - Community Care Homes
 - Drug, Alcohol and Rehab Centers
 - Nursing Homes
 - Maternity Homes
 - Halfway Homes

2. Operators of commercial rooming houses with 4 or more unrelated roomers.
3. Residents of college dormitories or other housing units provided by the college.
4. Certain Non-Citizens depending on immigration status.
 - There is no code for this type of members so you will need to reach out to Fuel AOPS for a manual notice can be sent.

Income

- Fuel Assistance uses the 185% of FPL test.
- Fuel begins with the new income guidelines in March.
- Any case that has not been updated based on the new standards, will have them applied at the time of the 3SQ/FUEL Desk Review in October.
 - If edits are delaying eligibility the worker will receive a prompt on their daily.
- Every household member's income counts unless they are an excluded member.
- Use the income 30 days prior to the date of application.
- Fuel has no deductions for income. Countable vs excludable income follows 3SquaresVT.

Questions You Might Hear from Customers

What can fuel benefits be used for? Primary Heating Fuel *

What can I buy with a cash fuel benefit on my EBT card if my heat is included in my rent?

It's reimbursement for the heat you paid for as part of your rent – so it's yours to spend!

What can I buy with an EBT cash fuel benefit, if I heat with firewood or pellets?

FIREWOOD OR PELLETS ONLY! Remind clients to keep their receipts as they will need proof of this if they wish to apply for Crisis Fuel Assistance OR if ESD requests the receipts for audit purposes.

What happens if a credit balance remains on the client's account at their fuel suppliers after April 30?

The credit balance must be returned to the Fuel Office if it was not used/delivered by April 30th.

What if a fuel dealer can't make a delivery by April 30 due to road conditions, etc.?

The dealer may get a delivery date extension from the Fuel Office. ONLY fuel dealers can request an extension. They make the request via email to the Fuel Team.

What if a household has already received the \$21?

If they have already received a \$21 benefit and use it, that's not a problem! ACCESS (or you if it's a manual budget) will simply deduct the \$21 already received from their eligibility results.

See the chart below to detail what situation changes warrant a second benefit after the initial \$21 is sent.

New Approval Situation	New Benefit Type	New Issuance?	Additional Action?
No Change (still \$21)	Fixed \$21	No	No
Now	Vendor EFT	Yes	Deduct \$21 & issue remainder
Heat included in rent (not subsidized housing)	EBT Cash/DD	Yes	Deduct \$21 & issue remainder
Wooder – Heats w/ Pellets	EBT Cash/DD	Yes	Deduct \$21 & issue remainder
Wooder – Heats w/ Wood	EBT Cash/DD	Yes	Deduct \$21 & issue remainder

*DD-Direct Deposit

How does a client check on their benefits?

- Call the Benefit Service Center 1-800-479-6151.
- Go to the web: dcf.vermont.gov/mybenefits
- Use ID and PIN through the 800 number or on the website to get specific information about benefits anytime!

When will a client find out how much they are receiving?

We don't know until right before the benefit is issued. Advise clients they will know when they receive their benefits award letter.

ECP Fuel

- ECP Fuel allows some households that are on 3SNP to also have a 36-month certification period if all members of the fuel household are aged or disabled and have no earned income.
- Fuel households may have different members than 3SNP households, so not all 3SNP households are eligible for ECP.
- These cases will not have to review their fuel benefits for three years.
- Verification for ECP fuel is the same as for other fuel households.

Reviews

- All active fuel cases must have a “contact” every year, except those cases on 24 or 36-month certifications.
 - For Fuel only cases that should be with the SF review application [201SFREV](#).
 - For 3SquaresVT, RUFA, or EP cases you can use the 202.
 - Reviews are mailed as a “Six Week Reminder” just like 3SquaresVT.
- Always align the review with the RUFA, EP and 3Squares (in that order).
 - The ONLY time fuel can be 24 months or 36 months is if the client is active and eligible for a 3SquaresVT 24-month certification or 3SNP.
- When re-applying Supplemental Fuel always double check the review date to make sure that it is lined up, if not, update it with ELIG C SF-REV.

Changes

- All changes must be reported for Fuel within 10 days.
- Changes before payment MAY change the eligibility for the current season.
 - This will depend on the date reported and the change.
 - Changes after the benefit is paid do not change the benefit in the current season but will be effective for the following season.
- Information Needed:

Moves

- When someone moves, gather all of the information related to their living situation: address, household members, fuel type, account numbers, housing type, number of bedrooms, fuel dealer (including which office, if appropriate), and whether they pay for heat and electric.
- or it is included in rent.

- This can be done by getting a new 201SFREV as it encompasses all of this information or a verbal statement providing all required information.

Dealer Changes

- A dealer change can be made in ACCESS at any time.
 - Be sure to gather dealer name and location and any new account numbers.
- If the benefit has already been issued, clients are responsible for contacting their previous dealer to request a transfer to their new supplier.
- Make the change in ACCESS and advise the client to contact both dealers.
- Fuel dealers will contact the fuel team if they have any questions.

Fuel Type Changes

- This follows the same process as Dealer changes. Be sure to gather dealer name and location and any new account numbers.
- Update the information in ACCESS, however this will not change what they received.
- They will need to contact the dealer to have it transferred if they have a new dealer. If not, they will need to notify the new dealer of the fuel type change and any questions or concerns from the dealer will be directed to the fuel team.

Household Member Changes

- If a client was active in another household when a fuel benefit was issued, they have received fuel for that season and cannot receive it separately until the following season.
 - They can be removed as normal but will not be able to be approved until the current fuel season ends.
- All other changes are treated the same as usual. Update the information and approve the changes. It will never affect a fuel benefit that has already been issued.
***For special circumstances or case queries first consult a Sr BPS or Supervisor to determine if a email should be sent Fuel AOPS.

ACCESS Tips

MEMB- SF member codes are the most important for fuel. All members must either have an "X" under "assistance asked" and a SF Code "1" OR no "X" and the applicable Excluded member code (3-8).

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09/17/15 08:40  HOUSEHOLD MEMBER QUESTION 01 ( MEMB . 01 )
                (LAST UPDATED:  / /  :  | ASPADA  )

      NAME                      ASSIST ASKED      BIRTH DATE
** FIRST ** I **** LAST ***** MOD RU ME FS EP SF PS N MO DA YEAR  *** SSN *** S
HOMER          J SIMPSON                X      X      X      01 01 1976  009 84 5613

                *PROGRAM CASE MEMBER* *CITIZEN*
*** RELATION *** REL RUFA ME FS SF PSE US CTZ ID VET SEX MS GRD ETH RACE
SELF           01 1      1 1  Y           M M 12  N W

RUFA           REACH UP      WORK FS REGISTRATION * IMMIGRANT STATUS DATA *
DEDUCT CODE CAT PART SSU/DET EXP CODE EFF DATE CODE / NBR STATUS
05                                07 09 17 2015

WORK READY CODE  RUFA TYPE                                WRK QRTS  ENTRY DATE
  
```

RENT- Utility answers and subsidized housing answers must match the UTIL panel in order to process (An edit will appear if they do not)

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08/28/15 15:27 RENTAL EXPENSE      QUESTION 31 ( RENT . 01 )
                (LAST UPDATED: 08/28/15 15:27 | ASPAGF  )

NAME OF PERSON WHO PAYS THE RENT  INCL IN RENT      RENT AMT      MONTHLY
CLIENT      L LASTNAME            FUEL  UTIL      FREQ  $$$$$ ¢¢      $$$$$ ¢¢
          L LASTNAME              Y    Y           M      750 00          750 00

**** SUBSIDIZED/PUBLIC HOUSING ****      (COMPLETE BELOW IF DIFFERENT)
Y/N TYPE BDRMS  RUFA SUBSIDY      FS / SF      FS / SF      FS / SF
Y  S           STD  ACT      HH  USED  INKIND      RENT AMT      MONTHLY
                                00070      FREQ  $$$$$ ¢¢      $$$$$ ¢¢

***** R V P  D A T A *****

RVP CODE:      RENT AMT: $ 00000 00      ARREARAGE
  
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UTIL- Drives the benefit calculation. ACCURACY IS IMPERATIVE! There should only ever be ONE UTIL panel per case. Confirm the correct location for the dealer.

```

10/20/22 10:28 HEATING FUEL TYPE ASODGHNC
Name of Person C = Coal
Paying for Fuel E = Electricity
CHRIS GA       G = Gas (Propane)
               K = Kerosene
               N = Natural Gas
               O = Oil
               P = Pellets
               W = Wood
Fuel Housing Type ASODGHYJ
1 = Single family home
2 = Mobile home
3 = Multi-family home
PIL . 01 )
/ / : | ASQAGH2
s Paid For (Y-N)
ater Cooking Lights A/C
Y Y Y

**-----PERSONAL FUEL-----**
Fuel Type      Housing   Number   Subsidized/
Primary       Type      Bedrooms Public      Vendor to be Paid
K             2         3         N             11005281010
Account Name: CHRIS GA
Account Number:
FREDS PLUMBING HEATING INC
ANGEL GRAVES
328 MAIN ST
DERBY VT
05829 Tel: 802-766-4949

***** ELECTRICITY ACCOUNT INFO *****
Name on Elec Bill: CHRIS GA Electricity Provider/Compan
Acct Nbr on Elec Bill: 11000931010
GREEN MOUNTAIN POWER CORP

```

****REMINDER** ALWAYS check your budget and ELIG screens in all available months. *****

- If the case is ineligible for one month, they *may* be eligible in the following month. Unlike 3SquaresVT, you must reapply for the 1st of the following month if prompted. If you see the message shown below make sure to reapply for the first of the month following.
 - This is ONLY for cases that become eligible in the following month. Ex: ineligible in May and eligible in June. It does not apply to applications who become ineligible.

89595	Supplemental Fuel Eligibility Results	ASQ6VA1A
Reporting Period: 10-22	Processed: 10 20 2022 10:31	Ver: 1 of 1
SF Eligibility Result: Ineligible	Method: Computed	
Gross Earned Income: +\$	Season Percentage:	
RUFA, EP Benefit: +\$	Pay for Heat: Y	
Other Unearned Income: +\$ 5000.00	Main Fuel Type: Kerosene	
Household Size: 1	Number of Bedrooms: 3	
GROSS Fuel Income: =\$ 5000.00	Type of Housing: Mobile	
	Subsidized Housing: N	
	Benefit Group:	
	Pay Method:	
Action Required		
Approval of Denial however next months results are eligible Approve denial, then reenter appl date as 1st of next month		
Approval Code: ?	By:	

Order of Approval (Check all available months)

- When approving or reapproving a case with multiple active programs, always try to approve them in this order: RUFA/EP, SF, & FS (3SquaresVT).

EDITS/DAILIES (Check all available months)

- Always check your edits and that the STAT panel has the **V** for verified under **SF** prior to approving.
- Edits will appear if your Utility and Rent panels do not match, and if the dealer is not certified.

Finding a Fuel Dealer in ACCESS

1. Open the UTIL panel.
2. Place your Cursor in the Fuel Dealer entry field.

```

***** SEASONAL FUEL *****
Fuel Type      Housing Number Subsidized/
Primary        Type    Bedrooms Public      Vendor to be Paid
      K           2         3         N           11005281010
Account Name:  CHRIS GA
Account Number:
***** ELECTRICITY ACCOUNT INFO *****
Name on Elec Bill: CHRIS GA
Acct Nbr on Elec Bill:
Electricity Provider/Company
11000931010
GREEN MOUNTAIN POWER CORP
    
```

3. Press Shift + F12 to open the "Help" field and enter the fuel dealer you located on the [Fuel Dealer list](#).

```

Position cursor to select.
ASHAGHFX          ***** FUEL VENDORS *****
Oct 20,22          - HELP -                               10:35 AM

SFTEMP00626 IRVING ENERGY DISTRIB AND MARKETING      Certified: Y
              SUSAN C. HAMMOND
              85 MECHANIC ST,STE B4-1 Tel: 603-790-1020
              LEBANON NH 03766
              Fuel Types: O K G
SFTEMP01567 JML TRUCKING AND EXCAVATING                Cer
              JONATHAN LANE
              PO BOX 175
              682 COLEBROOK RD Tel: 603-482-3242
              ERROL NH 03579
              Fuel Types: O
SFTEMP00608 JOHNSON OIL                               Cer
              VERA JOHNSON
              PO BOX 865 Tel: 603-543-3243
              CLAREMONT NH 03743
              Fuel Types: O K
SFTEMP01158 KMJ PRECISION FUELS INC.                  Certified: Y
Terminal: NH Vendor Name: I
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
      help retrn flip bkwr frwr
    
```

Remember to confirm that the dealer is certified.

4. Type the state in which the main office of the dealer is located. (VT is the default)
5. Type in what dealer you are searching for (a minimum of one letter). (Confirm it is the correct location if dealer has multiple offices.)
6. To select the dealer, place your cursor on the dealer number and press enter.

Can't Locate the Dealer?

- Follow the Standard Operating Procedure which includes opening the [Certified Fuel Dealer list](#) and using CTRL + F (Find) to search based on dealer name, fuel type, phone number, address and more. Check with supervisor or AOPS if unable to determine correct fuel dealer.

Calculating & Understanding Fuel Budgets

Vermont Department for Children and Families
Economic Services Division



203SF

Fuel Program Budget Worksheet

Name _____ SSN _____

Household Heating Information

Pay for Heat (y/n) _____

Housing Type _____

of Bedrooms _____

Fuel Type _____

Subsidy (y/n) _____

Maximum gross income for a household size of _____ = _____
185 % FPL

Annual Heat cost Part II #1

Line of credit (Percentage of Benefit) based on date application received: circle one & enter on Part II #4

Date of Application	Season %
Ongoing Elig Review	100 %
March 1 thru November 30	100 %
December	80 %
January	60 %
February	40 %

- HEAT INCLUDED paid to applicant
- WOOD/PELLET paid to applicant
- EFT to FUEL DEALER

Fuel Dealer Name: _____

Vendor No: _____

Check One if Applicable:*

- \$21 Roomer \$21 heat incl subsidy benefit

* If they pass the Maximum Gross Income test no further calculation is needed.

I. Maximum gross income test

- a. Total earned income for past 30 days \$ _____
- b. Total unearned income for the past 30 days \$ _____
- c. Public assistance (Reach Up, EP, or PSE) \$ _____
- d. Total income (a. + b. + c.) \$ _____

If household passes maximum gross income test (I), complete section (II) to determine benefit amount.

II. Benefit Amount Determination

Household Income % of poverty range : _____

1	Annual heating fuel cost (Heat Cost Tables)	\$ _____
2	Heat Cost Percentage (Fuel Pgm Table II)	X _____
3	Base Benefit	= _____
4	Season % (date of appl left)	X _____
5	Reduced Benefit	= _____
6	Benefit % = 100% unless: Housing is subsidized = 55% Heat incl in housing = 30%	X _____
7	Reduced Benefit	= _____
8	Current Rateable Percent	X _____
9	Net Benefit (drop cents)	= _____

IMPORTANT! The manual budget MUST be done based on correct client information in the month the benefit was paid!

Manual Budget Tables

Fuel Program Manual Budget Worksheet ([203SF](#))

- This has 3 primary sections
 - **Household Heating Information:** (primarily gathered from application)
 - **Maximum gross income test:** All income and income calculations follow 3Squares VT rules.
 - **Benefit Amount Determination:** This information is gathered from the four [Fuel Income Guidelines & Tables](#) updated annually.
 - You will need to refer to them while using the budget worksheet.
- 1. **Seasonal Fuel Program Income Guidelines – Page 1**
 - This is the 185% of FPL income test.
- 2. **Heat Cost Percentage Tables – Page 2**
 - Once the total income is determined, use the *% of Poverty* table to find what range the client falls in, and then find the range on this chart and its corresponding Heating Cost Percentage.
- 3. **Standard Heating Cost Tables**
 - This chart provides an estimate of the annual heating cost based on housing type, number of bedrooms, and fuel type.
 - It will be used in the Benefit Determination section of the manual budget with information listed in the Household heating information on the 203SF.
- 4. **Percent of Poverty Table**
 - This table provides income ranges and percentages and is used in conjunction with the “Heat Cost Percentage Tables” listed about.
 - Once you find the Gross Income in the Maximum Gross Income section, we use the total income from line **D** to look the percentage up on this chart.

Using the 203SF-Fuel Budget Sheet

- Step by step process for using the manual budget form.

Complete the Household Heating Information Section.

- a. Does the client pay for heat or is it included?
This information is gathered from question 6 on the 201SFREV application or question 42 on the 202.

- b. What type of Housing?
Single Family (1), Mobile home (2) or Multi-Family (3)
This can be found on question 7 of the 201SFREV or question 42 of the 202.

- c. How many Bedrooms?
This can be found on question 8 of the 201SFREV or question 42 of the 202.

- d. What is the fuel type?
(Wood, Pellets, Oil, Kerosene, Propane (gas), Natural Gas, Electricity and Coal.)
This can be found on question 9 of the 201SFREV or question 42 of the 202.

Household Heating Information	
Pay for Heat (y/n)	<u> a </u>
Housing Type	<u> b </u>
# of Bedrooms	<u> c </u>
Fuel Type	<u> d </u>
Subsidy (y/n)	<u> e </u>
Maximum gross income for a household size of	<u> f </u> = $\frac{\text{ f }}{185 \% \text{ FPL}}$

} Annual Heat cost Part II #1

- e. Is the housing subsidized?
This can be found on question 10 of the 201SFREV or question 39 of the 202.
- f. What is the Maximum gross income for their household size?
List the number of household members in the first blank and the income limit in the second. Household members can be determined by who is listed on question 1 of the 201SFREV or question 6 of the 202. The income limit can be found on fuel income guidelines.
- g. "Line of Credit" Circle the appropriate Season % based on the application date. (We will be putting the circled percentage on Section II line 4.)

Line of credit (Percentage of Benefit) based on date application received: circle one & enter on Part II #4	
Date of Application	Season % g
Ongoing Elig Review	100 %
March 1 thru November 30	100 %
December	80 %
January	60 %
February	40 %

- h. Check off if heat is included, if they are a wood/pellet benefit, or if it will be an electronic fund transfer (EFT) to the fuel dealer. (If it is EFT indicate dealer name and vendor number.)
- i. If the client is a roomer or has heat included AND subsidized rent, check the appropriate \$21 benefit box.

*If you check off one of these two options **AND** the client is income eligible, you're done. Complete bottom portion of form, submit to your supervisor for review, and then e-mail to Fuel and Utility Team.*

<input type="checkbox"/> HEAT INCLUDED paid to applicant	h
<input type="checkbox"/> WOOD/PELLET paid to applicant	
<input type="checkbox"/> EFT to FUEL DEALER	
Fuel Dealer Name: _____	
Vendor No: _____	
Check One if Applicable:* i	
<input type="checkbox"/> \$21 Roomer	<input type="checkbox"/> \$21 heat incl subsidy benefit
* If they pass the Maximum Gross Income test no further calculation is needed.	

I. Maximum gross income test section (parts a-d):

- a. Calculate the total earned income for the past 30 days and put it on line **a**. All calculations follow 3SquaresVT income process. Ex: Weekly income is averaged and then multiplied by 4.3.
- b. Enter total gross unearned on line **b**.
- c. Enter the monthly amount of public assistance income on line **c**.
- d. Total all types of income for a gross monthly amount. Enter that amount on line **d**.
- e. Compare line **d**. to the maximum gross income for the household size.
 - i. This information was entered in the household heating information section line **f**.
 - ii. **Remember**, this is all income received for all mandatory household members the month the benefit was paid! This could easily be different than 3Squares.

I. Maximum gross income test	
a. Total earned income for past 30 days	\$ _____
b. Total unearned income for the past 30 days	\$ _____
c. Public assistance (Reach Up, EP, or PSE)	\$ _____
d. Total income (a. + b. + c.)	\$ _____
If household passes maximum gross income test (I), complete section (II) to determine benefit amount.	

- **If the household is over income, the household is ineligible, and you are done.**
- **If the household is income eligible, continue to Part II of the manual budget sheet, Benefit Amount Determination.**

II. Benefit Amount Determination

- a. Fill in the first blank Household income % poverty range by using the percentage of poverty table.

For Example: A household of 1 with \$893.04 total income would be in the 75%-84% range.

II. Benefit Amount Determination
Household Income % of poverty range : 75-84%

- b. Enter the "Annual heating fuel cost" by using the Standard Heating Cost Table and the household heating information section on line 1.

(This will use Fuel type, housing type, and number of bedrooms)

For Example, a household living in an apartment (multi-family) with 3 bedrooms that heats with propane has an expected heating cost of \$2,347/year.

Household Size	0% TO <75%	75% TO 84%
1	0 TO \$839	\$ 840 TO \$ 952

II. Benefit Amount Determination
Household Income % of poverty range : 75-84%

1	Annual heating fuel cost (Heat Cost Tables)	\$ <u>\$2,347</u>
---	---	-------------------

Multi Family Homes

Fuel Type	1 Bedroom	2 Bedrooms	3 Bedrooms
Natural Gas	\$ 923	\$ 1,148	\$ 1,373
Propane	\$ 1,109	\$ 1,728	\$ 2,347

- C. Enter the "Heating Cost Percentage" on line two by using the range listed on the top line and the Heat Cost Percentage Tables.
 For Example, the with the 75%-84% we used as our example in a, the client would have 87% as their "Heating Cost Percentage"

Table I HH Income as Percentage of Poverty	Table II Heating Cost Percentage
175-185%	27%
165-174%	30%
155-164%	33%
145-154%	66%
135-144%	69%
125-134%	72%
115-124%	75%
105-114%	78%
95-104%	81%
85-94%	84%
75-84%	87%

II. Benefit Amount Determination		Household Income % of poverty range : <u>75-84%</u>
1	Annual heating fuel cost (Heat Cost Tables)	\$ <u>\$2,347</u>
2	Heat Cost Percentage (Fuel Pgm Table II)	X <u>87%</u>

- d. Determine the Base Benefit by taking Annual Heating Fuel Cost (line 1) and multiplying it by the Heat Cost Percentage (line 2).
 For Example: the \$2,347 from b X the 87% from c.
 $2347 * .87 = 2041.89$

1	Annual heating fuel cost (Heat Cost Tables)	\$ <u>\$2,347</u>
2	Heat Cost Percentage (Fuel Pgm Table II)	X <u>87%</u>
3	Base Benefit	= <u>\$2,041.89</u>

- e. Enter the Season % determined in the Heating Information section by the date applied chart.

application received: circle one & enter on Part II #4

Date of Application	Season %
Ongoing Elig Review	100 %
March 1 thru November 30	100 %
December	80 %
January	60 %
February	40 %

1	Annual heating fuel cost (Heat Cost Tables)	\$ <u>\$2,347</u>
2	Heat Cost Percentage (Fuel Pgm Table II)	X <u>87%</u>
3	Base Benefit	= <u>\$2,041.89</u>
4	Season % (date of appl left)	X <u>80%</u>

- f. Enter the Reduced Benefit amount (Base Benefit [line 3] x Season % [line 4])
 From our Example
 $\$2,041.89 * .8 = \$1,633.51$

3	Base Benefit	= <u>\$2,041.89</u>
4	Season % (date of appl left)	X <u>80%</u>
5	Reduced Benefit	= <u>\$1,633.51</u>
6	Benefit % = 100% unless: Housing is subsidized = 55% Heat incl in housing = 30%	X <u>100%</u>

- g. Enter the Benefit %
 100% unless:
 Housing is subsidized= 55%
 Heat is included in housing = 30%

- h. Calculate the Reduced Benefit and enter it.

7	Reduced Benefit	= \$1,633.51
---	------------------------	---------------------

Line 5 X Line 6 This example the client does NOT have subsidized housing and he does NOT have heat included in rent, so he gets we use 100%. $1633.51 * 100\% = 1633.51$

- i. Find the ratable reduction and write it on the line.

8	Current Rateable Percent	X	<u>29%</u>
9	Net Benefit (drop cents)	=	<u>\$ 482</u>

(For training purposes, we are using 29% as the ratable reduction) This amount may fluctuate throughout the season depending on expected costs.

- j. Calculate the Net benefit (Line 7 X Line 8)
 For this example, that would be
 $\$1,633.51 * .29 = 482.42$ Drop cents = 482

II. Benefit Amount Determination

Household Income % of poverty range : **75-84%**

1	Annual heating fuel cost (Heat Cost Tables)	\$ \$2,347
2	Heat Cost Percentage (Fuel Pgm Table II)	X 87%
3	Base Benefit	= \$2,041.89
4	Season % (date of appl left)	X 80%
5	Reduced Benefit	= \$1,633.51
6	Benefit % = 100% unless: Housing is subsidized = 55% Heat incl in housing = 30%	X 100%
7	Reduced Benefit	= \$1,633.51
8	Current Rateable Percent	X 29%
9	Net Benefit (drop cents)	= 482

II. Fill in the bottom of the 203SF.

Net Benefit Amount (line 9 above):	\$ 482
Benefit Paid To Date:	\$ 21
Adjusted Amount Due:	\$ 461