

Dear LIHEAP Vendor -

September 2022

Thank you for continuing to participate as a LIHEAP Vendor for the 2022/23 season.

- Please contact us immediately if you sell or consolidate your business or if your bank account changes.

2022-23 LIHEAP Season Information:

- **Officially begins Tuesday, November 1, 2022 and continues through Friday, April 28, 2023.**
- LIHEAP supplements (paid with last season's funding), received in August (\$500 deliverable fuel or \$250 utility) have no effect on a customer's eligibility for LIHEAP benefits for the 2022/23 LIHEAP season.
- Applications will be mailed Sept/Oct to customers who received LIHEAP last season. You may then receive calls from County Assistance Offices (CAOs) to confirm heating accounts.
- Remittance Advice (payment vouchers) can be seen in PROMISe™ on Mondays, 9 days before the Treasury Pay Date. This early notification helps you credit customer accounts and schedule deliveries.
- **LIHEAP Cash grants will vary from \$300-\$1,000** based on household size, region, income, fuel type.
 - An eligible household receives one regular LIHEAP Cash grant per heating season. It can be applied to a delivery or pick up made **on or after 10/1/22**.
 - 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.**
 - Every customer who receives a Cash grant is eligible to receive LIHEAP Crisis.
 - **This season, the Crisis season maximum is \$1,000.**
 - **Every LIHEAP Crisis pledge made** by a CAO is good for a **one-time** delivery or pickup of fuel.
 - **Every time** a customer needs a delivery they want LIHEAP Crisis to pay for, they must contact the CAO first, to request help and the CAO will create a Crisis Auth # that you will submit in PROMISe.
 - **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**.
 - **Upload documentation** in PROMISe™ or submit by fax to 717-207-7997 or 717-207-7994, or mail to LIHEAP Crisis Documentation, PO Box 69028, Harrisburg, PA 17106.
- **The LIHEAP 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.
- **Record the customer's individual number** from the payment voucher in your record-keeping system so you can include it on the refund form when you return LIHEAP funds to the Commonwealth of PA.
- **Return LIHEAP funds to LIHEAP Headquarters** 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.

Please call or email if you have any questions. We look forward to working with you this heating season!