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**EFFECTIVE**

April 1, 2011.

**Subject(s)**

1. DHS-1271, State Emergency Relief/LIHEAP Case Read Form.
2. State Emergency Relief (SER) eligibility requirements.
3. Provider enrollment.
4. Miscellaneous changes.

**1) DHS-1271****State Emergency Relief/LIHEAP Case Read Form**

The DHS-1271, State Emergency Relief/LIHEAP Case Read Form, should be used to document eligibility and payment accuracy.

*Reason:* Policy update.

**2) Eligibility Requirements****ERM 301**

Payment may be made up to the available fiscal year cap for the necessary charges to deliver a 30-day supply of fuel for households that heat with deliverable fuel (fuel oil, propane or coal). For fuel oil and propane, a delivery to fill the tank is considered a 30-day supply.

Wood is not considered a deliverable fuel.

Income verification used for current eligibility for any other DHS administered program may be used, if available. If not available, income must be verified.

There is no income copayment for energy-related services. The household income must be at or below the LIHEAP income limit for the group to qualify for SER. See EXHIBIT II - SER INCOME NEED STANDARDS FOR ENERGY/LIHEAP SERVICES in ERM 208.

A determination of required payments must be made.

The name on the energy account bill must match the head of household name or the head of household's spouse's name. It is not sufficient to be in the name of a living-together partner. The spouse must be active on the head of household's case.

The bill must be connected to the group's current address. If the bill, including old or transferred balances, must be paid to start or maintain service at the current or new address, payment may be authorized payment up to the fiscal year cap, as long as the payment resolves the emergency.

The household fuel type must be correct for the type of payment requested.

The requested amount in Bridges must match the amount on the shut off notice/bill, or the declared amount needed for a deliverable fuel. If there is a discrepancy in the amount needed to resolve the emergency, there must be documentation in the case record.

Verification that the client has paid any shortfall and/or contribution must be obtained **prior** to the DHS payment being issued. If the client has entered into a payment agreement with the energy provider, a signed copy of the agreement is acceptable as verification of payment and a copy should be placed in the case record.

All other non-financial eligibility requirements must be met.

Payment can only be made to an enrolled energy provider, see ERM 401, Payments.

*Reason:* Policy update.

### 3) Provider Enrollment

#### ERM 401

Energy providers must be enrolled by central office however; the local office should provide a DHS-355, Energy Supplier Participation Agreement, to providers requesting enrollment.

Third party billing companies and collection agencies are not eligible to receive emergency services (ES) or SER funds, as they are not the actual services provider. Examples include; Universal Utilities, D & B Billing Services, and Electrical Inspection Company. Requests for enrollment by such companies will be denied.

*Reason:* Policy update.

**4)  
Miscellaneous  
changes**

**ERM 404**

Minor grammatical changes were made to ERM 404 and throughout the ERM items. References to Bridges processes were added.

*Reason:* Update for Bridges.

**MANUAL  
MAINTENANCE  
INSTRUCTIONS**

**Changed Items (content changes) ...**

**ERM 101  
ERM 103  
ERM 202  
ERM 203  
ERM 204  
ERM 205  
ERM 206  
ERM 207  
ERM 208  
ERM 209  
ERM 301  
ERM 302  
ERM 305  
ERM 401  
ERM 404  
ERM 405**