

MEMORANDUM

TO: Area Agency on Aging (AAA) Directors **NOTICE #: 092817-2-T-SWCBS**
EHEAP Program Directors

FROM: Jeffrey S. Bragg
Secretary

DATE: September 28, 2017

SUBJECT: Notice of Transmittal: 2017 Emergency Home Energy Assistance for the Elderly Program – Florida Power & Light Assist Web Portal

This Notice is pertinent to AAAs with an Emergency Home Energy Assistance for the Elderly Program (EHEAP) vendor agreement with Florida Power & Light (FPL). AAAs who access the FPL Assist Web Portal to confirm client utility balances and make commitments, are authorized to document, “Assist Portal” as the contact person for verification and commitment in section seven on the EHEAP Eligibility Worksheet. This authorization permits AAAs to use this documentation in lieu of calling a FPL Assist representative.

The information available through the portal is listed below, and can be printed for retention in the client file for documentation:

- A Commitment Agreement describing the assistance, including customer information, agency/caseworker information, commitment amount, and commitment expiration date (Attachment I);
- A view bill page that provides detailed information about the customer’s bill status, including total balance due, past due, collectible, due dates, etc. (Attachment II); and
- FPL’s new commitment page giving the caseworker the ability to back out charges that may not qualify for assistance (Attachment III).

Thank you for your continued commitment to Florida’s elders. Should you require additional information, please contact Judy Bowers at 850-414-2057.