

MEMORANDUM

NOTICE #: 052019-1-I-SWCBS

TO: Area Agency on Aging (AAA) Directors
Emergency Home Energy Assistance for the Elderly Program (EHEAP) Program
Directors

FROM: Richard Prudom
Secretary

DATE: May 20, 2019

SUBJECT: Notice of Instruction – Allowable and Unallowable Categories of EHEAP
Assistance

This Notice of Instruction (NOI) is pertinent to Area Agencies on Aging (AAA) with an Emergency Home Energy Assistance for the Elderly Program (EHEAP) vendor agreement with utility vendors who provide other services not related to cooling or heating households.

Through a Low Income Home Energy Assistance Program (LIHEAP) Information Memorandum IM-19-01 (attached), the Department of Economic Opportunity (DEO) revised the State of Florida LIHEAP Policies and Procedures Manual to amend allowable and unallowable categories of assistance guidance.

EHEAP funding may be utilized for the following allowable categories of assistance:

- A. Utility payments for heating/cooling bill assistance for electric, gas, propane, wood, coal, or refillable fuels;
- B. Temporary emergency shelter (if needed due to energy-related crisis);
- C. Payment to landlords (when utility costs are included in rent);
- D. Repairs or replacements to heating/cooling units (as long as the amount is within the benefit limits and work is done by a licensed contractor);
- E. Deposits to connect or restore energy;
- F. Late fees, disconnect fees, and reconnect fees;

- G. Charges from a previous account held by the applicant that is now closed;
- H. Blankets and fans;
- I. Taxes and fees associated with the client's utility bill towards the energy portion. In some cases, where the utility vendor combines all the other fees and taxes, which also includes non-home energy services, such taxes and fees can be paid with EHEAP funding. Example: In a case where taxes for other services are commingled for other services, proceed with paying the taxes portion of the bill.
- J. Other allowable payments are those related to the start-up of services, including reasonable connection or reconnection fees, delivery fees, deposits, and other fees related to the start-up of service.

EHEAP funding may not be utilized to provide the following services:

- A. Water, sewer, and garbage charges are not covered as part of the utility bill of the household. However, EHEAP does allow an exception when water is used for air conditioning, i.e. an evaporated cooler;
- B. Charges resulting from meter-tampering;
- C. Charges resulting from returned checks; and
- D. Other charges that are not energy-related and are not required for cooling/heating the household.

EHEAP Utility Vendor Agreements will require updating to reflect that water, sewer, and garbage charges are not covered as part of the utility bill of the household, unless water is used for an evaporated cooler air conditioning system.

AAAs are required to disseminate the information contained within this NOI and provide appropriate training and technical assistance to EHEAP providers, partners, and stakeholders. Communication with utility vendors affected by this policy is required to advocate and negotiate amounts due and disconnection policies on behalf of applicants. For referral purposes, AAAs will strengthen partnerships with other community agencies to assist applicants subsequently denied EHEAP assistance when the allowable EHEAP assistance will not prevent heating/cooling energy source disconnection or restore energy.

The EHEAP assistance policy provided herein supersedes all previously published references to allowable and unallowable assistance, including EHEAP contracts.

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

Attachment:
DEO IM-19-01