



September 2021

Dear LIHEAP Vendor:

This mailing provides you with important LIHEAP information.

LIHEAP supplemental grants will be issued for some customers who received a grant in the 2020-2021 season:

- \$250 grants for vulnerable households will be issued September 8, 2021 (member who is age 5 or younger, age 60+ or disabled) and \$200 grants for customers of solid/liquid fuel vendors will be issued on October 13, 2021.
- Supplements may be used for an outstanding bill from last season or for a future delivery.

Information about the 2021-2022 LIHEAP season:

- The season will begin on **Monday, October 18, 2021** and will continue until **Friday, May 6, 2022**.
- In September, LIHEAP applications will be mailed to most households who received LIHEAP last season. You may then start to receive calls from county assistance offices (CAOs) to confirm heating accounts.
- Remittance Advice (payment vouchers) can be seen on PROMISE™ on Monday mornings, nine days before the Treasury Pay Date. This early notification helps you credit customer accounts and schedule deliveries.
- **LIHEAP Cash grants** will vary from \$500 - \$1,500 based on household size, region, income, and fuel type.
 - A household is eligible for only one regular LIHEAP Cash grant per heating season.
 - The Cash grant can only be used toward deliveries or pickups made **on or after 10/1/21**.
 - Always confirm the address with the customer before attempting to make a delivery.
- **LIHEAP Crisis grants are authorized by a CAO to prevent a household from being without heat.**
 - Each LIHEAP Crisis pledge by a CAO is good for a **one-time** delivery or pickup of fuel.
 - **The Crisis season maximum** this season is \$1,200. Each time a customer needs a delivery they must contact the CAO to request help with LIHEAP Crisis.
 - **The LIHEAP Cash grant must be used first** to resolve a crisis, even if you haven't received it yet.
 - **A primary PROMISE™ user** is chosen by the vendor. Primary users may add or delete "alternate" PROMISE™ users. All PROMISE™ users may view LIHEAP Vouchers and/or process Crisis claims.
 - All Crisis claims must be entered in PROMISE™ <http://liheap.dpw.state.pa.us> **within 30 days**.
 - **All employees responsible for PROMISE™ data entry** should review the "Crisis 101" PowerPoint.
 - **Submit documentation** via upload in PROMISE™ or by fax to 717-207-7997 or 717-207-7994, or mail documentation to LIHEAP Crisis Documentation, P.O. Box 69028, Harrisburg, PA 17106.
- **The Vendor Website** <https://www.dhs.pa.gov/providers/Providers/Pages/LIHEAP-Vendors.aspx> contains the documents in this mailing, Vendor Guidelines, and forms for easy reference.
- **LIHEAP refunds:**
 - **Record the customer's individual number** from the voucher in your record-keeping system and include it on the refund form when you return LIHEAP funds to the Commonwealth of Pennsylvania.
 - **Return LIHEAP funds** when you are aware that a customer moved or died, or when the Vendor Unit asks you to refund LIHEAP grants that were sent to you in error.

Thank you for participating in LIHEAP. We look forward to working with you this heating season!

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