

Dear Prospective LIHEAP Vendor:

Thank you for considering participation with Pennsylvania's Low Income Home Energy Assistance Program (LIHEAP), operated by Pennsylvania's The Department of Human Services (DHS).

To become a LIHEAP vendor in Pennsylvania, review the conditions of the 2019 Vendor Agreement and write the name and address of your company in the large box at the top of the signature page. **Complete and sign the signature page and return it with proof of your Federal Employer Identification Number (FEIN) or Social Security number that you use to file federal income tax** so we can process it. Keep a copy of the signature page with the 4-page Vendor Agreement for your records.

Basic Information about LIHEAP:

- Vendors receive a mailing every September that explains the dates of the LIHEAP program and the grant levels. These documents are also posted on the LIHEAP Vendor Website: <http://www.dhs.state.pa.us/provider/informationforliheapvendors/index.htm>
- Other important LIHEAP information is conveyed throughout the heating season by email.
- The Pennsylvania Treasury issues LIHEAP payments once a week. Typically, vendors will receive a LIHEAP payment 2 to 4 weeks after it was authorized by a DHS representative.
- To expedite receipt of LIHEAP funds, vendors have the option of direct deposit rather than receive LIHEAP payments by a paper check. To sign up for direct deposit, complete the *Electronic Funds Transfer* form and submit it with a copy of a voided check.
- The expected time frame for a Crisis delivery is before the household runs out of fuel. If the household is without heat, a delivery is expected within 48 hours, if possible.
- DHS does not dictate the price of fuel, however vendors with a variable pricing structure must charge the lowest price per gallon/unit/ton/cord, etc. on deliveries paid with LIHEAP funds.

LIHEAP is authorized by representatives of DHS and consists of two parts –

- **The Cash grant:**

The Cash grant is sent to the vendor on behalf of a customer after their application is approved. The amount of the cash grant depends on the household's income, family size and fuel type. Once received, vendors must apply the cash grant to transactions (deliveries/pick up) made on or after October 1st, which is the beginning of the Federal Fiscal Year. Vendors must keep the trip ticket/invoice on file but are not required to submit anything to DHS in order to receive payment. Vendors may be asked to deliver the Cash grant to resolve a request for Crisis instead of initiating a Crisis authorization.

- **The Crisis grant:**

DHS must contact the vendor and authorize a Crisis grant before the vendor makes a delivery to resolve a heating emergency. To receive payment for a Crisis authorization, the LIHEAP vendor must initiate a claim electronically into a LIHEAP Crisis delivery tracking system and also submit the delivery receipt by upload/fax or US mail within 30 days from the date of authorization.

If you have questions about becoming a LIHEAP vendor, the LIHEAP Vendor Unit is available to help from Monday–Friday, 8 a.m. to 4 p.m. by email at RA-LIHEAPVendors@pa.gov or call toll free, 1-877 537-9517. The LIHEAP Website listed below is also a great resource for additional information.