

P-2917 BENEFIT ISSUANCE (Seasonal Fuel Assistance Rule 2917) (7/1/25, 25-16)

P-2917A Benefit Delivery

Benefits are issued according to the schedule in Seasonal Fuel Assistance Rule 2918. At the time of payment, ACCESS-generated lists are sent to the fuel or energy suppliers. The list provides the names of each supplier's eligible customers and the amount of each line of credit. When the head of household's name is not the name on the account, both names (the head of household and the fuel account holder) must appear on the list. Funds are transferred electronically (EFT) to the fuel suppliers' bank accounts.

Households with heat included in their rent and households that pay room rent receive their benefit payments through EBT, direct deposit, or check according to the benefit schedule in rule 2918. Payments can be issued in any form, but checks should only be issued if EBT and direct deposit are unavailable.

To receive direct deposit, eligible customers must receive a cash benefit and have a bank account. Direct deposit is preferred over EBT because EBT cash ages off after 90 days. If the client requests that ESD return the funds to their EBT card after cash ages off, then contact the fuel team. Cases should be checked to ensure there is an active EBT card before a benefit is issued.

In rare cases, ESD releases a second disbursement of funds, and households may receive additional fuel benefits. This chart details what situation changes warrant a second benefit after the initial \$21 is sent. (See P-2914C for clients who receive \$21 benefits.)

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 or Direct Deposit	Yes	Deduct \$21 & issue remainder
Wooder – Heats w/ Pellets	EBT Cash or Direct Deposit	Yes	Deduct \$21 & issue remainder
Wooder – Heats w/ Wood	EBT Cash or Direct Deposit	Yes	Deduct \$21 & issue remainder

See Seasonal Fuel Assistance Rule 2917 for information about how ESD may issue benefit payments.