



Department of
Development

Office of Community Assistance

Low-Income Home Energy Assistance Program
Federal Fiscal Year 2013

State Plan

August 2012

Prepared By: Janet Cesner, Interim Deputy Chief
Ohio Department of Development
Community Development Division
Office of Community Assistance



August 21, 2012

Nick St. Angelo, Director
Division of Energy Assistance
Office of Community Services
Administration for Children and Families
370 L'Enfant Promenade, S.W.
Washington, D.C. 20447

Dear Mr. St. Angelo:

Enclosed is the FY 2013 Home Energy Assistance Program (HEAP) Application for the State of Ohio. If you have any questions about the State Plan, please contact Janet Cesner, OCA Interim Deputy Chief, at (614) 644-6637.

I have also enclosed Ohio's revised assurances within the submission. We look forward to another successful year of providing HEAP services in our state.

Sincerely,

Janet Cesner, Interim Deputy Chief
Office of Community Assistance

JC/sm
Enclosures

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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

DETAILED MODEL PLAN

PUBLIC LAW 97-35, AS AMENDED

FISCAL YEAR (FY) 2013

GRANTEE State of Ohio

EIN: 31-1334820

ADDRESS 77 S. High Street
Columbus, Ohio 43216-1001

NAME OF LIHEAP COORDINATOR Janet Cesner

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PLEASE CHECK ONE: TRIBE _____ STATE X INSULAR AREA _____

Department of Health and Human Services
Administration for Children and Families
Office of Community Services
Washington, DC 20447

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
OMB Approval No. 0970-0075
Expiration Date: XX/XX/2005

THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13)

Use of this model plan is optional. However, the information requested is required in order to receive a Low Income Home Energy Assistance Program (LIHEAP) grant in years in which the grantee is not permitted to file an abbreviated plan. Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Assurances

The State of Ohio agrees to:
(Grantee Name)

(1) use the funds available under this title to--

(A) conduct outreach activities and provide assistance to low income households in meeting their home energy costs, particularly those with the lowest incomes that pay a high proportion of household income for home energy, consistent with paragraph (5);

(B) intervene in energy crisis situations;

(C) provide low-cost residential weatherization and other cost-effective energy-related home repair; and

(D) plan, develop, and administer the State's program under this title including leveraging programs,

and the State agrees not to use such funds for any purposes other than those specified in this title;

(2) make payments under this title only with respect to--

(A) households in which one or more individuals are receiving--

(i) assistance under the State program funded under part A of title IV of the Social Security Act;

(ii) supplemental security income payments under title XVI of the Social Security Act;

(iii) food stamps under the Food Stamp Act of 1977; or

(iv) payments under section 415, 521, 541, or 542 of title 38, United States Code, or under section 306 of the Veterans' and Survivors' Pension Improvement Act of 1978; or

(B) households with incomes which do not exceed the greater of—

(i) an amount equal to 150 percent of the poverty level for such State; or

(ii) an amount equal to 60 percent of the State median income;

except that a State may not exclude a household from eligibility in a fiscal year solely on the basis of household income if such income is less than 110 percent of the poverty level for such State, but the State may give priority to those households with the highest home energy costs or needs in relation to household income.

(3) conduct outreach activities designed to assure that eligible households, especially households with elderly individuals or disabled individuals, or both, and households with high home energy burdens, are made aware of the assistance available under this title, and any similar energy-related assistance available under subtitle B of title VI (relating to community services block grant program) or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(4) coordinate its activities under this title with similar and related programs administered by the Federal Government and such State, particularly low-income energy-related programs under subtitle B of title VI (relating to community services block grant program), under the supplemental security income program, under part A of title IV of the Social Security Act, under title XX of the Social Security Act, under the low-income weatherization assistance program under title IV of the Energy Conservation and Production Act, or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;

(5) provide, in a timely manner, that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size, except that the State may not differentiate in implementing this section between the households described in clauses 2(A) and 2(B) of this subsection;

(6) to the extent it is necessary to designate local administrative agencies in order to carry out the purposes of this title, to give special consideration, in the designation of such agencies, to any local public or private nonprofit agency which was receiving Federal funds under any low-income energy assistance program or weatherization program under the Economic Opportunity Act of 1964 or any other provision of law on the day before the date of the enactment of this Act, except that—

(A) the State shall, before giving such special consideration, determine that the agency involved meets program and fiscal requirements established by the State; and

(B) if there is no such agency because of any change in the assistance furnished to programs for economically disadvantaged persons, then the State shall give special consideration in the designation of local administrative agencies to any successor agency which is operated in substantially the same manner as the predecessor agency which did receive funds for the fiscal year preceding the fiscal year for which the determination is made;

(7) if the State chooses to pay home energy suppliers directly, establish procedures to --

(A) notify each participating household of the amount of assistance paid on its behalf;

(B) assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment made by the State under this title;

(C) assure that the home energy supplier will provide assurances that any agreement entered into with a home energy supplier under this paragraph will contain provisions to assure that no household receiving assistance under this title will be treated adversely because of such assistance under applicable provisions of State law or public regulatory requirements; and

(D) ensure that the provision of vendor payments remains at the option of the State in consultation with local grantees and may be contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households, including providing for agreements between suppliers and individuals eligible for benefits under this Act that seek to reduce home energy costs, minimize the risks of home energy crisis, and encourage regular payments by individuals receiving financial assistance for home energy costs;

(8) provide assurances that,

(A) the State will not exclude households described in clause (2)(B) of this subsection from receiving home energy assistance benefits under clause (2), and

(B) the State will treat owners and renters equitably under the program assisted under this title;

(9) provide that--

(A) the State may use for planning and administering the use of funds under this title an amount not to exceed 10 percent of the funds payable to such State under this title for a fiscal year; and

(B) the State will pay from non-Federal sources the remaining costs of planning and administering the program assisted under this title and will not use Federal funds for such remaining cost (except for the costs of the activities described in paragraph (16));

(10) provide that such fiscal control and fund accounting procedures will be established as may be necessary to assure the proper disbursement of and accounting for Federal funds paid to the State under this title, including procedures for monitoring the assistance provided under this title, and provide that the State will comply with the provisions of chapter 75 of title 31, United States Code (commonly known as the "Single Audit Act");

(11) permit and cooperate with Federal investigations undertaken in accordance with section 2608;

(12) provide for timely and meaningful public participation in the development of the plan described in subsection (c);

(13) provide an opportunity for a fair administrative hearing to individuals whose claims for assistance under the plan described in subsection (c) are denied or are not acted upon with reasonable promptness; and

(14) cooperate with the Secretary with respect to data collecting and reporting under section 2610.

(15) * beginning in fiscal year 1992, provide, in addition to such services as may be offered by State Departments of Public Welfare at the local level, outreach and intake functions for crisis situations and heating and cooling assistance that is administered by additional State and local governmental entities or community-based organizations (such as community action agencies, area agencies on aging and not-for-profit neighborhood-based organizations), and in States where such organizations do not administer functions as of September 30, 1991, preference in awarding grants or contracts for intake services shall be provided to those agencies that administer the low-income weatherization or energy crisis intervention programs.

*** This assurance is applicable only to States, and to territories whose annual regular LIHEAP allotments exceed \$200,000. Neither territories with annual allotments of \$200,000 or less nor Indian tribes/tribal organizations are subject to Assurance 15.**

(16) use up to 5 percent of such funds, at its option, to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance, including needs assessments, counseling, and assistance with energy vendors, and report to the Secretary concerning the impact of such activities on the number of households served, the level of direct benefits provided to those households, and the number of households that remain unserved.

Certification to the Assurances: As Chief Executive Officer, I agree to comply with the sixteen assurances contained in Title XXVI of the Omnibus Budget Reconciliation Act of 1981, as amended.* By signing these assurances, I also agree to abide by the standard assurances on lobbying, debarment and suspension, and a drug-free workplace.

Signature of the Tribal or Board Chairperson or Chief Executive Officer of the State or Territory.**

Signature: _____

Title: _____

Date: _____

*** Indian tribes/tribal organizations, and territories with annual regular LIHEAP allotments of \$200,000 or less, are not subject to assurance 15, and thus must only certify to 15 assurances.**

**** If a person other than the Chief Executive Officer of the State or territory, or Tribal Chairperson or Board Chairperson of a tribal organization, is signing the certification to the assurances, a letter must be submitted delegating such authority. (PLEASE ATTACH DELEGATION of AUTHORITY.) The delegation must include authority to sign the assurances, not just to administer the program.**

***** HHS needs the EIN (Entity Identification Number) of the State, territory or Tribal agency that is to receive the grant funds before it can issue the grant.**

In the above assurances which are quoted from the law, "State" means the 50 States, the District of Columbia, an Indian Tribe or Tribal Organization, or a Territory; "title" of the Act refers to Title XXVI of the Omnibus Budget Reconciliation Act of 1981 (OBRA), as amended, the "Low Income Home Energy Assistance Act"; "section" means Section 2605 of OBRA; and, "subsection" refers to Section 2605(b) of OBRA.

Statutory
References

2605(a)

2605(b)(1) → Please check which components you will operate under the LIHEAP program.
(Note: You must provide information for each component designated here as requested elsewhere in this plan.)

| | | <u>Dates of Operation</u> |
|----------------|--------------------------------------|---|
| (use of funds) | <u> X </u> heating assistance | <u>9/1/12-5/31/13</u> |
| | <u> </u> cooling assistance | <u> </u> |
| | <u> X </u> crisis assistance | <u>winter - 11/1/12-3/31/13</u> <u>summer - 6/1/13-8/31/13</u> |
| | <u> X </u> weatherization assistance | <u>4/1/13-3/31/13</u> |

2605(c)(1)(C) → Please estimate what amount of available LIHEAP funds will be used for each component that you will operate: **The total of all percentages must add up to 100%.**

| | |
|----------------|--|
| (use of funds) | <u>40.0</u> % heating assistance |
| | <u> 0 </u> % cooling assistance |
| | <u>25.0</u> crisis assistance |
| 2605(k)(1) | <u>15.0</u> % weatherization assistance |
| | <u> 7.5 </u> % carryover to the following fiscal year |
| 2605(b)(9) | <u>10.0</u> % administrative and planning costs |
| 2605(b)(16) | <u> 2.5 </u> % services to reduce home energy needs including needs assessment (assurance 16) |
| | <u> NA </u> % used to develop and implement leveraging activities (limited to the greater of 0.08% or \$35,000 for States, the greater of 2% or \$100 for territories, tribes and tribal organizations). |
| | <u>100</u> TOTAL |

Statutory references

2605(c)(1)(C) → The funds reserved for winter crisis assistance that have not been expended by March 15 will be reprogrammed to:

(alternate use of crisis assistance funds)

- heating assistance
- cooling assistance
- weatherization assistance
- Other (specify): summer crisis assistance

→ Do you accept applications for energy crisis assistance at sites that are geographically accessible to all households in the area to be served? (This is required by the statute.)

Yes No

2605(b)(2) → What are your maximum eligibility limits?
2605(c)(1)(A) (Please check the components to which they apply.)

Current year guidelines must be used.

(eligibility)

150% of the poverty guidelines:
heating cooling crisis wx

125% of the poverty guidelines:
heating cooling crisis wx

110% of the poverty guidelines:
heating cooling crisis wx

60% of the State's median income:
heating cooling crisis wx

Other (specify for each component)

heating cooling crisis wx

Households automatically eligible if one person is receiving
 TANF, SSI, Food Stamps, Certain means-tested
veterans programs (heating cooling crisis wx)

statutory
references

2605(c)(1)(A) → Do you have additional eligibility requirements for:
2605(b)(2) HEATING ASSISTANCE Yes X No
(eligibility)

→ Do you use: Yes No

Assets test? X

→ Do you give priority in eligibility to:

Elderly? X

Disabled? X

Young children? X

Other:
(If Yes, please describe)

statutory
references

2605(c)(1)(A)

2605(b)(2) → Do you have additional eligibility requirements for:
COOLING ASSISTANCE (_____ Yes X No)

(eligibility)

→ Do you use: Yes No

Assets test?

→ Do you give priority in eligibility to:

Elderly?

Disabled?

Young children?

Other:
(If Yes, please describe)

These questions are not applicable to Ohio's program, since we do not administer a cooling program with Regular HEAP funding.

statutory
references

2604(c)

2605(c)(1)(A) → Do you have additional eligibility requirements for:

CRISIS ASSISTANCE (Yes X No)

(eligibility)

| | <u>Yes</u> | <u>No</u> |
|---|---------------|---------------|
| → Do you use: | | |
| Assets test? | <u> </u> | <u> X </u> |
| Must the household have received a shut-off notice or have an empty tank? | <u> X </u> | <u> </u> |
| Must the household have exhausted regular benefit? | <u> </u> | <u> X </u> |
| Must the household have received a rent eviction notice? | <u> </u> | <u> X </u> |
| Must heating/cooling be medically necessary? | <u> X </u> | <u> </u> |
| Other (Please explain): | <u> </u> | <u> </u> |

→ What constitutes a crisis? (Please describe)

For Heating Crisis assistance: an actual disconnection, notice of disconnection, or less than 25 percent supply of deliverable fuel, or furnace disrepair.

For Cooling Crisis assistance: medical certification of need for room air conditioner, or elderly/disabled household.

statutory
references

2605(c)(1)(A) → Do you have additional eligibility requirements for:

WEATHERIZATION (___ Yes X No)

(eligibility)

| → Do you use: | <u>Yes</u> | <u>No</u> |
|--|------------|------------|
| Assets test? | _____ | <u> X </u> |
| Priority groups? (Please list) | _____ | <u> X </u> |
| → Are you using Department of Energy (DOE) Low Income Weatherization Assistance Program (LIWAP) rules to establish eligibility or to establish priority eligibility for households with certain characteristics? | <u> X </u> | _____ |
| <i>Please see Appendix G</i> | | |
| → If Yes, are there exceptions? Please list below. | _____ | <u> X </u> |

statutory
references

2605(b)(3) → Please check the outreach activities that you
2605(c)(3)(A) conduct that are designed to assure that eligible households are made aware of
all LIHEAP assistance available:
(outreach)

X provide intake service through home visits or by telephone for the
physically infirm (i.e. elderly or disabled).

X place posters/flyers in local and county social service offices,
offices of aging, Social Security offices, VA, etc.

X publish articles in local newspapers or broadcast media
announcements.

X include inserts in energy vendor billings to inform individuals of
the availability of all types of LIHEAP assistance.

X make mass mailing to past recipients of LIHEAP.

X inform low income applicants of the availability of all types of
LIHEAP assistance at application intake for other low-income programs.

X execute interagency agreements with other low-income program
offices to perform outreach to target groups.

X other (Please specify):

To make it easier for applicants to receive information about their applications, the State of Ohio maintains an Interactive Voice Response System (IVR) on its toll-free telephone line. The caller is first prompted to enter his or her Social Security number. The system can then advise callers if their application has been received, and later, whether the application was approved, the amount of the benefit, and when it will be issued. The system is also able to direct callers to the Local Delegate Agency providing crisis assistance and weatherization services, by prompting callers to enter the first few letters of their county of residence. The IVR system is available on a 24-hour basis. The system hardware was last updated in FY 2007. The State of Ohio plans to purchase a new IVR system in FY 2013 with enhancements such as the capability of appointment scheduling for agencies and real-time on-demand features for high volume periods.

The State of Ohio has contracted with a service called Language Line. If a caller does not speak English or Spanish (there is a Spanish speaker on staff), the operator puts the caller on hold and contacts the service. Language Line immediately connects an interpreter to the call, to enable the applicant to interact with the LIHEAP office. Language Line can provide interpreters in all languages.

In addition, the State of Ohio has initiated a website to further facilitate applicants in tracking their application status. By logging on and simply entering three out of four of the following items: client number, last four digits of the social security number, last name, or mailing zip code, the user is able to ascertain what point in processing their application has reached.

In order to insure that Ohio's elderly are aware of LIHEAP, funds are used by the Ohio Department of Aging (ODA) to conduct program outreach and public education activities in all counties. During the last heating season, the Area Agencies on Aging and their local outreach workers helped more than 18,000 older and disabled adults complete applications for assistance. This included 3,230 homebound individuals. A complete report on last year's ODA outreach effort is included in Appendix H.

Through coordination with the Ohio Benefit Bank (OBB) which is a free web-based application system for free tax preparation and other public benefit programs, low and moderate income Ohioans can claim the credits, such as the Federal Earned Income Tax Credit and public benefits such as the Child Care Tax Credit, food stamps, child care subsidies, home energy assistance and children's health care insurance. The OBB is a one-stop, counselor assisted program that converts complex eligibility requirements into easy to answer questions. In addition to the state and federal benefits that OBB provides assistance with for food, medical and utility assistance, the OBB provides eligibility assessments and helps with filling out application forms for veteran's education benefits to pay for tuition, fees, housing, books and more for education or training.

The Ohio Association of Foodbanks has been working with Ohio's Inter-Service Family Assistance Council (ISFAC) and their regional counterparts (RISFAC) to get information about benefits and eligibility (including LIHEAP) to veterans and their families. Currently 6 AmeriCorps members serve at some of Ohio's National Guard bases as VetsCorps members, a program of the association that specifically targets outreach including for LIHEAP to veterans and families of active duty service men and women.

A free Lung Health Clinic for eligible LIHEAP clients is offered through a grantee, The Breathing Association.

statutory
references

- 2605(b)(4) → Please describe how you will assure that LIHEAP is coordinated with similar and related programs. The description provided applies to all components unless specifically noted.
(coordination)

The state will assure through the inquiry process that there are referrals to the Ohio Home Weatherization Assistance Program (HWAP): the Percentage of Income Payment Plan Plus (PIPP Plus), fuel funds, and any other related programs. These efforts will be undertaken in order to provide more comprehensive service to the households involved.

In addition, by using a combined Energy Assistance Programs application system, all applicants who meet the criteria for one federally- funded or state-administered program will automatically have eligibility determined for the others administered by the Office of Community Assistance.

HEAP applicants will be notified of energy conservation and assistance efforts by the major utility and fuel companies in Ohio. Educational pamphlets and speakers, which address ways to conserve energy, will be made available by HWAP.

- 2605(b)(5) → The statute requires that there be no difference in the treatment of households
2605(b)(2) eligible because of their income and those eligible because they receive
2605(b)(8A) benefits under TANF, Food Stamps, SSI, or certain means tested veterans
programs ("categorically eligible"). How do you ensure there is no
difference when determining eligibility and benefit amounts? This applies
to all components unless specifically noted below.

(benefit
levels)

In all program components (heating, heating crisis, cooling crisis and weatherization) the state of Ohio makes no distinction between categorically and non-categorically eligible households.

statutory
references

HEATING COMPONENT

2605(b)(5) → Please check the variables you use to determine your benefit levels (check all that apply):

(determination
of benefits)

- income
 family (household) size
 home energy cost or need
 fuel type
 climate/region
 individual bill
 dwelling type
 energy burden
 (% of income spent on home energy)
 energy need
 other (describe)*

***Increased benefit amounts for the elderly and/or disabled applicants**

2605(b)(5) → Describe how you will assure that the highest benefits go to households
 2605(c)(1)(B) with the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size.

(benefit levels) Please describe benefit levels or attach a copy of your payment matrix.

The 2013 payment matrix will be constructed in November, 2012 and will be forwarded upon completion. A copy of the 2012 matrix is attached for your review. The matrix helps to determine graduated HEAP benefits based on income and household size but also ensures that all applicants falling at or beneath 50% of the poverty level will receive maximum benefits.

→ Do you provide in-kind (e.g., blankets, space heaters) and/or other forms of benefits?

Yes No If Yes, please describe.

statutory
references

NOT APPLICABLE

2605(b)(5)

COOLING COMPONENT

2605(c)(1)(B) → Please check the variables you use to determine your benefit levels (check all that apply):
(determination
of benefits)

- income
- family (household) size
- home energy cost or need
 - fuel type
 - climate/region
 - individual bill
 - dwelling type
 - energy burden
(% of income spent on home energy)
 - energy need
 - other (describe)

2605(b)(5)

2605(c)(1)(B)

(benefit
levels)

→ Describe how you will assure that the highest benefits will go to households with the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size. Please describe benefit levels or attach a copy of your payment matrix.

→ Do you provide in-kind (e.g. fans) and/or other forms of benefits?

Yes No If Yes, please describe.

statutory
references

2605(b)(5)
2605(c)(1)(B)

CRISIS COMPONENT

(determination
of benefits) → How do you handle crisis situations?

 X separate component _____ other (please explain)

→ If you have a separate component, how do you determine crisis assistance benefits?

 X amount to resolve crisis, up to maximum of \$175 for regulated utilities, \$450 for non-regulated utilities; \$750 for delivered fuel.

_____ other (please describe)

(benefit
levels)

→ Please indicate the maximum benefit for each type of crisis assistance offered.

heating \$ 750 maximum benefit

cooling \$ 175 maximum benefit

year-round \$ _____ maximum benefit

→ Do you provide in-kind (e.g. blankets, space heaters, fans) and/or other forms of benefits?

 X Yes _____ No If Yes, please describe.

Space heaters can be provided through the Winter Crisis Program as a last resort if there is no operable heating system. Air conditioners and fans can be provided as part of the Summer Crisis Program. Generators can be provided on loan to households in instances of natural disasters such as power outages.

statutory
references

2605(b)(5)
2605(c)(1)
(B) & (D)

**WEATHERIZATION & OTHER ENERGY RELATED
HOME REPAIR AND IMPROVEMENTS**

➔What LIHEAP weatherization services/materials do you provide? (Check all categories that apply.)

(types of
assistance)

- Weatherization needs assessments/audits.
 Caulking, insulation, storm windows, etc.
 Furnace/heating system modifications/repairs
 Furnace replacement
 Cooling efficiency mods/repairs/replacement
 Other (Please describe) energy conservation measures, health and safety measures and incidental repairs

No (benefit

➔Do you have a maximum LIHEAP weatherization benefit/expenditure levels per household? Yes No

If Yes, what is the maximum amount? \$

➔Under what rules do you administer LIHEAP weatherization? (Check only one.)

(types of
rules)

- Entirely under LIHEAP (not DOE) rules
 Entirely under DOE LIWAP rules
 Mostly under LIHEAP rules with the following DOE LIWAP rule(s) where LIHEAP and LIWAP rules differ (Check all that apply):

Weatherize buildings if at least 66% of units (50% in 2- & 4-unit buildings) are eligible units or will become eligible within 180 days

Weatherize shelters temporarily housing primarily low income persons (excluding nursing homes, prisons, and similar institutional care facilities).

Other (Please describe)

Mostly under DOE LIWAP rules, with the following LIHEAP rule(s) where LIHEAP and LIWAP rules differ (Check all that apply.)

Weatherization not subject to DOE LIWAP maximum statewide average cost per dwelling unit.

Other (Please describe.)

2605(b)(6) The state or tribe administers LIHEAP through the following local agencies:

| | | |
|--------------|---------------|---|
| | <u> </u> | county welfare offices |
| | <u> X </u> | community action agencies (weatherization component only) |
| | <u> X </u> | community action agencies (heating, cooling or crisis) |
| (agency | <u> X </u> | charitable organizations |
| designation) | <u> </u> | not applicable (i.e. state energy office) |
| | <u> </u> | tribal office |
| | <u> X </u> | other, describe: |

Area office on Aging, the Breathing Association, and the Cleveland Housing Network also provide HEAP services.

→ Have you changed local administering agencies from last year?

 Yes X No

If Yes, please describe how you selected them.

→ What components are affected by the change?

2605(c)(1)(E) → Please describe any additional steps (other than those described elsewhere in this plan) that will be taken to target assistance to households with high home energy burdens. (This applies to all components. If all steps to target households with high home energy burdens are described elsewhere in the plan, no further information is required here.)

(targeting of assistance)

statutory
references

2605(b)(7) → Do you make payments directly to home energy suppliers?
(energy suppliers)

Heating X Yes No

Cooling NA Yes NA No

Crisis X Yes X No *

If Yes, are there exceptions? X Yes No

If Yes, please describe.

***For the crisis program, payments are made directly to suppliers by both the state office and the LDAs, unless an energy supplier has a debarment against them. The State of Ohio is determining the feasibility of making direct crisis payments to home energy suppliers for all grantees in the future and plans to pilot this system with a subset of additional grantees during federal fiscal year 2013.**

2605(b)(7)(A) → If you make payments directly to home energy suppliers, how do you notify the client of the amount of assistance paid? (Please describe)

Heating: All households who complete an application receive written notice of eligibility or ineligibility. If the household is found eligible and has a bill in their name, the letter states the name of the home energy supplier and the amount of the benefit to be directed to that supplier on behalf of the client. If the household is found ineligible, the reason is stated. A Notice of Fair Hearing Rights is also contained in that letter.

Crisis: LDAs are required by the terms of the executed agreement to provide each applicant with a written Notice of Decision. This Notice must state reason(s) for denial of assistance and the applicants fair hearing rights. If the household is found eligible, the notice must indicate the amount of benefit to be paid to the vendor by the LDA. Notices are reviewed by ODOD program monitors during site visits.

Cooling: Not Applicable

Weatherization: Same as Crisis

2605(b)(7)

(B) & (C) → How do you make sure the home energy supplier performs what is required in this assurance? If vendor agreements are used, they may be attached. Indicate each component for which this description applies.

Heating: The ODOD will execute a vendor agreement with each energy supplier who wishes to receive payments on behalf of eligible households. A sample copy is attached.

Crisis Heating: ODOD will execute grant agreements with its Local Delegate Agencies (LDAs), which require those agencies to perform according to the dictates of this assurance. All vendor agreements and the energy suppliers' data base are updated and maintained by ODOD staff.

statutory
references

2605(b)(8)(B) → Is there any difference in the way owners and renters are treated? If Yes, please describe.

(owners
and
renters)

HEATING ASSISTANCE

Yes No

COOLING ASSISTANCE

Yes No

NOT APPLICABLE

CRISIS ASSISTANCE

Yes No

WEATHERIZATION

Yes No

statutory
references

2605(b)(10) → How do you ensure good fiscal accounting and tracking of LIHEAP funds?
(Please describe. Include a description of how you monitor fiscal
activities.)

(program,
Fiscal
monitoring,

The following description is applicable to heating and cooling crisis (with respect to sub grantees) and weatherization.

ODOD will serve as liaison with delegate departments and agencies for review of performance and integration of efforts for the plan. Audit procedures will be specified to ascertain compliance with contractual agreements and to monitor performance/cost benefits. Errors, non-compliance and other issues will be handled through liaison with appropriate officials in delegate agencies so that corrective actions can be initiated.

Responsibilities for outreach, intake and designated program services at the local level are delegated to local agencies as considered necessary or prudent by the Deputy Chief, Ohio Office of Community Assistance.

Selected local agencies must have the ability to identify and perform adequate outreach to Ohio's low-income households.

Grant agreements/contracts will be executed between ODOD and each delegate agency, defining in detail the scope of services and the responsibilities according to existing federal regulations and the approved State Plan.

To assure that all Local Delegate Agencies (LDA) receive the necessary assistance and guidance in their responsibilities, ODOD will also provide technical assistance and monitoring of programs. ODOD will also perform office audits of LDAs and receive and review LDA's A-133 audits.

Assistance will be provided through an administrative staff and will include the provision of printed forms, applications, guidelines and instructions; timely and comprehensive training of LDA staff on all operational and administrative functions; on-site technical assistance through regular and special visits; communication of special concerns or issues of interpretation on a regular basis; monitoring of program efficiency and effectiveness through on-site visits and periodic data review; investigation and resolution of applicant complaints, if any.

→How do you monitor program activities? (Please be sure to include a description of how you monitor eligibility and benefit determination.)

A structured monitoring system will be implemented by the state for on-site visits by trained personnel for review of all computer collected/compiled data and through identification of special problems. The State of Ohio implemented a web-based centralized client application and data base called the Ohio Community and Energy Assistance Network (OCEAN) in 2006. This system is shared by the State and the local agencies and allows for real-time reporting as well as access to client intake processes, income calculations, eligibility determination and client comments. There is also an audit log which tracks any updates to a client's record.

→How is your LIHEAP program audited?

Under the Single Audit Act? Yes No
If not, please describe:

For States and Territories:

→Is there an annual audit of local administering agencies? Yes No
If not, please explain.

All administering agencies submit A-133 audits to Department for review and resolution. In addition, Department Audit Office conducts audits of selected agencies on request.

statutory
references

2605(b)(12) → How did you get timely and meaningful public participation in the development of the plan? (Please describe.)

(timely and
meaningful public
partici-
pation)

To facilitate input from the public regarding the structure of the Home Energy Program, the State of Ohio will:

- ◆ **Request written comments regarding ways to improve the 2013 HEAP program from all local delegate agencies.**
- ◆ **Make available on the State of Ohio, Home Energy Assistance Program website (<http://energyhelp.Ohio.gov>) the proposed state plan, comments and testimony of public hearings.**
- ◆ **Conduct public hearings throughout Ohio regarding the proposed plan.**
- ◆ **Receive from the Ohio Department of Aging a report and review surveys taken by Area Agencies on Aging in which elderly customers expressed energy assistance needs and their views on Ohio's HEAP.**

2605(a)(2) → Did you conduct public hearings on the proposed use and distribution of your LIHEAP funds? When and where?

X Yes No

(Not required for Tribes and tribal organizations)

(public hearings)

August 2, 2012 – Cincinnati

**Cincinnati Hamilton CAC
1740 Langdon Farm Rd
Cincinnati, Ohio**

August 7, 2012- Cleveland

**Lausche Building
615 W. Superior Avenue
Cleveland, Ohio**

August 14, 2012 – Columbus

**Vern Riffe Center
77 South High Street
Columbus, Ohio**

statutory
references

2605(b)(13) → Describe your fair hearing procedures for households whose applications are denied or not acted on in a timely manner. When are applicants informed of these rights?

(fair
hearings)

Applicants are notified of their fair hearing rights in the following manners.

- 1) Verbal Notification: When an applicant calls our toll-free call center, HEAP staff will advise applicants of their applications' status and appeal rights.**
- 2) Written Notification: Whether an application is approved or denied, all applicants are notified of appeal rights in the letter containing the original determination of eligibility.**
- 3) Agency Notification: For crisis assistance, all applicants are interviewed face-to-face. Applicants are informed of their appeal rights during that interview. Also, the Appeal Procedure described below is incorporated into Energy Assistance Guidelines issued by OCA to all local grantees.**
- 4) Weatherization: Attached are the HWAP appeals procedures, which are followed in that program.**

Appeal Procedure

A household may file an appeal for the following reasons:

- 1. If the Regular or Crisis application was denied;**
- 2. If the application was neither approved nor denied within (30) days after application, unless such delay was the result of the household's lack of cooperation in providing necessary and reliable evidence with which to determine eligibility;**
- 3. If the payment was in an amount less than designated in the notice of eligibility;**
- 4. If the payment was unduly delayed after receipt of notice of eligibility;**

Appeal procedure (continued)

5. If the household was suspended from the program for violation of program rules and regulations, and contests that suspension.

Letter may make appeal to the OCA/HEAP state office, P.O. Box 2169, Columbus, Ohio 43216 or by completing an "Appeal Form". The letter or appeal form must contain the following: Applicants name, address, telephone number, social security number, the batch number, if known, the reason for the appeal and the applicant's signature. Failure to sign will delay the appeal process. Assistance at this inquiry stage can be obtained by calling the HEAP toll-free number, 1-800-282-0880. Hearing-impaired applicants with telecommunications device for the deaf (TDD) can call toll-free 1-800-686-1557.

Within thirty days of receipt of the appeal, the appeal will be approved or denied. After the appeal notification form is received appellants wishing to further their appeal will have five working days to notify HEAP to have a hearing scheduled.

All formal hearings will be conducted to the following standards:

- ◆ The hearing will be conducted at a place of reasonably convenience to the appellant;
- ◆ The appellant will be granted the opportunity to review any written evidence which is to be used in the hearing;
- ◆ The hearing officer will be a State of Ohio Employee not involved in the decision to be appealed and;
- ◆ The appellant and the HEAP office will be granted at their own expense the following rights:
 - ❖ The right to bring a representative of his/her choice to the hearing;
 - ❖ The right to present written or oral statements and other evidence;
 - ❖ The right to have witnesses subpoenaed;
 - ❖ The right to cross-examine witnesses and;
 - ❖ The right to bring an interpreter, if needed, to the hearing.

Testimony must be given under oath – the hearing must be recorded and the decision must be based only on the record.

The hearing must be scheduled to be held within forty working days following appellant's request to have a hearing scheduled, unless otherwise agreed by the parties. For good cause, the hearing officer may continue the hearing upon the request of either party. The decision will be transmitted to the applicant via certified mail. All decisions at this level are final.

statutory
references

2605(b)(15) **For States and Puerto Rico only** (not applicable to Tribes and tribal organizations, or to territories whose annual regular LIHEAP allotments are \$200,000 or less):

➔ Does the State agency that administers the following LIHEAP component also administer the State's welfare program?

(alternate
outreach
and intake)

HEATING ASSISTANCE

Yes No

If Yes, describe alternate process for outreach and intake:

COOLING ASSISTANCE

Yes No

If Yes, describe alternate process for outreach and intake:

NOT APPLICABLE

CRISIS ASSISTANCE

Yes No

If Yes, describe alternate process for outreach and intake:

statutory
references

2605(b)(16) → Do you use LIHEAP funds to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance? (This assurance refers to activities such as needs assessments, counseling, and assistance with energy vendors.)

X Yes No

If Yes, please describe these activities.

The Ohio Department of Development, Office of Community Assistance will use data obtained by the regulated utilities to target high usage households with energy efficiency education and the local designated agencies will provide case management to assist clients in determining the best payment plan options for their household budgets.

If Yes, how do you ensure that you don't use more than 5% (statutory ceiling) of your LIHEAP funds for these activities?

Anything considered an "Assurance 16" project is funded by a distinct grant amount, at or below the 5% ceiling.

statutory
references

- 2607A → Please describe leveraging activities planned for the fiscal year. **(This entry is optional.)*** Complete this entry if you plan to apply for (leveraging) LIHEAP leveraging incentive funds and to include in your leveraging report resources/benefits provided to low income households this fiscal year under criterion (iii) in 45 CFR 96.87(d)(2). Provide the following information for each:
- (1) Identify and described each resource/benefit;
 - (2) Identify the source(s) of each resource; and
 - (3) Describe the integration/coordination of each resource/benefit with the LIHEAP program, consistent with 1 or more of conditions A-H in 45 CFR 96.87(d)(2)(iii).

The State of Ohio Office of Community Assistance has and will continue to engage in activities, which enhance the value of basic LIHEAP assistance to eligible households. These activities are consistent with general definitions of “leveraging” as found in section 707 of public law 101-501, section 2607A. Regulations implementing the leveraging incentive program are contained 45 CFR Part 96. The State of Ohio will describe those activities for award of additional federal funds appropriated for this purpose.

The State of Ohio FY1991 State Plan was amended to incorporate these activities on July 14, 1992 per Transmittal No. LIHEAP-IM-92-15, dated May 21, 1992. All of the described activities in that amendment will still be in operation during FY 2013. Those activities fell into these categories: fuel funds; the Ohio Energy Credits Program (OEC) the Ohio Percent of Income Plan (PIPP) Plus and Weatherization. These are explained below:

FUEL FUNDS

Several regulated gas or electric utilities in Ohio raise and provide private funds for eligible low-income customers. Many of these fuel funds are directly administered by the State LIHEAP office or its grantees, which employ a certification of eligibility by the state office and its delegate agencies and often requires verification that the LIHEAP benefits are exhausted to qualify for assistance. Other policies, such as amount of benefit and months of availability, may vary by fund.

Determination of income eligibility and certification of same is performed by the delegate agencies, as already specified in Ohio’s state plan. Ohio’s private fuel funds could not operate according to their program rules without information provided and/or verified by the Ohio LIHEAP program.

UNIVERSAL SERVICE

On July 6, 1999 Ohio Governor Robert Taft signed Amended Substitute Senate Bill 3 (S.B.3), the Electric Restructuring Act. This legislation conferred a number of new duties and funding sources on ODOD/OCA, which will result in some changes from the state's past activities and reports filed under the LIHEAP Leveraging Incentive program.

In previous years Ohio's LIHEAP leveraging activities have centered around the Ohio Energy Credits Program (OECF) and the Percentage of Income Payment Plan (PIPP), plus cooling assistance. The latter program is not affected by S.B.3.

However, the Electric Restructuring Act did require some significant changes in OECF and PIPP.

As all of Ohio's previous reports have shown, OECF was instituted by the Ohio General assembly in the late 1970's and provided financial assistance to low-income elderly and disabled households to defray heating costs in winter. The Ohio General Revenue Fund supported OECF and those dollars were administered by the Ohio Department of Taxation. One feature of S.B.3 was to transfer the funding and administrative authority for OECF to ODOD/OCA. Further the statute required ODOD/OCA to consolidate OECF and LIHEAP into one program, so that eligible households could access both state and federal energy assistance via one application. This consolidation was accomplished in the FY2001 program. State General Revenue Funds were made available to ODOD/OCA for benefits and administrative costs on July 1, 2000.

With respect to PIPP, S.B.3 conferred administrative responsibilities and a funding source on ODOD/OCA for PIPP electric accounts only. Beginning in FY2001, ODOD/OCA began to operate the PIPP program on behalf of low-income customers of Ohio's investor-owned electric distribution companies. Natural gas PIPP account administration remains the responsibility of investor-owned gas distribution companies and was not affected by S.B.3. A fuller explanation of PIPP can be found below.

The Electric Restructuring Act directed electric distribution companies to collect from all ratepayer classes a "Universal Service Rider," i.e., a surcharge on retail electric sales. This rider replaces PIPP's current funding source, also collected from all ratepayers. The difference between the PIPP and Universal Service Riders, spelled out in the state legislation, is that Universal Service Rider collections are remitted to ODOD/OCA to be deposited in the Universal Service Fund (USF) maintained in the State Treasury.

2607A Leveraging (continued)

However S.B.3 authorizes the USEF, administered by ODOD/OCA, to support PIPP, its administrative costs and energy efficiency and consumer education services targeted to PIPP households. In collaboration with staff from the Public Utilities Commission of Ohio (PUCO), ODOD/OCA staff calculated recommended Universal Service Rider rates. The recommendations were presented to the Public Benefits Advisory Board (also created by S.B.3) to assist the Director of ODOD in devising and implementing the Universal Service program), which then advised the Director to ask PUCO to order the investor-owned electric distribution companies to put them into effect. The electric companies began charging Universal Service Rider rates on September 1, 2000, and began remitting those funds to ODOD the following month.

Regulations governing the Universal Service program were filed with the Ohio General Assembly's Joint Legislative Committee on Agency Rule Review (JCARR) on July 10, 2000. New rules for administering the Universal Service program for customers of electric distribution utilities were final and filed with JCARR on December 7, 2009 with an effective date of November 1, 2010 and approved in February 2010. The new Universal Service program is called PIPP Plus and contains an arrearage credit component.

PERCENTAGE OF INCOME PAYMENT PLAN (PIPP)

The Public Utilities Commission of Ohio (PUCO), in its ruling in case number 83-303-GE-COI created the Percent of Income Plan (PIPP). In its Opinion and Order, the PUCO established an eligibility standard for participation in PIPP at 150% of the federal poverty guidelines, explicitly citing its adoption of general LIHEAP standards as a known and verifiable criterion for which an agency, namely Ohio's Home Energy Assistance Program, already existed.

The ODOD/OCA, was involved throughout the litigation of the 83-303 case provided considerable testimony and information to PUCO about LIHEAP-eligible families and energy affordability problems they face. The Commission by its ruling in 83-303-GE-COI and subsequent cases, has established in the Ohio Administrative Code the direct role of Ohio's LIHEAP program in determining whether a household meets the 150% of the poverty standard and a requirement that anyone enrolling in PIPP must also apply for LIHEAP assistance (Rules 4901:1-18-01 through 4901:1-18-12 of the Ohio Administrative Code). During the life of Ohio's PIPP, utilities under PUCO jurisdiction and Ohio HEAP have continued to define and refine the connections between PIPP and HEAP. For example, the crisis assistance program includes a requirement that applicants enroll or be reinstated in PIPP or an alternative payment plan and the amount of the crisis assistance benefit is calculated according to the PIPP rules cited above. Eventually this led to the creation of a combination (or simultaneous) HEAP/PIPP application.

2607A Leveraging (continued)

The evolution of PIPP and its integration with HEAP in Ohio has been ongoing since December 1, 1983. Crisis assistance benefits are specifically calculated in terms of PIPP and enrollment criteria include application for LIHEAP. The PUCO, in the original 83-303 Opinion expressed in its vision of a truly coordinated and interdependent program to assist low-income Ohio Utility customers and Ohio HEAP. The Commission and companies under its jurisdiction have jointly addressed that goal since December, 1983.

In 1990, the Commission initiated case number 90-705-GE-PIPP. The purpose of this case was to review and modify certain aspects of the PIPP program in light of utilities' and Ohio HEAP's experience with the program over the past several years, especially since the development of the HEAP/PIPP combined application mentioned above

Negotiations took place among the ODOD/OCA, PUCO staff and representatives of Ohio's regulated natural gas and electric utilities. In June, 1991 those parties signed a stipulation, which, among other regulatory changes, established a system whereby the ODOD/OCA was authorized to perform a service previously carried out by the utilities.

Because Ohio HEAP certified or confirms the income eligibility of households to participate in PIPP, the next logical step was for the state office to reverify PIPP eligibility. This means Ohio HEAP certifies that a household remains eligible for PIPP because its income is still at or below 150% of the poverty guidelines. This process also establishes a household's new monthly PIPP payment, based on any changes in income identified by HEAP.

The utilities for whom Ohio HEAP performs PIPP income re-verification will compensate the state office for this service on a per-account basis. The state will incur no additional administrative costs in providing the utilities with the information they need to administer PIPP.

In the administration of the PIPP program there have been several accommodations with utility companies that leverage resources for HEAP recipients.

Based on contracts with the ODOD, utilities were no longer allowed to charge security deposits for customers being enrolled in the PIPP program. With the adoption of the new "PIPP Plus" rules that became effective November 1, 2010, neither natural gas nor electric companies will be permitted to charge security deposits or late fees to PIPP customers. When the Crisis HEAP customer enrolls in PIPP, they are required to only pay the initial PIPP payment. Under the revised rules, PIPP payments are 6% of the monthly income or a \$10 minimum payment, whichever is greater for natural gas and the greater of 6% of the monthly household income or \$10 for electricity. Total electric households will pay the greater of 10% of the monthly household income or \$10.

2607A Leveraging (continued)

Additionally, to try to incentivize better payment behavior under the new rules, every month a PIPP customer pays their installment on-time and in-full, they will receive an arrearage credit of 1/24th of the accumulated arrearage as of November 1, 2010 and a credit of the remainder of the bill (delta) for that particular month.

LIHEAP WEATHERIZATION

Up to 15% of Ohio's LIHEAP grant can be transferred to the Home Weatherization Assistance Program as authorized by Section 5117.21 of the Ohio Revised Code. The transferred LIHEAP monies were then held out for "match" by private utility companies. Three companies, East Ohio Gas, Columbia Gas and Dayton Power and Light put up their funds to provide weatherization services to their low-income customers.

Coordination of services to Ohioans with incomes at or below 150% of the federal poverty guidelines has always been a major goal and effort of the Ohio Office of Community Assistance. Rules promulgated by the Public Utilities Commission of Ohio (PUCO) mandate that households apply for both HEAP and HWAP when enrolling in the Percent of Income Payment Plan (PIPP Plus).

Households with unusually high consumption are targeted for services made possible by the combination of LIHEAP Weatherization and utility dollars.

*** Leveraged resources/benefits that are counted under criterion (iii) in 45 CFR 96.87(d)(2) must be identified and described in the grantee's LIHEAP plan and distributed as indicated in the plan. In addition, leveraging resources/benefits that are counted under criterion (ii) must be carried out under one or more components of the grantee's regular LIHEAP program.**

statutory
references

2605(b) → Please describe performance goals and measures planned for the fiscal year.
(This entry is optional.)

(performance)
goals and
measures)

The new Percentage of Income Payment Plan Plus (PIPP Plus) rules for both natural gas and electric include a requirement that regulated utilities provide client level usage and payment data to ODOD/OCA for any PIPP Plus customers as well as any customers receiving a LIHEAP benefit within the past 12 months (rolling). Therefore, beginning with the implementation of PIPP Plus in November of 2010, OCA has collected this data and will be analyzing it to be able to report not only on how the new PIPP Plus rules have affected payment behavior, but also on the energy burdens of LIHEAP customers and how energy efficiency education and weatherization measures affect usage. While OCA is still in the development stage of this data collection and reporting, the data analysis should become more sophisticated and hopefully will provide valuable information on the impact of LIHEAP for its participants.

ADDITIONAL CERTIFICATIONS AND REQUIREMENTS

Attached are additional certifications required as follows:

- * **Lobbying certification**, which must be filed by all States and territories. If applicable, Form LLL, which discloses lobbying payments, must be submitted. **(Tribes and tribal organizations are EXEMPT)**
- * **Debarment and suspension certification**, which must be filed by all grantees.
- * **Drug-free workplace requirement certification**, which must be filed by all grantees, unless the grantee has filed a statewide certification with the Department of Health and Human Services. **STATES ONLY:** If you have filed a statewide certification for the drug-free workplace requirement, please check here: _____
- * One of the new requirements included in the 1994 reauthorization of the statute is that grantees must include in their annual application for funds a report on the number and income levels of households applying for and receiving LIHEAP assistance, and on the number of recipient households that have members who are elderly, disabled, or young children.

All Tribes and those territories with allotments of less than \$200,000 need only submit data on the number of households served by each component (heating, cooling, weatherization and crisis). The approval for the collection of information contained in the **LIHEAP Household Report** is covered by OMB approval number 0970-0060.
- * Though not a part of this application, the report on funds to be carried over or available for reallocation as required by section 2607(a) for the preceding year must be submitted by August 1 of each year. A grant award for the current fiscal year may not be made until the carryover/reallocation report is received. The approval for the collection of information contained in the **LIHEAP Carryover and Reallocation Report** is covered by OMB approval number 0970-0106.

APPENDIX A

Janet Cesner, Office of Community Assistance
2013 Ohio State Plan
Governor Delegation



JOHN R. KASICH
GOVERNOR
STATE OF OHIO

August 29, 2012

Ms. Jeannie Chaffin, Director
Administration for Children and Families
U.S. Department of Health and Human Services
Office of Community Services
Division of State Assistance
370 L'Enfant Promenade, S.W., 5th Floor W.
Washington, D.C. 20447

Dear Ms. Chaffin:

This letter is to advise you that, until further notice, I hereby delegate authority to the Ohio Department of Development, to act for the State of Ohio, and for me as Governor, in making applications and in providing certification to the assurances contained in the Community Services Block Grant Act, Title VI, of the Omnibus Reconciliation Act of 1981, as amended, for the Community Services Block Grant. The Department of Development will also make applications and provide certification to the 16 assurances contained in Title XXVI, section 2605 (b) of the Omnibus Budget Reconciliation Act of 1981, Public Law 97-35, as amended in the administration, and operation of its Low-Income Home Energy Assistance Program.

Thank you for your consideration in this matter. Any questions regarding the implementation of these programs should be directed to Janet Cesner, Interim Deputy Chief of the Ohio Department of Development's Office of Community Assistance at (614) 644-6637 or by e-mail at Janet.Cesner@development.ohio.gov.

Sincerely,

A handwritten signature in blue ink, appearing to read "John R. Kasich", is written over a light blue circular stamp.

John R. Kasich
Governor

APPENDIX B

Janet Cesner, Office of Community Assistance
2013 Ohio State Plan
Certifications

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY
MATTERS – PRIMARY COVERED TRANSACTIONS**

Instructions for Certification

1. By signing and submitting this proposal, the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.
6. The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency entering into this transaction.
7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," provided by the department or agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.
9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge

and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

Certification Regarding Debarment, Suspension, and Other Responsibility Matters - Primary Covered Transactions

(1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:

(a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;

(b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

(c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and

(d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

(2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Agency Name Ohio Department of Development Grantee No. LIHEAP 2013


Signature Beth Trombold Title Assistant Director Date 8/21/12

CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS

This certification is required by the regulations implementing the Drug-Free Workplace Act of 1988: 45 CFR Part 76, Subpart, F. Sections 76.630(c) and (d)(2) and 76.645(a)(1) and (b) provide that a Federal agency may designate a central receipt point for STATE-WIDE AND STATE AGENCY-WIDE certifications, and for notification of criminal drug convictions. For the Department of Health and Human Services, the central point is: Division of Grants Management and Oversight, Office of Management and Acquisition, Department of Health and Human Services, Room 517-D, 200 Independence Avenue, SW Washington, DC 20201.

Instructions for Certification

1. By signing and/or submitting this application or grant agreement, the grantee is providing the certification set out below.
2. The certification set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. If it is later determined that the grantee knowingly rendered a false certification, or otherwise violates the requirements of the Drug-Free Workplace Act, the agency, in addition to any other remedies available to the Federal Government, may take action authorized under the Drug-Free Workplace Act.
3. For grantees other than individuals, Alternate I applies.
4. For grantees who are individuals, Alternate II applies.
5. Workplaces under grants, for grantees other than individuals, need not be identified on the certification. If known, they may be identified in the grant application. If the grantee does not identify the workplaces at the time of application, or upon award, if there is no application, the grantee must keep the identity of the workplace(s) on file in its office and make the information available for Federal inspection. Failure to identify all known workplaces constitutes a violation of the grantee's drug-free workplace requirements.
6. Workplace identifications must include the actual address of buildings (or parts of buildings) or other sites where work under the grant takes place. Categorical descriptions may be used (e.g., all vehicles of a mass transit authority or State highway department while in operation, State employees in each local unemployment office, performers in concert halls or radio studios).
7. If the workplace identified to the agency changes during the performance of the grant, the grantee shall inform the agency of the change(s), if it previously identified the workplaces in question (see paragraph five).
8. Definitions of terms in the Nonprocurement Suspension and Debarment common rule and Drug-Free Workplace common rule apply to this certification. Grantees' attention is called, in particular, to the following definitions from these rules:

Controlled substance means a controlled substance in Schedules I through V of the Controlled Substances Act (21 U.S.C. 812) and as further defined by regulation (21 CFR 1308.11 through 1308.15);

Conviction means a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes;

Criminal drug statute means a Federal or non-Federal criminal statute involving the manufacture, distribution, dispensing, use, or possession of any controlled substance;

Employee means the employee of a grantee directly engaged in the performance of work under a grant, including: (i) All direct charge employees; (ii) All indirect charge employees unless their impact or involvement is insignificant to the performance of the grant; and, (iii) Temporary personnel and consultants who are directly engaged in the performance of work under the grant and who are on the grantee's payroll. This definition does not include workers not on the payroll of the grantee (e.g., volunteers, even if used to meet a matching requirement; consultants or independent contractors not on the grantee's payroll; or employees of subrecipients or subcontractors in covered workplaces).

Certification Regarding Drug-Free Workplace Requirements

Alternate I. (Grantees Other Than Individuals)

The grantee certifies that it will or will continue to provide a drug-free workplace by:

- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
- (b) Establishing an ongoing drug-free awareness program to inform employees about --
 - (1) The dangers of drug abuse in the workplace;
 - (2) The grantee's policy of maintaining a drug-free workplace;
 - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
- (c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);

- (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will --
 - (1) Abide by the terms of the statement; and
 - (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
- (e) Notifying the agency in writing, within ten calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;
- (f) Taking one of the following actions, within 30 calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted --
 - (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
 - (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- (g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).

The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

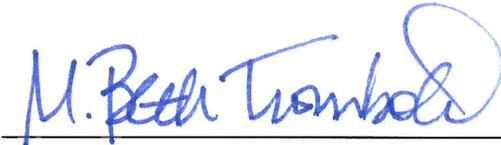
Place of Performance (Street address, city, county, state, zip code)

Check if there are workplaces on file that are not identified here.

Alternate II. (Grantees Who Are Individuals)

- (a) The grantee certifies that, as a condition of the grant, he or she will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant;
- (b) If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, he or she will report the conviction, in writing, within 10 calendar days of the conviction, to every grant officer or other designee, unless the Federal agency designates a central point for the receipt of such notices. When notice is made to such a central point, it shall include the identification number(s) of each affected grant. *[55 FR 21690, 21702, May 25, 1990]*

Agency Name Ohio Department of Development Grantee No. LIHEAP - 2013

 **Beth Trombold** 8/21/12
 Signature **Assistant Director** Date

CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an Employee of a Member of Congress in connection with awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

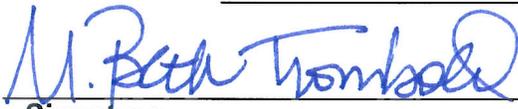
This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31 U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000.00 and not more than \$100,000.00 for each such failure.

Statement for Loan Guarantees and Loan Insurance

The undersigned certifies, to the best of his or her knowledge and belief, that:

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

Agency Name Ohio Department of Development **Grantee No.** LIHEAP - 2013


Signature

Beth Trombold
Assistant Director

8/21/12
Date

APPENDIX C

Janet Censer, Office of Community Assistance
2013 Ohio State Plan
Public Hearing Documentation



HEAP

2013 Energy Assistance Programs Public Hearings

| | | |
|-------------------|---------------------------------------|--|
| Cincinnati | August 2, 2012 10:00 A.M. | Cincinnati Hamilton CAA 1740 Langdon Farm Road (GLR Conference Hall) Cincinnati, OH 45237 |
| Cleveland | August 7, 2012 1:00 P.M. | Lausche Building 615 West Superior Avenue 2nd Floor Auditorium Cleveland, OH 44113 |
| Columbus | August 14, 2012 10:00 A.M. | Vern Riffe Tower 77 S. High Street 31st Floor, South B&C Columbus, OH 43215 |



PUBLIC HEARING NOTICE

Pursuant to the Low Income Home Energy Assistance Act (Public Law 97-35, as amended by Public Law 103-252), notice is hereby given that the Ohio Department of Development, Community Services Division, Office of Community Assistance, will hold a Public Hearing at 1:00 p.m., August 7, 2012 at the Lausche Building, located at 615 West Superior Avenue, 2nd Floor Auditorium, Cleveland, Ohio 44113.

The purpose of the hearing is to solicit comment and entertain discussion on the winter 2011-2012 HEAP season and the proposed plan for the 2012-2013 program. The hearing will proceed until all testimony is heard.

Written statements submitted prior to the hearings will be included in the hearing record. Further information is obtainable from HEAP, Ohio Department of Development, P.O. Box 1001, Columbus, Ohio 43216-1001, or by calling the toll-free HEAP hotline, 1-800-282-0880.



PUBLIC HEARING NOTICE

Pursuant to the Low Income Home Energy Assistance Act (Public Law 97-35, as amended by Public Law 103-252), notice is hereby given that the Ohio Department of Development, Community Services Division, Office of Community Assistance, will hold a Public Hearing at 10:00 a.m., August 14, 2012 at the Verne Riffe Tower, located at 77 S. High Street, 31st Floor, South B & C, Columbus, Ohio 43215

The purpose of the hearing is to solicit comment and entertain discussion on the winter 2011-2012 HEAP season and the proposed plan for the 2012-2013 program. The hearing will proceed until all testimony is heard.

Written statements submitted prior to the hearings will be included in the hearing record. Further information is obtainable from HEAP, Ohio Department of Development, P.O. Box 1001, Columbus, Ohio 43216-1001, or by calling the toll-free HEAP hotline, 1-800-282-0880.



PUBLIC HEARING NOTICE

Pursuant to the Low Income Home Energy Assistance Act (Public Law 97-35, as amended by Public Law 103-252), notice is hereby given that the Ohio Department of Development, Community Services Division, Office of Community Assistance, will hold a Public Hearing at 10:00 a.m., August 2, 2012 at the Cincinnati-Hamilton County Community Action Agency, 1740 Langdon Farm Road (Auditorium), Cincinnati, Ohio 45237

The purpose of the hearing is to solicit comment and entertain discussion on the winter 2011-2012 HEAP season and the proposed plan for the 2012-2013 program. The hearing will proceed until all testimony is heard.

Written statements submitted prior to the hearings will be included in the hearing record. Further information is obtainable from HEAP, Ohio Department of Development, P.O. Box 1001, Columbus, Ohio 43216-1001, or by calling the toll-free HEAP hotline, 1-800-282-0880.



Department of
Aging

John Kasich, Governor
Bonnie Kantor-Burman, Director

August 20, 2012

Janet Cesner
Interim Deputy Chief
Office of Community Assistance
Ohio Development Services Agency
77 South High Street
Columbus, Ohio 43215

Dear Janet:

I am writing to express support for Ohio's Energy Assistance Programs, which are an integral part of the social safety net for Ohio's older citizens. Many older adults with limited incomes rely on this assistance and would not be able to get through the winter – or the summer – without it. This frail population is extremely vulnerable to temperature extremes; they are the first to succumb to respiratory illnesses and other ills due to freezing temperatures or deadly heat. For them, a lack of resources is a health issue as well as a financial one.

The mission of the Ohio Department of Aging is to provide leadership for the delivery of services and supports that improve and promote quality of life and personal choice for older Ohioans, adults with disabilities, their families and their caregivers. We strive to empower Ohioans with independence and dignity as they age and change, so that very long lives are lived well.

I would encourage the Ohio Department of Development to continue priority outreach to older persons and persons with disabilities through community-based efforts such as home visits by trained and experienced aging-network staff; use of the maximum allowable percent of Ohio's LIHEAP allocation for low-cost residential weatherization; and continuation of the summer crisis program that is so important for the health of the high-risk, frail senior population.

In particular, I want to offer data to support a weighted HEAP subsidy benefits for Ohioans who are elderly or disabled.

The vast majority of older Ohioans express a desire to age in place, but rising costs combined with falling incomes make that goal more difficult. A majority of older adults report having a chronic health condition and many are not confident that their incomes will be sufficient to meet their monthly expenses over the next five to 10 years.

Housing costs are becoming increasingly burdensome for older adults. Statistics for Ohio show a marked increase in housing cost burden (including utilities) for older householders from 2000 to 2009. The Ohio State Housing Profiles 2011 offer statistics for older adults of all incomes, but data for the lowest income "quartile" of Ohioans 65 + are most telling.

Janet Cesner
August 20, 2012
Page two

In Ohio, more than 71 percent of very low income senior *renters* are cost burdened; 44% spend 50% or more of their incomes for housing-related costs. *Homeowners* are struggling too: In 2009, 96 percent of very low income Ohio homeowners 65 + with a mortgage were burdened and 80 percent spent 50% or more of their incomes for housing costs. Low income older homeowners without a mortgage are struggling, too: 57% are burdened, and a quarter of them spend 50% or more of their incomes for housing costs.¹

We appreciate the support the Office of Community Assistance has provided us to get out the word about energy assistance to seniors throughout the state. You and your staff have been helpful, cooperative and enthusiastic in supporting us in this outreach campaign. Please be assured that the Ohio Department of Aging will again use its infrastructure and expertise to maintain a high level of access to energy assistance information for older Ohioans and people with disabilities, particularly those who are homebound.

Thank you for your attention and consideration.



Janet Hofmann
Housing Administrator
Division for Community Living
Ohio Department of Aging

JH/jl

¹ AARP Public Policy Institute, State Profiles 2011, Ohio

APPENDIX D

Janet Cesner, Office of Community Assistance

2013 Ohio State Plan

Home Energy Assistance Program

Vendor Participation Agreement

**HOME ENERGY ASSISTANCE PROGRAM
PARTICIPATION AGREEMENT**

**Ohio Department of Development
Office of Community Services / Home Energy Assistance Program (OCS/HEAP)
P.O. Box 2169, Columbus, Ohio 43216**

Statement of conditions for participation in Ohio's Office of Community Services/Home Energy Assistance Program in accordance with the Low-Income Home Energy Assistance Act of 1982.

1. The Home Energy Supplier shall charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment made by OCS/HEAP. The actual cost of the home energy shall not exceed the customary cost charged by the industry for energy to consumers in the geographical area in which the energy is provided.

2. The Energy Supplier shall not discriminate against any eligible household in regard to the terms and conditions of sale, credit, delivery price, program participation, race, religion, color, sex, national origin, handicap or age.

3. The Energy Supplier agrees to comply with applicable state laws and regulations. Furthermore, the Energy Supplier warrants that it is not disbarred and/or suspended, and will comply with OCS/HEAP rules and guidelines which govern the implementation of the Home Energy Assistance program.

4. The Energy Supplier shall expend energy assistance payments solely for residential dwellings comprised of any individual or group of individuals who are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payments for energy in the form of rent.

5. The Energy Supplier shall assure that the benefit of any energy assistance payment accrues to the eligible household for which the payment is made.

- a. Energy Supplier agrees to note on customer's account the date on which the Notice of Decision/Intent to Pay was received by the supplier.
- b. Energy Supplier agrees to credit the customer's account upon payment by the OCS/HEAP.

6. Energy Supplier agrees to indemnify and to hold the OCS/HEAP and state harmless and immune from any and all claims for injury or damages arising from this Agreement and Energy Supplier's performance of the obligations or activities in furtherance of the Project which are attributable to the Energy Supplier's own actions or omissions or those of its trustees, officers, employees, subcontractors, suppliers, third parties utilized by the Energy Supplier, or joint ventures while acting under This Agreement. Such claims shall include, but are not limited to, any claims made under the Fair Labor Standards Act or under any other federal or state law involving wages, overtime, or employment matters and any claims involving patents, copyrights, and trademarks. The Energy Supplier shall bear all costs associated with defending the OCS/HEAP and the State of Ohio against any claims.

If the Energy Supplier is a "Subdivision" or "Taxing Unit", as defined by Ohio Revised Code Section 5705.01, it shall maintain liability and property insurance to cover actionable legal claims for liability of loss which are the result of injury to or death of any person, damage to property (including property of OCS/HEAP) caused by the negligent acts or omissions, or negligent conduct of the Energy Supplier, to the extent permitted by law, in connection with the activities of the Agreement. Furthermore, each party to this Agreement agrees to be liable for the negligent acts or negligent omissions by or through itself, its employees, agents and subcontractors. Each party further agrees to defend itself and themselves and pay any judgments and costs arising out of such negligent acts or omissions, and nothing in this Agreement shall impute transfer of any such liability from one to the other.

7. The Energy Supplier shall retain all books, records and other documents relevant to normal billing procedures and upon reasonable notice to energy supplier, any duly authorized representative of the Ohio Department of Development shall have full access to said materials to audit sample or otherwise evaluate energy assistance payments.

8. Should the Energy Supplier fail to perform satisfactorily any requirements of this Agreement, or upon just cause, OCS/HEAP may immediately terminate the Agreement.

9. In accordance with Executive Order 2007-01S, Energy Supplier, by its signature on this document, certifies: (1) it has reviewed and understands Executive Order 2007-01S, (2) has reviewed and understands the Ohio ethics and conflict of interest laws including, without limitation, Ohio Revised Code Sections 102.01 et seq., 2921.01, 2921.42, 2921.421 and 2921.43, and Section 3517.13(I) and (J), and (3) will take no action inconsistent with those laws and the order, as any of them may be amended or supplemented from time to time. Energy Supplier understands that failure to comply with Executive Order 2007-01S is, in itself, grounds for termination of this Agreement and the grant of funds made pursuant to this Agreement and may result in the loss of other contracts or grants with the State of Ohio.

10. Energy Supplier hereby certifies, by its signature on this document, that all applicable parties listed in Divisions (I)(3) or (J)(3) of Ohio Revised Code Section 3517.13 are in full compliance with Divisions (I)(1) and (J)(1) of Ohio Revised Code Section 3517.13.

NOTE: Residential landlord and/or residential management companies are not considered to be energy suppliers and are not eligible to be enrolled as an Energy Supplier for OCS/HEAP.

HOME ENERGY ASSISTANCE PROGRAM PARTICIPATION AGREEMENT

Please check if you will be using our web-based interface (OCEAN) for accepts and rejects. A Confidentiality Agreement must be completed for each user. Please see attached.

| | | |
|---|------------------------------------|--|
| 1. Legal Name of Business/Individual: | | 3. Employer Identification Number (EIN) <div style="border: 1px solid black; height: 20px; width: 100%;"></div> |
| 2. Business Trade Name, DBA Name (if different from above) | | OR Social Security Number (SSN) <div style="border: 1px solid black; height: 20px; width: 100%;"></div> |
| 4. Telephone Number: | 5. Fax Number: | 6. Email Address: |
| 7. Put a "✓" in the box that applies to your business entity. <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Non-Profit <input type="checkbox"/> Individual <input type="checkbox"/> Other (Specify) _____ | | 8. Company Website: |
| Note: If Sole Proprietor, individual's name must appear in block #1 | | 9. County(ies) Served: |
| 10. Office Address: | | 11. County: |
| 12. Mailing Address:(If different from above) | | 13. County: |
| 14. Type of Fuel/Service Provided: <input type="checkbox"/> Natural Gas <input type="checkbox"/> Propane/Bottle Gas <input type="checkbox"/> Coal/Wood/Pellets <input type="checkbox"/> Repair/Install Heating/Cooling Systems <input type="checkbox"/> Electric <input type="checkbox"/> Fuel Oil/Kerosene <input type="checkbox"/> Portable Heaters <input type="checkbox"/> Room Air Conditioners | | |
| PLEASE ATTACH A COMPLETED SAMPLE COPY OF YOUR INVOICE OR INVOICES (SHOWING ACCOUNT #S) | | Please enter the minimum # of gallons before you will make a delivery _____ |
| 15. Name and Title of Contact Person: | 16. Phone Number: | 17. Email Address: |
| 18. CERTIFICATION: The undersigned Energy Supplier agrees to comply with the conditions listed on pages one and two as a Participant for HEAP, effective on the signature date of this agreement and represents that to the best of his or her knowledge the information given is true, correct and complete. <hr style="border: 0; border-top: 1px solid black; margin: 10px 0;"/> <div style="display: flex; justify-content: space-between;">Signature of Authorized RepresentativeDate</div> | | |
| For OCS Staff only | | |
| Vendor # <div style="border: 1px solid black; width: 50px; height: 20px; display: inline-block;"></div> | Initials & Date of OCS Staff _____ | Initials & Date of OCS Supervisor _____ |

State of Ohio

Ohio Department of Development

OCEAN Data Confidentiality Agreement for Vendors

Security and confidentiality are a matter for concern of all users of Ohio Department of Development (ODOD) information systems, including all other persons who are given limited access to ODOD confidential data for business reasons. Each person entrusted with an authorized ID to access any ODOD system holds a position of trust relative to the information it contains and must recognize and accept the responsibilities entrusted to him/her in preserving the security and confidentiality of that information. Certain information may be subject to confidentiality requirements imposed by state and/or federal law.

An authorized user's conduct, either on or off the job, may threaten the security and confidentiality of this information. Therefore, it is the responsibility of every user to know and understand the following:

1. You are being given access to ODOD's OCEAN system only for the purpose of confirming delivery of goods or services for which you are to be paid by ODOD. You must not use, or permit any other person to use, OCEAN or any information in OCEAN for any other purpose.
2. You must not seek to benefit personally, or permit others to benefit personally, from any information to which you are given access by virtue of your vendor relationship with ODOD.
3. You must not disclose the contents of any record you may access through OCEAN to any person except as necessary for you to provide the goods or services for which you are to be paid by ODOD.
4. You must not knowingly include or cause to be included in any record or report you create for ODOD any false, inaccurate, or misleading entry.
5. You must not disclose or share any security codes, *i.e.*, sign-ons, passwords, *etc.*, used to access OCEAN or otherwise to do business with ODOD.
6. You must report any violation of this Agreement to ODOD immediately to: Shawn Robinson at Shawn.Robinson@development.ohio.gov or 614-644-7737
7. You acknowledge that certain information in OCEAN may be subject to privacy protections under federal and state law, and you understand that you may be subject to civil and/or criminal penalties if you violate those laws by unauthorized use or disclosure of information you obtain from ODOD through OCEAN.
8. You understand that accounts with no activity for 90 days will be disabled. You will be required to sign a new confidentiality agreement to re-establish any account that has been disabled (except an account disabled due to invalid password entered).
9. You certify to ODOD that the email address provided below is your work account, and it is not shared or accessed by anyone other than you.

Any violation of this policy may result in termination of your OCEAN access. ODOD may exercise any remedy available to it under law to enforce this Agreement.

I have read and understand the OCEAN Data Confidentiality Agreement:

Vendor Name _____

Signed _____ (Date) _____

Name (Print) _____ (Position Title) _____

Work Address (full address) _____

Phone Number _____ Ext _____

Work E-Mail _____

*****To be filled out by company owner or above employees supervisor only*****

Please list any other companies _____
the employee listed above _____
should have access to..... _____

Authorized Approval (Print)..... _____

Authorized Approval (Sign) _____ (Date) _____

| |
|---|
| <i>For OCS Use Only:</i> User Created/updated by: _____ ODOD Approval _____ |
|---|

***** FOR INSTRUCTIONAL USE ONLY *****

READ BEFORE COMPLETING YOUR DMA FORM

Forms not conforming to the specifications listed below or not submitted to the appropriate agency or office will not be processed.

- To complete this form, you will need a copy of the Terrorist Exclusion List for reference. The Terrorist Exclusion List can be found on the Ohio Homeland Security Web site at the following address:

<http://www.homelandsecurity.ohio.gov/dma.asp>

- Be sure you have the correct DMA form. If you are applying for a state issued license, permit, certification or registration, the "State Issued License" DMA form must be completed (HLS 0036). If you are applying for employment with a government entity, the "Public Employment" DMA form must be completed (HLS 0037). If you are obtaining a contract to conduct business with or receive funding from a government entity, the "Government Business and Funding Contracts" DMA form must be completed (HLS 0038). The Pre-certification form (HLS 0035) should only be completed if you are specifically instructed to do so by the agency or office requesting the form.
- Your DMA form is to be submitted to the issuing agency or entity. "Issuing agency or entity" means the government agency or office that has requested the form from you or the government agency or office to which you are applying for a license, employment or a business contract. For example, if you are seeking a business contract with the Ohio Department of Commerce's Division of Financial Institutions, then the form needs to be submitted to the Department of Commerce's Division of Financial Institutions. Do NOT send the form to the Ohio Department of Public Safety UNLESS you are seeking a license from or employment or business contract with one of its eight divisions listed below.

- Department of Public Safety Divisions:

| | |
|----------------------------------|--------------------------------|
| Administration | Ohio Homeland Security* |
| Ohio Bureau of Motor Vehicles | Ohio Investigative Unit |
| Ohio Emergency Management Agency | Ohio Criminal Justice Services |
| Ohio Emergency Medical Services | Ohio State Highway Patrol |

- * DO NOT SEND THE FORM TO OHIO HOMELAND SECURITY UNLESS OTHERWISE DIRECTED. FORMS SENT TO THE WRONG AGENCY OR ENTITY WILL NOT BE PROCESSED.

***** FOR INSTRUCTIONAL USE ONLY *****



PRE-CERTIFICATION FOR PRIVATE ENTITIES
 In accordance with section 2909.33 of the Ohio Revised Code

DECLARATION REGARDING MATERIAL ASSISTANCE/NONASSISTANCE TO A TERRORIST ORGANIZATION

This form serves as a declaration of the provision of material assistance to a terrorist organization or organization that supports terrorism as identified by the U.S. Department of State Terrorist Exclusion List (see the Ohio Homeland Security Division Web site for the Terrorist Exclusion List).

Any answer of "yes" to any question, or the failure to answer "no" to any question on this declaration shall serve as a disclosure that material assistance to an organization identified on the U.S. Department of State Terrorist Exclusion List has been provided. Failure to disclose the provision of material assistance to such an organization or knowingly making false statements regarding material assistance to such an organization is a felony of the fifth degree.

For the purposes of this declaration, "material support or resources" means currency, payment instruments, other financial securities, funds, transfer of funds, and financial services that are in excess of one hundred dollars, as well as communications, lodging, training, safe houses, false documentation or identification, communications equipment, facilities, weapons, lethal substances, explosives, personnel, transportation, and other physical assets, except medicine or religious materials.

COMPLETE THIS SECTION ONLY IF YOU ARE AN INDEPENDENT CONTRACTOR

| | | | | |
|--------------|-------|------------|--------|----|
| LAST NAME | | FIRST NAME | | MI |
| HOME ADDRESS | | | | |
| CITY | STATE | ZIP | COUNTY | |
| HOME PHONE | | WORK PHONE | | |

COMPLETE THIS SECTION ONLY IF YOU ARE A COMPANY, BUSINESS OR ORGANIZATION

| | | | | |
|----------------------------|-------|------------|--------|----|
| LAST NAME | | FIRST NAME | | MI |
| BUSINESS/ORGANIZATION NAME | | | PHONE | |
| BUSINESS ADDRESS | | | | |
| CITY | STATE | ZIP | COUNTY | |

DECLARATION

In accordance with section 2909.32 (A)(2)(b) of the Ohio Revised Code

For each question, indicate either "yes," or "no" in the space provided. Responses must be truthful to the best of your knowledge.

1. Are you a member of an organization on the U.S. Department of State Terrorist Exclusion List? Yes No
2. Have you used any position of prominence you have with any country to persuade others to support an organization on the U.S. Department of State Terrorist Exclusion List? Yes No
3. Have you knowingly solicited funds or other things of value for an organization on the U.S. Department of State Terrorist Exclusion List? Yes No
4. Have you solicited any individual for membership in an organization on the U.S. Department of State Terrorist Exclusion List? Yes No
5. Have you committed an act that you know, or reasonably should have known, affords "material support or resources" to an organization on the U.S. Department of State Terrorist Exclusion List? Yes No
6. Have you hired or compensated a person you knew to be a member of an organization on the U.S. Department of State Terrorist Exclusion List, or a person you knew to be engaged in planning, assisting, or carrying out an act of terrorism? Yes No

In the event of a denial of pre-certification due to a positive indication that material assistance has been provided to a terrorist organization, or an organization that supports terrorism as identified by the U.S. Department of State Terrorist Exclusion List, a review of the denial may be requested. The request must be sent to the Ohio Department of Public Safety's Division of Homeland Security. The request forms and instructions for filing can be found on the Ohio Homeland Security Division Web site.

CERTIFICATION

I hereby certify that the answers I have made to all of the questions on this declaration are true to the best of my knowledge. I understand that if this declaration is not completed in its entirety, it will not be processed and I will be automatically disqualified. I understand that I am responsible for the correctness of this declaration. I understand that failure to disclose the provision of material assistance to an organization identified on the U.S. Department of State Terrorist Exclusion List, or knowingly making false statements regarding material assistance to such an organization is a felony of the fifth degree. I understand that any answer of "yes" to any question, or the failure to answer "no" to any question on this declaration shall serve as a disclosure that material assistance to an organization identified on the U.S. Department of State Terrorist Exclusion List has been provided by myself or my organization. If I am signing this on behalf of a company, business or organization, I hereby acknowledge that I have the authority to make this certification on behalf of the company, business or organization referenced on page 2 of this declaration.

X _____
APPLICANT SIGNATURE DATE

Request for Taxpayer Identification Number and Certification

Give form to the
 requester. Do not
 send to the IRS.

| | | |
|---|---|---|
| Print or type See Specific instructions on page 2. | Name (as shown on your income tax return) | |
| | Business name, if different from above | |
| | Check appropriate box: <input type="checkbox"/> Individual/ Sole proprietor <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Other ▶ | |
| | <input type="checkbox"/> Exempt from backup withholding | |
| | Address (number, street, and apt. or suite no.) | Requester's name and address (optional) |
| | City, state, and ZIP code | |
| List account number(s) here (optional) | | |

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

| | | | | | | | | | | |
|---|--|--|--|--|--|--|--|--|--|--|
| Social security number | | | | | | | | | | |
| <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%; border: 1px solid black;"> </td> </tr> </table> | | | | | | | | | | |
| | | | | | | | | | | |
| or | | | | | | | | | | |
| Employer identification number | | | | | | | | | | |
| <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%; border: 1px solid black;"> </td> </tr> </table> | | | | | | | | | | |
| | | | | | | | | | | |

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. person (including a U.S. resident alien).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 4.)

| | | |
|------------------|----------------------------|--------|
| Sign Here | Signature of U.S. person ▶ | Date ▶ |
|------------------|----------------------------|--------|

Purpose of Form

A person who is required to file an information return with the IRS, must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

U.S. person. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee.

In 3 above, if applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

For federal tax purposes, you are considered a person if you are:

- An individual who is a citizen or resident of the United States,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, or
- Any estate (other than a foreign estate) or trust. See Regulations sections 301.7701-6(a) and 7(a) for additional information.

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

- The U.S. grantor or other owner of a grantor trust and not the trust, and
- The U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

Foreign person. If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien.

Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity not subject to backup withholding, give the requester the appropriate completed Form W-8.

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 28% of such payments (after December 31, 2002). This is called "backup withholding." Payments that may be subject to backup withholding include interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester,
2. You do not certify your TIN when required (see the Part II instructions on page 4 for details),

3. The IRS tells the requester that you furnished an incorrect TIN,

4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or

5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See the instructions below and the separate Instructions for the Requester of Form W-9.

Also see *Special rules regarding partnerships* on page 1.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Name

If you are an individual, you must generally enter the name shown on your income tax return. However, if you have changed your last name, for instance, due to marriage without informing the Social Security Administration of the name change, enter your first name, the last name shown on your social security card, and your new last name.

If the account is in joint names, list first, and then circle, the name of the person or entity whose number you entered in Part I of the form.

Sole proprietor. Enter your individual name as shown on your income tax return on the "Name" line. You may enter your business, trade, or "doing business as (DBA)" name on the "Business name" line.

Limited liability company (LLC). If you are a single-member LLC (including a foreign LLC with a domestic owner) that is disregarded as an entity separate from its owner under Treasury regulations section 301.7701-3, enter the owner's name on the "Name" line. Enter the LLC's name on the "Business name" line. Check the appropriate box for your filing status (sole proprietor, corporation, etc.), then check the box for "Other" and enter "LLC" in the space provided.

Other entities. Enter your business name as shown on required federal tax documents on the "Name" line. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on the "Business name" line.

Note. You are requested to check the appropriate box for your status (individual/sole proprietor, corporation, etc.).

Exempt From Backup Withholding

If you are exempt, enter your name as described above and check the appropriate box for your status, then check the "Exempt from backup withholding" box in the line following the business name, sign and date the form.

Generally, individuals (including sole proprietors) are not exempt from backup withholding. Corporations are exempt from backup withholding for certain payments, such as interest and dividends.

Note. If you are exempt from backup withholding, you should still complete this form to avoid possible erroneous backup withholding.

Exempt payees. Backup withholding is not required on any payments made to the following payees:

1. An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2),

2. The United States or any of its agencies or instrumentalities,

3. A state, the District of Columbia, a possession of the United States, or any of their political subdivisions or instrumentalities,

4. A foreign government or any of its political subdivisions, agencies, or instrumentalities, or

5. An international organization or any of its agencies or instrumentalities.

Other payees that may be exempt from backup withholding include:

6. A corporation,

7. A foreign central bank of issue,

8. A dealer in securities or commodities required to register in the United States, the District of Columbia, or a possession of the United States,

9. A futures commission merchant registered with the Commodity Futures Trading Commission,

10. A real estate investment trust,

11. An entity registered at all times during the tax year under the Investment Company Act of 1940,

12. A common trust fund operated by a bank under section 584(a),

13. A financial institution,

14. A middleman known in the investment community as a nominee or custodian, or

15. A trust exempt from tax under section 664 or described in section 4947.

The chart below shows types of payments that may be exempt from backup withholding. The chart applies to the exempt recipients listed above, 1 through 15.

| IF the payment is for . . . | THEN the payment is exempt for . . . |
|--|--|
| Interest and dividend payments | All exempt recipients except for 9 |
| Broker transactions | Exempt recipients 1 through 13. Also, a person registered under the Investment Advisers Act of 1940 who regularly acts as a broker |
| Barter exchange transactions and patronage dividends | Exempt recipients 1 through 5 |
| Payments over \$600 required to be reported and direct sales over \$5,000 ¹ | Generally, exempt recipients 1 through 7 ² |

¹See Form 1099-MISC, Miscellaneous Income, and its instructions.

²However, the following payments made to a corporation (including gross proceeds paid to an attorney under section 6045(f), even if the attorney is a corporation) and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees; and payments for services paid by a federal executive agency.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-owner LLC that is disregarded as an entity separate from its owner (see *Limited liability company (LLC)* on page 2), enter your SSN (or EIN, if you have one). If the LLC is a corporation, partnership, etc., enter the entity's EIN.

Note. See the chart on page 4 for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local Social Security Administration office or get this form online at www.socialsecurity.gov. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/businesses and clicking on Employer ID Numbers under Related Topics. You can get Forms W-7 and SS-4 from the IRS by visiting www.irs.gov or by calling 1-800-TAX-FORM (1-800-829-3676).

If you are asked to complete Form W-9 but do not have a TIN, write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note. Writing "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: A disregarded domestic entity that has a foreign owner must use the appropriate Form W-8.

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if items 1, 4, and 5 below indicate otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). Exempt recipients, see *Exempt From Backup Withholding* on page 2.

Signature requirements. Complete the certification as indicated in 1 through 5 below.

1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real estate transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

What Name and Number To Give the Requester

| For this type of account: | Give name and SSN of: |
|---|---|
| 1. Individual | The individual |
| 2. Two or more individuals (joint account) | The actual owner of the account or, if combined funds, the first individual on the account ¹ |
| 3. Custodian account of a minor (Uniform Gift to Minors Act) | The minor ² |
| 4. a. The usual revocable savings trust (grantor is also trustee) | The grantor-trustee ¹ |
| b. So-called trust account that is not a legal or valid trust under state law | The actual owner ¹ |
| 5. Sole proprietorship or single-owner LLC | The owner ³ |
| For this type of account: | Give name and EIN of: |
| 6. Sole proprietorship or single-owner LLC | The owner ³ |
| 7. A valid trust, estate, or pension trust | Legal entity ⁴ |
| 8. Corporate or LLC electing corporate status on Form 8832 | The corporation |
| 9. Association, club, religious, charitable, educational, or other tax-exempt organization | The organization |
| 10. Partnership or multi-member LLC | The partnership |
| 11. A broker or registered nominee | The broker or nominee |
| 12. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments | The public entity |

¹ List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

² Circle the minor's name and furnish the minor's SSN.

³ You must show your individual name and you may also enter your business or "DBA" name on the second name line. You may use either your SSN or EIN (if you have one). If you are a sole proprietor, IRS encourages you to use your SSN.

⁴ List first and circle the name of the legal trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules regarding partnerships* on page 1.

Note. If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons who must file information returns with the IRS to report interest, dividends, and certain other income paid to you, mortgage interest you paid, the acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA, or Archer MSA or HSA. The IRS uses the numbers for identification purposes and to help verify the accuracy of your tax return. The IRS may also provide this information to the Department of Justice for civil and criminal litigation, and to cities, states, the District of Columbia, and U.S. possessions to carry out their tax laws. We may also disclose this information to other countries under a tax treaty, to federal and state agencies to enforce federal nontax criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism.

You must provide your TIN whether or not you are required to file a tax return. Payers must generally withhold 28% of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to a payer. Certain penalties may also apply.

AGREEMENT FOR DATA SHARING AND PAYMENT PROCESSING

This Agreement for Data Sharing and Payment Processing (“**Agreement**”) is made effective as of _____, 2010, by and between the Ohio Department of Development (“**Development**”), located at 77 South High Street, 29th Floor, Columbus, Ohio 43215-6130, and _____ [Insert Utility Company Legal Name], an Ohio jurisdictional utility company with its principal place of business in _____, _____ [Insert Street Address, City], OH _____ [Insert Zip Code] (the “**Company**”).

BACKGROUND

- A. Development manages various programs with a common purpose of providing utility bill assistance to eligible low-income households to meet the costs of home energy for heating or cooling (collectively, the “**Programs**”). The Programs include the Home Energy Assistance Program (HEAP), the Summer Crisis Program (SCP), the Winter Crisis Program (WCP), and the Percentage of Income Payment Plan Plus (PIPP Plus) Program. In order to implement the Programs for the benefit of eligible customers of the Company, Development will provide to the Company certain information about Program applicants and participants who are customers of the Company. Information regarding Program applicants and participants will be provided to the Company on a periodic basis.
- B. Information about Program applicants and participants includes Confidential Information (as defined below). Development is willing to provide Confidential Information to the Company on the condition that the Company does not disclose such Confidential Information to any third party or make use of such information in any manner other than for the purposes of processing payments and otherwise managing account records for customers of the Company who apply for or participate in any of the Programs (the “**Authorized Purposes**”).
- C. Development will deliver information about the Company’s customers participating or applying to participate in the Programs electronically through a secure download feature of Development’s Ohio Community & Energy Assistance Network (OCEAN). Such data will include program assistance benefits that the Company shall apply as payments to customers’ home energy costs.

ARTICLE I: DATA CONFIDENTIALITY

A. Definition. “**Confidential Information**” means any and all personally identifiable information provided by Development, whether in written or electronic form, about Program applicants and participants, including, but not limited to, names, addresses, social security numbers, as well as customer-specific information about Program benefits and payments. Confidential Information includes all data elements transmitted in a record maintained in or transmitted from OCEAN at any time prior to or during the term of this Agreement.

B. Duty Not to Use or Disclose. The Company shall use Confidential Information only for the Authorized Purposes. The Company agrees to use reasonable efforts to safeguard Confidential Information and to prevent the unauthorized, negligent or inadvertent disclosure of Confidential Information. “**Reasonable efforts**” means efforts consistent with those the Company actually makes, and in any event, efforts not less than those a prudent business person would make, to protect its own confidential and proprietary information. The Company shall not, without the prior written approval of Development, directly or indirectly disclose Confidential Information to any person or business entity except for a limited number of employees of the Company on a need-to-know basis for the Authorized Purposes.

C. Exclusions. The Company shall not have any obligations under this Agreement with respect to any information that: (1) is already in the possession of the Company prior to its receipt from Development, or (2) is publicly known at the time of disclosure or becomes publicly known through no wrongful act or failure

of the Company, or (3) is subsequently disclosed to the Company on a non-confidential basis by a third party who does not have a confidential relationship with Development and who rightfully acquired such information, or (4) is independently developed by the Company as evidenced by records maintained by the Company in the ordinary course of its business, or (5) is communicated to a third party by the Company with the express written consent of Development.

D. Legally Compelled Disclosure. In the event the Company becomes legally compelled to disclose any Confidential Information, the Company will provide Development with prompt notice of the disclosure order so that Development may seek a protective order or other appropriate remedy and/or waive compliance with the provisions of this Agreement as to such disclosure. Whether or not such a protective order or other confidentiality agreement is obtained by Development, the Company shall furnish only that portion of the Confidential Information as is necessary to comply with the legal requirement and will exercise its best efforts to obtain reliable assurances that confidential treatment will be accorded any Confidential Information so disclosed.

E. Remedy. The Company has agreed to the undertakings set forth in this Agreement with the understanding that Development shall be entitled to enforce this Agreement by any remedy available to it at law or in equity, without the need for posting a bond or proof of actual damages. Without limiting the generality of the foregoing, if the Company experiences any breach of data security that exposes the Confidential Information to disclosure or unauthorized use, the Company shall bear all costs to notify every individual whose Confidential Information may have been compromised and shall defend, indemnify, and hold Development harmless from any claim arising from or related to such breach.

F. Survival. The obligations of the Company under this Agreement shall survive indefinitely as long as the Company has within its possession or control any records containing any Confidential Information, whether such records are in the form provided by Development or derived from records provided by Development. The Company acknowledges that the content of the Confidential Information will not become stale or lose its character as sensitive personal information in the foreseeable future.

G. Data Destruction and Certification. Upon completion of the of record retention period appropriate for such data, all originals and all copies of the Confidential Information in the possession or control of the Company shall be destroyed by an appropriate method.

ARTICLE II: PAYMENT PROCESSING

A. HEAP Payments.

1. Benefit Information. Development will provide HEAP benefit information to the Company electronically through a secure download feature of OCEAN. A customer's HEAP benefit will be identified in the OCEAN record as "Direct Credit Payment."

2. Direct Credit. The Company will apply each HEAP Direct Credit Payment to the corresponding customer accounts for Program participants. The Company will apply Direct Credit Payments to customer accounts in a timely manner, which means not more than 30 (thirty) business day(s) after the HEAP benefit information file is first made available to the Company through OCEAN.

3. Notification to Development. The Company will return to Development an electronic file that includes for each customer record received from Development in the benefit information file a notation indicating that the record was either "accepted" or "rejected." The Company will transmit the Accept and Reject Transaction Summary to Development within thirty (30) days after the HEAP benefit information file is first made available to the Company through OCEAN.

4. Refunds.

- a. Account Closed. In the event the Company has posted a HEAP Direct Credit Payment to a customer's utility account and the customer's account is closed before the entire amount of the HEAP Direct Credit is applied to charges against the customer's account, the Company will refund an amount equal to the credit balance as follows: (i) to the customer if the customer provided the Company a final bill address; or (ii) to Development if the Company has no final bill address for such customer. The Company will pay the refund for closed accounts not later than thirty (30) days after the customer's account is closed with a credit balance.
- b. Improper Payment. For purposes of this Agreement, an "improper payment" means any payment made in error to the Company other than a payment described in the preceding paragraph (a). Improper payments include, without limitation, duplicate HEAP payments to the same customer account during the same HEAP program year and payments for which the Company has no corresponding customer account. The Company will refund all improper payments to Development promptly after it determines the payment was improper, but in any event not later than thirty (30) days receipt of the HEAP Direct Credit Payment from Development.
- c. Refund Payments to Development. The Company will pay refunds owed to Development by check made payable to **Treasurer of the State of Ohio** and mailed to Development at:

Ohio Department of Development
Community Assistance Office
P.O. Box 1001
Columbus, OH 43216-1001

The Company will include with refund payments supporting documentation identifying each customer/Program participant for whom HEAP payments are being refunded to Development.

B. Summer Crisis and Winter Crisis Payments.

1. Benefit Information. Local energy assistance providers authorized by Development (agencies) will provide SCP and WCP benefit information to the Company electronically through a secure download feature of OCEAN. A customer's SCP and/or WCP benefit information will be identified in the OCEAN record as "Intent."

2. Agency Intent Notification. The Company will apply each Intent amount to the corresponding customer accounts for Program participants. The Company will apply the Intent amounts to customer accounts in a timely manner, which means not more than 30 (thirty) business day(s) after the SCP or WCP benefit information file is first made available to the Company through OCEAN.

3. Notification to Development. The Company will return to Development an electronic file that includes for each customer record received from the local energy assistance providers through the SCP or WCP benefit information file a notation indicating that the record was either "accepted" or "rejected." The Company will transmit the Utility Confirmation File to Development through OCEAN within thirty (30) days after the SCP or WCP benefit information file is first made available to the Company through OCEAN.

4. Refunds.

- a. Account Closed. In the event the Company is unable to credit an Intent amount to a customer's utility account because the customer's account is closed or if the customer's account was pending but not actually opened when the Intent is received, the Company will refund an amount equal to the Intent amount to the local energy assistance provider that created the customer's SCP or WCP record. If the customer's account is closed before the entire amount indicated in

the Intent is applied to charges against the customer's account, the Company will refund an amount equal to the credit balance to the local energy assistance provider that created the customer's SCP or WCP record. The Company will pay the refund for closed accounts not later than thirty (30) days after receipt of the SCP or WCP benefit payment from the local energy assistance provider if the customer account is closed or not actually opened, or within thirty (30) days after a customer account is closed with a credit balance.

- b. Improper Payment. The Company will refund all improper payments of SCP or WCP benefits to the local energy assistance provider that issued such payments to the Company. Refunds of improper payments will be made promptly after the Company determines the payment was improper, but in any event not later than thirty (30) days receipt of the SCP or WCP benefit payment from the agency.
- c. Refund Payments to Agencies. The Company will pay refunds owed to local energy assistance providers by check made payable to the applicable agency and mailed to the address for the agency on file with Development. The Company will include with refund payments supporting documentation identifying each customer/Program participant for whom SCP or WCP payments are being refunded to the local energy assistance provider.

C. Percentage of Income Payment Plan (PIPP) Program. Information for the PIPP program will be exchanged by the parties through OCEAN. The electric PIPP program operates pursuant to rules set forth in Chapter 122:5-3 of the Ohio Administrative Code, including amended rules to become effective November 1, 2010. This Agreement supplements the administrative rules applicable to electric PIPP; this Agreement is not intended and will not be interpreted to amend or modify the electric PIPP administrative rules.

ARTICLE III: GENERAL

A. Term. This Agreement shall commence on the date first set forth above and shall continue in effect until December 31, 2011. Thereafter, this Agreement shall continue for consecutive one (1) year terms unless either party notifies the other of its intention not to renew at least 120 days prior to the scheduled expiration of the term then in effect. The obligations of the Company with respect to Confidential Information shall survive the expiration or other termination of this Agreement and continue indefinitely.

B. Miscellaneous. This Agreement shall be governed by the laws of the State of Ohio applicable to contracts made and to be wholly performed within the State of Ohio. In the event that any of the provisions of this Agreement shall be held by a court or other tribunal of competent jurisdiction to be illegal, invalid or unenforceable, such provisions shall be limited or eliminated to the minimum extent necessary to avoid the effect of the illegal, invalid or unenforceable provision, and this Agreement shall otherwise remain in full force and effect. Notices under this Agreement will be effective only if given in writing and upon receipt if delivered personally or by overnight mail carrier, or three (3) days after deposit in the U.S. mail, first-class postage prepaid. No waiver or modification of this Agreement will be binding upon either party unless made in writing and signed by a duly authorized representative of such party, and no failure or delay in enforcing any right will be deemed a waiver. This Agreement supersedes all prior discussions and writings and constitutes the entire agreement between the parties with respect to its subject matter.

[Balance of page intentionally left blank.]

IN WITNESS WHEREOF, the parties have executed this Data Confidentiality and Payment Processing Agreement as of the day and year first written above.

Ohio Department of Development

[Insert Name of Company]:

Chris Schmenk
Director

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

APPENDIX E

Janet Cesner, Office of Community Assistance

2013 Ohio State Plan

HWAP Policy and Procedures Manual

C.2 APPLICATION PROCESS AND PRIORITIZATION

This chapter will address the application process and prioritization of HWAP applicants. Of course, the actual situation will vary slightly among HWAP providers depending upon funding and staff levels. Yet the general principles laid out in this chapter apply to all HWAP providers, regardless of size or location.

1. APPLICATION PROCESS

a. Requirements

- ❑ Before a client can be served by the HWAP, the weatherization provider must:
 - ❑ Complete one ODOD Energy Assistance Programs Application.
 - ❑ Verify and document income eligibility.
 - ❑ Notify client of eligibility or ineligibility within 60 days of obtaining complete application and income information.
 - ❑ Determine applicant's priority status.

The requirements sound fairly simple but sometimes the application process can be one of the more difficult tasks for HWAP providers to handle. The first step in the application process is usually the outreach, which is dealt with in Volume III, E. Outreach. This section deals with what happens after the provider has located an interested client.

b. Application Intake Methods

There are many different application intake methods that HWAP providers use, depending on the size of the HWAP or the program's preference. Most HWAP providers use a combination of all the intake methods discussed in this chapter.

The quickest method to determine eligibility is to verify HEAP eligibility (which uses the same application). HWAP providers can obtain information from the Emergency HEAP in their service area or from ODOD. The Office of Community Assistance (OCA) can provide information on HEAP and PIPP participants who are automatically qualified for HWAP

Because of staff limitations or convenience, HWAP providers often mail applications directly to the client.

The client is then responsible for completing the application and returning it to the HWAP provider. This method of intake can save the HWAP time and money. Most of all, it is very convenient.

However, there are some drawbacks. For example, applications may be returned to the agency with incorrect information or may not be filled out completely. This results in additional work for the weatherization program because the client must be contacted to find out the correct or missing information. The following is a list of ideas that may increase the accuracy of application information when the mail intake method is used:

1. Provide easy to understand instructions along with the HWAP application.
2. Be sure the applicant understands the importance of a complete application. This could be stressed to the client in a cover letter when the application is mailed or verbally to the client if the client requests an application over the telephone.
3. Try to determine (when possible) if there are any physical reasons why an applicant could not complete the application. If the client appears to have some type of problem that would prevent him/her from providing complete information, a different intake method should be used.

Another intake method many HWAP providers employ is utilizing other departments within the provider's agency or using organizations outside of the agency, to provide the HWAP with applications.

This approach also has some drawbacks. For example, other agencies/departments may not fully understand the HWAP guidelines and could pass on incorrect information to applicants, which could lead to public relation problems. Also, since providing HWAP with applications is not the main focus of other agencies/departments, providers who rely primarily on

HWAP Policy and Procedures Manual Volume II

other departments may find themselves in short supply of applications.

The following is a list of ideas that may increase the accuracy of application information when this intake method is used:

1. Provide easy to understand instructions for the different organizations to follow.
2. Meet with the different organizations from time to time to update them on any HWAP changes.
3. Communicate frequently with the different organizations to ensure that they understand the need for the continual supply of HWAP applicants.

The last intake method discussed in this chapter is the in-house application process.

HWAP providers with program intake staff usually get more reliable application information than when the client or some other organization completes the application. However, even this method has some drawbacks. The following is a list of ideas that may increase the accuracy of application information when this intake method is used:

1. Schedule appointments or set specific days and hours in which applicants may apply for services.
2. If you schedule appointments, send the applicant a reminder letter, which includes a list of the information they need to bring with them to the intake interview.

Completing the application

Completing the application is fairly simple, but it is very important. All the information collected on the application is used by either the DOE, the OCA, the HWAP provider, or organizations performing consumption studies. Instructions and a sample application can be found in the sample forms section of this chapter. The important thing to remember is that the application must be filled out completely, and the information must be as accurate as possible.

Updating the application

If a client is not served within one year of the application date, the HWAP provider is required to update the application information and the income verification information before the client is served. This does not mean all applications on file must be updated every year, but it does mean the information must be updated before the client receives services.

Other application intake information

As a rule of thumb, HWAP providers should have at least two months worth of clients qualified and ready to be served at any time. While this seems like a large amount, any delays in materials delivery, furnace problems, or clients that are not home, could quickly erase this cushion.

On the other hand, if the number of eligible applicants is considerably larger than two months worth of work, a HWAP provider might consider using a waiting list or pre-application, instead of taking applications for every person who is interested in receiving services. In some instances a potential client is more receptive to the idea of being put on a waiting list (see sample forms in the back of this chapter) than if s/he completes an application and then does not receive services for a year or more.

c. Income Eligibility

Before a dwelling unit can be weatherized, it must be determined eligible. The DOE regulation 10 CFR Part 440 defines eligible dwelling units as follows:

A dwelling unit shall be eligible for weatherization assistance under this part if occupied by a family unit:

1. Whose income is at or below 200% of the poverty level determined in accordance with the criteria established by Director of the Office of Management and Budget;
2. Which contains a member who has received cash assistance payments under Title IV or XVI of the Social Security Act or applicable State or Local Law during the 12 month period preceding the determination of eligibility for weatherization assistance; or

3. If the State elect, is eligible for assistance under the Low-Income Home Energy Assistance Act of 1981 (LIHEAP) or the Percentage of Income Payment Plan (PIPP), provided that such basis is at least 200% of the poverty level determined in accordance with criteria established by the Director of the Office of Management and Budget. (Note: Ohio PIPP eligibility is currently 150% of the poverty level).
4. Ohio has decided that the eligibility of any HWAP household cannot exceed 200% of the poverty guidelines. This still allows the use of the single Energy Assistance Program Application.

When training intake staff to verify income, it is important that they understand the basic requirements, know what questions to ask, how to obtain the necessary proof, and how the Freedom of Information Act applies to such information.

DEFINITION OF INCOME

A. **INCOME:** Income means Cash Receipts earned and/or received by the applicant before taxes during applicable tax year(s) but not the Income Exclusions listed below in Section C.

B. **CASH RECEIPTS:** Cash Receipts include the following:

- Money, wages and salaries before any deductions;
- Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
- Regular payments from social security, railroad retirement, unemployment compensation, strike benefits from union funds, worker's compensation, veteran's payments, training stipends, alimony, and military family allotments;
- Private pensions, government employee pensions (including military retirement pay), and regular insurance or annuity payments;
- Dividends and/or interest;
- Net rental income and net royalties;
- Periodic receipts from estates or trusts; and
- Net gambling or lottery winnings.

C. **INCOME EXCLUSIONS:** The following Cash Receipts are not considered sources of Income for the purposes of determining applicant eligibility:

- Capital gains;
- Any assets drawn down as withdrawals from a bank;
- Money received from the sale of a property, house, or car;
- One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;
- Tax refunds;
- Gifts, loans, or lump-sum inheritances;
- College scholarships;
- One-time insurance payments, or compensation for injury;
- Non-cash benefits, such as the employer-paid or union-paid portion of health insurance;
- Employee fringe benefits, food or housing received in lieu of wages;
- The value of food and fuel produced and consumed on farms;
- The imputed value of rent from owner-occupied non-farm or farm housing;
- Federal non-cash benefit programs such as Medicare, Medicaid, Food Stamps, school lunches, and housing assistance;
- Combat zone pay to the military; and
- Child Support, as defined below in Section E.

D. **PROOF OF ELIGIBILITY:** Grantees and Subgrantees are reminded that proof of income eligibility and the associated documentation should be included in the client file.

1. **Availability of Supporting Documentation:** For purposes of review and audit, all associated documentation must be readily available, whether stored electronically or hard copy for each client.

2. **Eligibility Determined by Outside Agency/Program:** If income eligibility is determined by an outside agency or program, i.e. Low-Income Home Energy Assistance Program (LIHEAP) or the U.S. Department of Housing and Urban Development (HUD), then copies of the eligibility documentation can be a statement of LIHEAP eligibility or a copy of the HUD building list.

3. **Self-Certification:** After all other avenues of documenting income eligibility are exhausted, self-certification is allowable, but evidence of the various

**HWAP Policy and Procedures Manual
Volume II**

attempts at proving eligibility must be contained in the client file, including a notarized statement signed by the potential applicant indicating that he has no other proof of income.

E. CHILD SUPPORT:

1. Payee: Where an applicant receives child support from any state program or individual during an applicable tax year, such assistance is not considered Income for the purposes of determining eligibility.
2. Payor: Where an applicant pays child support through a state program and/or to an individual, such assistance is not considered Income for the purposes of determining eligibility (i.e., where an applicant pays Child Support, he or she may not deduct said assistance for the purposes of determining eligibility).

F. ANNUALIZATION OF INCOME: Ohio has opted not to allow annualization of income for purposes of determining eligibility for HWAP.

G. RE-CERTIFICATION: An income eligibility determination is valid for no more than one year. Re-certification of eligibility should occur at least every 12 months. In Ohio, the date of initial inspection must be less than one year from the date the client received a benefit or was verified as eligible for HWAP services.

2012 POVERTY GUIDELINES CONTIGUOUS STATES U.S. GRANTEE'S EFFECTIVE JANUARY 26, 2012

| | |
|---------------------|--------|
| Size of Family Unit | 200% |
| 1 | 22,340 |
| 2 | 30,260 |
| 3 | 38,180 |
| 4 | 46,100 |
| 5 | 54,020 |
| 6 | 61,940 |
| 7 | 69,860 |
| 8 | 77,780 |

For families with more than 8 persons, add \$3,960 for each additional person.

HEAP CATEGORICAL INELIGIBILITY

Although HEAP categorically excludes some households from receiving utility bill assistance, those households may still be income eligible for HWAP. For example, Subsidized households that are master-metered are not eligible to receive HEAP benefits. Households which supply their own primary heating source (i.e., own gas well, cut own wood) are not eligible to receive HEAP benefits. Tax dependent college students are usually not eligible for HEAP benefits. Group homes, shelters, and rooming houses are not eligible for HEAP benefits, but may be eligible for HWAP.

d. Appeals Process

Ohio's subgrantees are required to establish and implement a client appeals procedure. Subgrantees must respond to client appeals in two cases:

- ❑ If the application for services is denied; or
- ❑ If the application is not processed (neither approved nor denied) within sixty (60) days of the date of application unless the delay resulted from the client's lack of cooperation or ability to provide the necessary information and documentation.

A subgrantee's client appeal procedure must conform to the following minimum requirements:

- ❑ The appeals procedure must be in writing and clients must be made aware at the time of application that an appeals procedure exists.
- ❑ Clients must be allowed up to sixty (60) days following notification of application denial, or up to ninety (90) days following the date of application if the application has not been processed, to file an appeal. All appeals must clearly identify the claimant.
- ❑ Claimants must be notified in writing of the appeals decision within twenty-one (21) days of the date the appeal was received.
- ❑ Claimants wishing to further their appeal shall be allowed up to ten (10) days to request a formal hearing which provides for full disclosure of file documentation and the claimant's rights of due process. The subgrantee shall schedule the hearing

within twenty-one (21) days after notification of a request for a hearing. The hearing shall be held at a mutually convenient time and place and a hearing officer shall be appointed who was not involved in the decision to be appealed.

- ❑ Claimants must be notified in writing of the subgrantee's decision within ten (10) days of the date of the hearing. All decisions at this level are final.

2. PRIORITIZATION OF CLIENTS

HWAP providers are required to establish a dwelling unit prioritization system, which allows them to meet their elderly, handicapped, and rental unit goals. The system design is entirely up to the HWAP provider as long as it is not discriminatory. For example, a provider could not establish a system, which prioritizes clients based on the area in which they are located.

Most providers use some type of point system. The weatherization application has an area at the bottom right hand corner, which providers can use to assign priority points. However, some other type of system is acceptable as long as it allows them to meet their unit goals. For example, if an agency does not have a backlog of clients waiting to receive services, their priority system might be first come first served.

Other Priority Considerations

When including other considerations in determining priority, the primary criteria should be consistency with the purpose and goals of the HWAP. For example, providers might consider prioritizing clients, which are high energy users or recipients of high HEAP payments or high PIPP arrears. It's possible that these are the types of units in which the HWAP could potentially save the most energy.

APPENDIX F

Janet Cesner, Office of Community Assistance

2013 Ohio State Plan

**Ohio Department of Aging
Outreach Report**



Department of
Aging

John Kasich, Governor
Bonnie Kantor-Burman, Director

June 8, 2012

Janet Cesner, Interim Deputy Chief
Office of Community Assistance
Ohio Department of Development
77 South High Street, 25th floor
Columbus, Ohio 43215

Dear Janet:

I am pleased to provide the final report for our 2011/12 Energy Assistance Outreach Program. Enclosed please find statistical and narrative summaries of outreach efforts throughout Ohio. During the 2011/12 heating season, the Area Agencies on Aging (AAAs) distributed almost 64,000 applications and helped more than 12,500 older and disabled adults - including 4,400 homebound individuals - complete and submit those applications. They provided telephone information and assistance to another 3,100 households. They briefed 317 outreach workers and other individuals on energy assistance programs and gave 418 group presentations to more than 14,150 people. AAAs placed 11,468 items in local publications targeted to senior and instigated 4,307 targeted broadcast media spots.

This year the increased number of trained Ohio Benefit Bank counselors within Ohio's aging network produced more direct assistance with HEAP applications. The designation of AAAs as Aging & Disability Resource Centers, with new funding and network development, expanded their ability to reach out to people with disabilities and the local organizations that serve them.

Here at ODA, we provide energy assistance program information on our web site through a resource page devoted to energy assistance. Our monthly publication *Aging Connection* (mailed to 6,000 professionals in the aging network), included articles on HEAP in August and November. We have since updated that print publication with a new blog that features news and information about issues affecting older Ohioans and the people who care for and serve them. Called *Aging News & Perspective*, the blog includes best practices within the aging network; state and federal programs and benefits; policy and legislation that impact older Ohioans; and the latest research in gerontology and aging issues. Later this month, the blog will include information on the Summer Crisis Program. <http://aging.ohio.gov/news/agingconnection/archive.aspx>

Thank you for the opportunity for ODA and Ohio's Area Agencies on Aging to continue this outreach partnership with the Ohio Department of Development. If you would like more information, please feel free to call me at 614/466-6366.

Sincerely,

Janet Hofmann
Program Administrator
Community Living Division

Enclosures

cc: Bonnie Kantor-Burman; Chris Reis; Melissa Stanford

50 W. Broad Street / 9th Floor
Columbus, OH 43215-3363 U.S.A.
www.aging.ohio.gov

Main: (614) 466-5500
Fax: (614) 466-5741
TTY: Dial 711

TO: Janet Hofmann, Ohio Department of Aging
FROM: Teresa Heitbrink-Ireland, Provider Relations Coordinator
DATE: June 1, 2012
SUBJECT: HEAP Final Report
CC: Jeff Wahl, LSW

To date all HEAP funds that were awarded have been spent by the contracted Councils on Aging (COA), in the service area for Area Agency on Aging 3.

County Council on Aging Participation:

HEAP Outreach was completed by the following subcontractors: Allen County COA, Auglaize County COA, Hancock County Agency on Aging, Hardin County COA, Putnam County COA and Van Wert County COA. Each of the subcontractor’s outreach workers provided in-home assessments for HEAP and walk-in application assistance. HEAP applications and brochures were made available for use, to distribute and post.

Area Agency on Aging 3 provided the following:

- Applications were made available to those individuals who were walk-ins to our agency.
- Applications were available to anyone who attended an agency sponsored training and at Provider Meetings.
- AAA 3 Assessors and Case Managers provided assistance to consumers and individuals in the community as needed.
- AAA 3 assisted consumers through Ohio Benefit Bank (OBB). Specifically, the agency staff were able to assist consumers and individuals complete HEAP applications through the OBB site.

HEAP Advertising & Public Service Announcements

Allen County COA and Hancock County Agency on Aging were the only agencies to request funds for HEAP advertising due to limited budgets.

- Allen County COA: Included HEAP advertising as a part of their display ads in the Lima News.
- Hancock County Agency on Aging: They ran a total of 76 HEAP advertisements on radio stations WFIN-FM and WKXA-AM, with 8-30 second ads at no cost to the agency.

In addition, all of the subcontractors completed the following:

- Good support from local newspapers and media, with free articles in the newspaper, all media outlets, and local church publications.
- Accessed and utilized Public Service Announcements.

- Distributed information on HEAP to other local agencies that target the 60 + population.
- Ads ran in many of the local newspapers and agency newsletters and websites.
- Strong utilization of social media, such as Facebook, to spread this message.
- Auglaize County COA encouraged people to apply through use of a large marquee at the front of their building.

Additionally, Area Agency on Aging 3 disseminated HEAP information in the following ways:

- Area Agency on Aging 3 newsletter
- Area Agency on Aging 3 website and Facebook page during the program year.
- HEAP information is also available at all agency sponsored trainings and/or meetings that are held at the AAA 3 office.

Area Agency on Aging 3 - Community Resource Center (CRC):

Walk-ins and phone calls to AAA3, with questions related to HEAP are directed to our CRC Department, who are also OBB trained. Jeff Wahl, CRC Supervisor continues to assist PASSPORT case managers and any other program case managers with HEAP application process and questions.

Monthly Outreach Events:

HEAP Information Outreach events were also held at the following locations:

- Trinity Friend Church Food Pantry, Van Wert
- Salvation Army, Lima
- CALL Ministries Senior Box Day, Celina
- Pilgrim Place Apartments, Lima
- Christian Corner Community Center Food Pantry, Lima
- Auglaize County COA Satellite Meal Site and office, Wapakoneta

All locations are areas where Seniors are in attendance. Information was distributed and assistance provided when needed.

Please contact me if additional information or clarification is needed.



Advocacy. Assistance. Answers on Aging.

May 25, 2012

To: Janet Hofmann
Program Administrator

From: Karen Webb
Manager of Older Americans Act Programs

Re: 2011/12 Final Heap Report

The Western Reserve Area Agency on Aging (WRAAA) is pleased to provide this summary of our 2011/12 HEAP Outreach program.

The HEAP Outreach grant was fully utilized. The County Offices on Aging staff depended on this funding to effectively and efficiently assist 931 seniors with the HEAP application process.

WRAAA has launched a comprehensive Aging and Disability Resource Network (ADRN) in our five-county area. The HEAP Outreach funds were leveraged by a marketing program that includes screening for eligibility and assistance for all public benefits. Benefits Assistance service was provided by six Aging and Disability Resource Centers (all five County Offices on Aging plus the Cleveland Department on Aging) and four Benefits Enrollment Centers which serve special populations. A shared software system was developed to document the individuals who were screened for eligibility (including HEAP), assisted during the benefits application process, and tracked until the final enrollment decision is confirmed.

WRAAA's Centrally Coordinated Marketing

All of the HEAP Outreach funds in this term were utilized by WRAAA to provide centrally coordinated marketing for the ADRN Benefits Assistance service in general, and HEAP application assistance in particular.

We started the term with a singled print ad in the Plain Dealer, which reaches all of our counties. This was our first public advertisement of the 1-855-585-ADRN number.

In October, we also printed advertisements that were posted inside of Senior Transportation Connection vans. These ads remained in place throughout the

term of the contract. We also had a large media blitz including radio and print ads in the Sun newspapers, which reach a more local audience. This was also the month of our first coordinated outreach event at the Discount Drug Marts.

In November, we went back to the Plain Dealer with an insert for the weekend after Thanksgiving. This flyer was coordinated with Discount Drug Mart, advertising HEAP assistance and also including a coupon for shoppers. We began to distribute the Energy Assistance calendars as well.

Beginning in December, we began a print campaign that was followed through the rest of the term. This included small display ads in a local newspaper in each county. We also conducted another Discount Drug Mart outreach event, where we handed out more of the calendars.

In January, we repeated the local paper advertising. Discount Drug Mart created 'prescription bag stuffers', which promoted our outreach event.

In February, we repeated the activities of February in the outlying counties. We replaced the print ad in Cuyahoga County with a 30 second broadcast on Radio One (repeated 155 times in a one week period of time).

In March, we purchased an advertising spot in local newspapers in all five counties. Discount Drug Mart continued to create 'prescription bag stuffers', which promoted our outreach event.

In April, we repeated the activities of March.

In addition, each of our partners conducted local activities:

Cuyahoga County

The Cuyahoga County Department of Senior and Adult Services (DSAS) provided a strong, wide-ranging program of publicity and personal outreach, focusing on the geographic area outside of the City of Cleveland. This included a creative combination of press releases to local newspapers and the cable TV station, senior center newsletters, post cards, flyers and posters.

DSAS distributed a total of 7,009 applications at their presentations, and at central locations such as senior and community centers, religious institutions, libraries and senior residences. DSAS has invaluable expertise serving the diverse population of the urban neighborhoods and inner-ring suburbs.

Knowledgeable staff members then went to the places where the seniors live and congregate. The talented HEAP outreach and support team is supervised by Danette Allums. Day-to-day outreach activities were coordinated by the experienced and dedicated Betty Morgan.

Cleveland

The Cleveland Department of Aging began an ADRC in 2011, and was quickly up and running with trained benefits specialists. They have many senior volunteers who go out into the community to promote HEAP and assistance with other benefits as well. The Cleveland Department of Aging distributed 1,361 applications to local senior and community centers.

Geauga County

The HEAP program and the availability of application assistance were featured each month in the October through April issues of the Geauga Senior News, which reaches approximately 6,000 households with older adults throughout this rural county. These issues are mailed in the previous month, so the information was read by consumers beginning in the months of September through March.

Geauga distributed 288 applications this year. They operate senior centers at five locations throughout Geauga County.

Most of the HEAP application assistance took place at the Multi-Purpose Senior Center in Chardon. The Geauga Department on Aging arranges transportation for those who need a ride.

The HEAP outreach activities of 2011/12 were efficiently coordinated by Chris Anspach, the Fiscal Officer for the Geauga County Department on Aging.

Lake County

The Lake County Council on Aging (LCCOA) ran an effective and innovative HEAP Outreach program this year. They began by updating their website with the latest HEAP program information in September. This remained accessible to computer-savvy seniors and their caregivers throughout the entire outreach program.

They then implemented a coordinated and ambitious marketing plan including print publicity in many local newspapers, presentations at health fairs and community events, and public service announcements on the local radio stations. They interacted with the seniors at their 5 congregate nutrition sites. They cover both the suburban and rural areas of Lake County.

LCCOA has an active Facebook presence, and they used Twitter to 'tweet' the availability of HEAP application assistance. These methods are particularly helpful in reaching younger people who care for and about older adults.

The team is led by the experienced Martha Miller, Director of Social Services. LCCOA has an established reputation throughout the county as the place where 'One Call Does It All'. The phone is answered by a friendly, knowledgeable

person who ensures that the caller is quickly connected with a Case Manager or Resource Specialist. HEAP Outreach is often conducted as a natural extension of their information and assistance, supportive service and case management activities. All LCCOA Case Managers and Resource Specialists were trained in HEAP. In addition, Alyea Barajas, the Senior Health Insurance Information Coordinator, is available to provide specialized one-on-one benefits assistance.

In all, LCCOA provided professional one-on-one assistance to 145 older adults.

Lorain County

Lorain County Office on Aging continued to provide grass-roots HEAP outreach at a large number of locations and events. All staff members are trained in HEAP. They made presentations in 21 venues, to a total audience of 636 individuals. This included small groups at community health fairs, breakfast clubs, social groups, and bowling leagues. They posted 119 HEAP posters and flyers at locations throughout the county where seniors do business, worship and gather. In this way, they were able to effectively reach consumers in both the suburban and rural areas of the county.

The availability of HEAP application assistance was advertised in the Senior Years agency newsletter, which is mailed monthly to approximately 12,000 senior households. As a result of all their efforts, the Lorain County Office on Aging was able to provide one-on-one HEAP application assistance to 272 seniors. The HEAP Outreach program is supervised by Lorain County Office on Aging's Director, Pat Littleton.

Medina County

Medina County Office for Older Adults (MCOOA) has a new Director, Laura Toth. Laura is active in the community and in the ADRN leadership.

HEAP outreach information was published in the Senior Living Section of the Medina County Gazette. MCOOA operates an extensive home-delivered meal program which includes the rural portions of the county. They have established the trust of many isolated consumers, which enabled them to provide HEAP application assistance to 53 homebound seniors.

WRAAA

Callers contacting WRAAA directly were referred to our ADRC I&A Specialists. They answered questions, and referred to the appropriate agency when hands-on HEAP application assistance was needed. Approximately 150 applications were provided to consumers in tailored information packets provided by the Resource Center and Family Caregiver programs.

New in 2011/12 were the specialized Benefits Enrollment Centers of ASIA, BRI, Fairhill Partners and MetroHealth. ASIA performed outreach in several languages.

If you have any questions related to WRAAA's 2011/12 HEAP Outreach program, please contact me at (216) 621-8010 ext. 1109.

Attachments:

Supporting documentation for HEAP Outreach activities in Cuyahoga, Geauga, Lake, Lorain and Medina Counties

Ohio Department of Aging
Energy Assistance Outreach
September 2010- April 2011

| | Miles Adm. | Miles client | App. Central | App Client | Phone Adm | Phone Client | Asst. Cen. | Asst H.B. | Pres. Held | # attend | Print | Broad-cast* | Posters | trained |
|---------------|------------|--------------|--------------|------------|------------|--------------|------------|------------|------------|------------|--------------|--------------|------------|------------|
| PSA 1 | | | | | | | | | | | | | | |
| Butler | 44 | 51 | 0 | 151 | 2 | 130 | 92 | 27 | 0 | 0 | 52 | 20 | 1 | 0 |
| Clermont | 101 | 155 | 77 | 36 | 120 | 37 | 159 | 16 | 0 | 0 | 31 | 8 | 1 | 0 |
| Clinton | 0 | 0 | 249 | 73 | 4 | 19 | 60 | 42 | 4 | 0 | 25 | 11 | 1 | 0 |
| Hamilton | 149 | 52 | 419 | 459 | 42 | 26 | 11 | 23 | 17 | 633 | 272 | 2,679 | 10 | 157 |
| Warren | 99 | 354 | 6 | 19 | 0 | 7 | 10 | 17 | 0 | 0 | 25 | 11 | 2 | 0 |
| Totals | 393 | 612 | 751 | 738 | 168 | 219 | 332 | 125 | 21 | 633 | 405 | 2,729 | 15 | 157 |
| PSA 2 | | | | | | | | | | | | | | |
| Champaign | 32 | 38 | 510 | 0 | 0 | 0 | 121 | 2 | 17 | 221 | 6 | 0 | 0 | 1 |
| Clark | 141 | 105 | 665 | 29 | 40 | 103 | 106 | 3 | 0 | 0 | 6 | 0 | 0 | 0 |
| Darke | 0 | 92 | 17 | 33 | 6 | 8 | 20 | 8 | 0 | 0 | 1 | 0 | 2 | 0 |
| Greene | 191 | 146 | 67 | 81 | 1 | 65 | 59 | 64 | 5 | 250 | 24 | 0 | 255 | 0 |
| Logan | 12 | 84 | 300 | 0 | 0 | 0 | 134 | 3 | 0 | 0 | 17 | 7 | 6 | 3 |
| Miami | 0 | 0 | 4 | 27 | 6 | 12 | 0 | 6 | 0 | 0 | 1 | 0 | 11 | 0 |
| Montgomery | 201 | 0 | 588 | 0 | 291 | 0 | 113 | 0 | 0 | 0 | 0 | 0 | 10 | 0 |
| Preble | 35 | 55 | 50 | 46 | 69 | 56 | 51 | 25 | 6 | 6 | 11 | 95 | 1 | 0 |
| Shelby | 2 | 6 | 34 | 2 | 54 | 5 | 24 | 1 | 0 | 0 | 3 | 0 | 5 | 0 |
| Totals | 614 | 526 | 2,235 | 218 | 467 | 249 | 628 | 112 | 28 | 477 | 69 | 102 | 290 | 4 |
| PSA 3 | | | | | | | | | | | | | | |
| Allen | 0 | 173 | 200 | 315 | 0 | 45 | 75 | 44 | 7 | 0 | 0 | 0 | 5 | 0 |
| Auglaize | 237 | 259 | 253 | 66 | 18 | 0 | 70 | 1 | 10 | 36 | 0 | 0 | 2 | 0 |
| Hancock | 0 | 30 | 240 | 98 | 21 | 11 | 47 | 9 | 0 | 0 | 2 | 79 | 2 | 0 |
| Hardin | 72 | 20 | 331 | 51 | 11 | 5 | 17 | 5 | 0 | 0 | 8,200 | 0 | 6 | 4 |
| Mercer | 0 | 0 | 200 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 |
| Putnam | 0 | 30 | 200 | 67 | 38 | 70 | 0 | 37 | 0 | 0 | 0 | 0 | 2 | 14 |
| Van Wert | 0 | 12 | 200 | 108 | 0 | 42 | 0 | 55 | 0 | 0 | 0 | 0 | 2 | 0 |
| Totals | 309 | 524 | 1,624 | 738 | 88 | 173 | 209 | 151 | 17 | 36 | 8,202 | 79 | 21 | 18 |

Ohio Department of Aging
Energy Assistance Outreach
September 2010- April 2011

| | Miles Adm. | Miles client | App. Central | App Client | Phone Adm | Phone Client | Asst. Cen. | Asst H.B. | Pres. Held | # attend | Print | Broad-cast* | Posters | trained |
|---------------|------------|--------------|---------------|--------------|------------|--------------|--------------|--------------|------------|--------------|-----------|-------------|--------------|-----------|
| PSA 4 | | | | | | | | | | | | | | |
| Defiance | 0 | 0 | 825 | 7 | 0 | 7 | 0 | 0 | 1 | 101 | 0 | 0 | 40 | 0 |
| Erie | 0 | 0 | 1,508 | 20 | 0 | 8 | 0 | 2 | 1 | 101 | 0 | 0 | 81 | 0 |
| Fulton | 0 | 0 | 1,060 | 7 | 0 | 7 | 0 | 0 | 1 | 101 | 0 | 0 | 58 | 0 |
| Henry | 0 | 0 | 653 | 9 | 0 | 7 | 0 | 4 | 1 | 101 | 0 | 0 | 28 | 0 |
| Lucas | 0 | 0 | 10,002 | 1,455 | 0 | 171 | 19 | 77 | 1 | 101 | 3 | 0 | 567 | 9 |
| Ottawa | 0 | 0 | 1,050 | 8 | 0 | 8 | 0 | 0 | 1 | 101 | 0 | 0 | 54 | 0 |
| Paulding | 0 | 0 | 480 | 7 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 17 | 0 |
| Sandusky | 0 | 0 | 1,005 | 8 | 0 | 8 | 0 | 0 | 1 | 101 | 0 | 0 | 46 | 0 |
| Williams | 0 | 0 | 1,095 | 7 | 0 | 7 | 0 | 0 | 1 | 101 | 0 | 0 | 42 | 0 |
| Wood | 0 | 0 | 1,485 | 101 | 0 | 101 | 0 | 1 | 1 | 101 | 0 | 0 | 94 | 0 |
| Totals | 0 | 0 | 19,163 | 1,629 | 0 | 331 | 19 | 84 | 9 | 909 | 3 | 0 | 1,027 | 9 |
| PSA 5 | | | | | | | | | | | | | | |
| Ashland | 0 | 117 | 157 | 82 | 0 | 15 | 157 | 82 | 0 | 0 | 4 | 3 | 2 | 0 |
| Crawford | 0 | 93 | 261 | 240 | 2 | 16 | 261 | 240 | 0 | 0 | 5 | 3 | 2 | 0 |
| Huron | 0 | 357 | 188 | 183 | 0 | 36 | 188 | 183 | 0 | 0 | 2 | 3 | 3 | 0 |
| Knox | 0 | 116 | 177 | 170 | 4 | 33 | 177 | 170 | 1 | 30 | 6 | 3 | 1 | 0 |
| Marion | 0 | 361 | 192 | 210 | 0 | 24 | 192 | 210 | 0 | 0 | 3 | 3 | 4 | 0 |
| Morrow | 0 | 46 | 64 | 52 | 0 | 9 | 64 | 52 | 0 | 0 | 4 | 3 | 0 | 0 |
| Richland | 0 | 332 | 456 | 377 | 11 | 111 | 456 | 377 | 10 | 333 | 10 | 3 | 11 | 0 |
| Seneca | 0 | 422 | 336 | 90 | 3 | 15 | 336 | 90 | 0 | 0 | 3 | 3 | 4 | 0 |
| Wyandot | 0 | 108 | 107 | 87 | 1 | 10 | 107 | 87 | 0 | 0 | 1 | 3 | 2 | 0 |
| Totals | 0 | 1,952 | 1,938 | 1,491 | 21 | 269 | 1,938 | 1,491 | 11 | 363 | 38 | 27 | 29 | 0 |
| PSA 6 | | | | | | | | | | | | | | |
| Delaware | 101 | 452 | 999 | 7 | 14 | 9 | 3 | 3 | 10 | 220 | 8 | 16 | 0 | 11 |
| Fairfield | 90 | 604 | 207 | 443 | 17 | 11 | 39 | 14 | 7 | 180 | 8 | 45 | 0 | 3 |
| Fayette | 6 | 2 | 445 | 5 | 28 | 0 | 194 | 2 | 15 | 947 | 2 | 5 | 0 | 2 |
| Franklin | 0 | 0 | 884 | 0 | 6 | 0 | 61 | 0 | 10 | 180 | 1 | 0 | 0 | 3 |
| Licking | 0 | 0 | 497 | 0 | 0 | 0 | 34 | 0 | 5 | 199 | 0 | 0 | 0 | 0 |
| Madison | 87 | 0 | 475 | 0 | 10 | 0 | 12 | 0 | 6 | 82 | 5 | 0 | 4 | 0 |
| Pickaway | 0 | 0 | 285 | 276 | 0 | 0 | 6 | 2 | 5 | 258 | 23 | 0 | 2 | 0 |
| Union | 62 | 64 | 250 | 7 | 32 | 7 | 16 | 0 | 6 | 983 | 10 | 0 | 0 | 0 |
| Totals | 345 | 1,122 | 4,042 | 738 | 107 | 27 | 365 | 21 | 64 | 3,049 | 57 | 66 | 6 | 19 |

Ohio Department of Aging
Energy Assistance Outreach
September 2010- April 2011

| | Miles Adm. | Miles client | App. Central | App Client | Phone Adm | Phone Client | Asst. Cen. | Asst H.B. | Pres. Held | # attend | Print | Broad-cast* | Posters | trained |
|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|------------|--------------|--------------|-------------|------------|-----------|
| PSA 7 | | | | | | | | | | | | | | |
| Adams | 94 | 117 | 105 | 9 | 56 | 144 | 74 | 14 | 5 | 30 | 81 | 76 | 5 | 0 |
| Brown | 0 | 0 | 11 | 61 | 34 | 7 | 21 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| Gallia | 586 | 80 | 65 | 270 | 6 | 60 | 60 | 261 | 7 | 367 | 4 | 5 | 0 | 2 |
| Highland | 112 | 747 | 1,450 | 74 | 366 | 74 | 732 | 74 | 4 | 80 | 5 | 18 | 20 | 4 |
| Jackson | 36 | 882 | 85 | 179 | 12 | 57 | 181 | 233 | 14 | 756 | 904 | 5 | 0 | 9 |
| Lawrence | 297 | 9 | 721 | 699 | 126 | 71 | 121 | 26 | 45 | 1,274 | 214 | 214 | 249 | 0 |
| Pike | 0 | 611 | 3,075 | 0 | 7,166 | 12 | 2,252 | 23 | 7 | 170 | 28 | 6 | 153 | 0 |
| Ross | 0 | 0 | 54 | 0 | 40 | 0 | 38 | 0 | 0 | 0 | 7 | 8 | 5 | 5 |
| Scioto | 1,419 | 736 | 155 | 3 | 171 | 47 | 45 | 44 | 15 | 1,705 | 0 | 0 | 0 | 0 |
| Vinton | 0 | 522 | 0 | 163 | 0 | 54 | 0 | 32 | 0 | 0 | 64 | 0 | 2 | 0 |
| Totals | 2,544 | 3,704 | 5,721 | 1,458 | 7,977 | 526 | 3,524 | 708 | 97 | 4,382 | 1,307 | 332 | 434 | 20 |
| PSA 8 | | | | | | | | | | | | | | |
| Athens | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 153 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hocking | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 107 | 0 | 0 | 0 | 0 | 0 | 0 |
| Meigs | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 92 | 0 | 0 | 0 | 0 | 0 | 0 |
| Monroe | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 56 | 0 | 0 | 0 | 0 | 0 | 0 |
| Morgan | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 57 | 0 | 0 | 0 | 0 | 0 | 0 |
| Noble | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 51 | 0 | 0 | 0 | 0 | 0 | 0 |
| Perry | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 103 | 0 | 0 | 0 | 0 | 0 | 0 |
| Washington | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 306 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | 0 | 925 | 0 | 0 | 0 | 0 | 0 | 0 |
| PSA 9 | | | | | | | | | | | | | | |
| Belmont | 1 | 0 | 189 | 57 | 72 | 47 | 74 | 7 | 0 | 0 | 198 | 6 | 399 | 0 |
| Carroll | 0 | 155 | 0 | 39 | 0 | 100 | 0 | 134 | 2 | 60 | 13 | 2 | 0 | 12 |
| Coshocton | 180 | 206 | 124 | 11 | 68 | 47 | 47 | 20 | 0 | 0 | 48 | 54 | 488 | 4 |
| Guernsey | 0 | 416 | 155 | 104 | 19 | 18 | 6 | 14 | 7 | 221 | 14 | 0 | 2 | 2 |
| Harrison | 0 | 0 | 39 | 4 | 116 | 0 | 36 | 2 | 0 | 0 | 38 | 750 | 1 | 0 |
| Holmes | 0 | 0 | 45 | 2 | 26 | 2 | 47 | 3 | 12 | 224 | 18 | 19 | 6 | 1 |
| Jefferson | 454 | 0 | 27 | 1 | 16 | 5 | 10 | 2 | 11 | 143 | 10 | 18 | 19 | 1 |
| Muskingum | 0 | 14 | 173 | 17 | 10 | 9 | 38 | 1 | 0 | 0 | 34 | 40 | 3 | 4 |
| Tuscarawas | 88 | 0 | 111 | 3 | 24 | 4 | 15 | 2 | 0 | 1 | 41 | 59 | 60 | 15 |
| Totals | 723 | 791 | 863 | 238 | 351 | 232 | 273 | 185 | 32 | 649 | 414 | 948 | 978 | 39 |

Ohio Department of Aging
Energy Assistance Outreach
September 2010- April 2011

| | Miles Adm. | Miles client | App. Central | App Client | Phone Adm | Phone Client | Asst. Cen. | Asst H.B. | Pres. Held | # attend | Print | Broad-cast* | Posters | trained |
|------------------|--------------|---------------|---------------|---------------|---------------|--------------|--------------|--------------|------------|---------------|---------------|--------------|--------------|------------|
| PSA 10A | | | | | | | | | | | | | | |
| Cuyahoga | 0 | 0 | 5,333 | 4,111 | 342 | 633 | 300 | 89 | 45 | 1,738 | 27 | 5 | 23 | 33 |
| Geauga | 0 | 0 | 138 | 522 | 8 | 67 | 74 | 71 | 12 | 342 | 10 | 0 | 6 | 0 |
| Lake | 0 | 0 | 276 | 132 | 195 | 105 | 153 | 119 | 21 | 636 | 30 | 9 | 119 | 6 |
| Lorain | 0 | 0 | 271 | 17 | 84 | 11 | 30 | 1 | 3 | 52 | 19 | 0 | 5 | 2 |
| Medina | 0 | 0 | 42 | 123 | 1 | 3 | 41 | 53 | 3 | 102 | 12 | 0 | 0 | 4 |
| Totals | 0 | 0 | 6,060 | 4,905 | 630 | 819 | 598 | 333 | 84 | 2,870 | 98 | 14 | 153 | 45 |
| PSA 10B | | | | | | | | | | | | | | |
| Portage | 0 | 0 | 1,240 | 294 | 0 | 9 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 |
| Stark | 0 | 0 | 1,670 | 931 | 0 | 42 | 0 | 19 | 0 | 0 | 1 | 0 | 0 | 0 |
| Summit | 0 | 0 | 1,560 | 1,777 | 0 | 87 | 0 | 25 | 2 | 42 | 4 | 0 | 0 | 0 |
| Wayne | 0 | 0 | 1,110 | 265 | 0 | 5 | 0 | 1 | 1 | 350 | 0 | 0 | 0 | 0 |
| Totals | 0 | 0 | 5,580 | 3,267 | 0 | 143 | 0 | 48 | 3 | 392 | 5 | 0 | 0 | 0 |
| PSA XI | | | | | | | | | | | | | | |
| Ashtabula | 142 | 345 | 97 | 72 | 103 | 0 | 14 | 3 | 0 | 0 | 5 | 0 | 4 | 0 |
| Columbiana | 128 | 574 | 23 | 18 | 122 | 4 | 139 | 23 | 7 | 35 | 21 | 0 | 2 | 4 |
| Mahoning | 845 | 657 | 179 | 79 | 80 | 26 | 93 | 132 | 37 | 358 | 840 | 10 | 0 | 1 |
| Trumbull | 0 | 1,152 | 29 | 93 | 55 | 82 | 24 | 100 | 8 | 6 | 4 | 0 | 2 | 1 |
| Totals | 1,115 | 2,728 | 328 | 262 | 360 | 112 | 270 | 258 | 52 | 399 | 870 | 10 | 8 | 6 |
| Statewide | 6,043 | 11,958 | 48,305 | 15,682 | 10,169 | 3,100 | 8,156 | 4,441 | 418 | 14,159 | 11,468 | 4,307 | 2,961 | 317 |

Area Office on Aging of Northwestern Ohio, Inc.

2155 Arlington Ave.

Toledo, Ohio 43609

HEAP Summary Report 2011-2012

The Area Office on Aging of Northwestern Ohio (PSA 4) serves Defiance, Erie, Fulton, Henry, Lucas, Ottawa, Paulding, Sandusky, Williams, and Wood counties.

The 2011-2012 Home Energy Assistance Program (HEAP) assisted many residents in our 10 county area. A total of 20,763 Heap Applications were distributed to clients and the general public. Clients were assisted with HEAP applications from our offices as well as telephone contacts. Presentations were provided, Media involvement, and HEAP posters were distributed. Listed below is a brief summary of HEAP related services the AOoA offered to clients, community partners and the general public.

HEAP Application Distribution:

September 1, 2011 through April 30, 2012, the Area Office on Aging distributed 19,163 HEAP applications to clients, community programs, and service agencies. A total of 1,629 HEAP applications were delivered to homebound older adults. Additional HEAP applications were also available to the general public at the Area Office on Aging's Resource Library, and through several other departments within the agency such as the Passport Program, Kinship Navigator, Caregiver Support, Retired Senior Volunteer Program, and the Senior Nutrition Program.

HEAP Outreach:

The AOoA provided HEAP Applications and Posters to the following Community Partners:

- Senior Center's/ Human Service organizations
- Food Banks/Pantries
- Churches and Religious Organizations
- Health Departments
- Mental Health Agencies
- County Auditor's Office
- Pharmacies
- Libraries
- Financial Institutions
- Social Security Offices
- Medical Clinics/Medicaid Offices

The Community Partners did not engage in reporting activities but had HEAP applications readily available and HEAP Informational Posters in a visible area for their consumers as well as the general public. The AOoA provided reminder HEAP Postcards to the general public by postal mail and also included the postcard in AOoA outreach materials and provided HEAP Reminder postcard to over 200 partners at the Agencies Annual Legislative Breakfast.

Telephone Contacts/Persons Assisted:

A total of 331 telephone contacts related to HEAP were documented through the Aging and Disability Department and the Passport Program within the agency. A total of 19 clients were assisted with HEAP applications through our central location and a total 84 clients were assisted whom are homebound. A total of 103 clients documented received assistance and many undocumented people were assisted through our office, community partners and service agencies.

Presentations:

A total of nine documented presentations were given to introduce the 2011-2012 Heap Program reaching over ninety people at each event. There were many undocumented HEAP Presentations as part of agency presentations at local Health Fairs, Informational Fairs, and Expo's.

Media Spots:

The AOoA published a total of 3 HEAP media spots. The Toledo Journal, a local monthly newspaper which reaches thousands of people in our service area and the good news is the paper is provided to the reader free of charge. Local Senior Center's also listed HEAP information in their monthly newsletters as well as other Community Action Agencies.

Staff Training

A total of 9 staff received HEAP training.

Respectfully Submitted,

Lisa M. Thompson, HEAP Coordinator



AREA AGENCY ON AGING

Ohio District 5 | Serving North Central Ohio

780 Park Avenue West, Mansfield, OH 44906 | (419) 524-4144 | 1(800) 860-5799 | Fax (419) 522-9482 | www.aaa5ohio.org

May 23, 2012

**ELECTRONIC MAIL &
US Postal Mail**

Janet Hofmann
Older Americans Act Programs Division
Ohio Department of Aging
50 West Broad Street, 9th floor
Columbus, OH 43215-5928

RE: Annual Report for the Home Energy Assistance Program

Dear Ms. Hofmann,

You will find attached the Home Energy Assistance Program (HEAP) Final Report covering the time period from October 2011 until April 30, 2012. Supporting documentation for the final report will follow in certified mail.

If you have any questions, please contact Diane Ramey, Chief of Long Term Care, at the Ohio District 5 Area Agency on Aging at dramey@aaa5ohio.org or by calling 1-800-522-1612 ext. 1133.

Sincerely,

Diane Ramey
Chief of Long Term Care

DR/sm

Enclosure

cc: Beth Fryman, LTC Supervisor

Serving Ashland, Crawford, Huron, Knox, Marion, Morrow, Richland, Seneca and Wyandot Counties



AREA AGENCY ON AGING

Ohio District 5 | Serving North Central Ohio

780 Park Avenue West, Mansfield, OH 44906 | (419) 524-4144 | 1(800) 860-5799 | Fax (419) 522-9482 | www.aaa5ohio.org

Re: HEAP final report narrative

Home Energy Assistance Program Training

The HEAP regional training in Columbus on September 15 & 16 was attended by Laura Baker, and Bambi Cameron; important information concerning the changes to the 2011-2012 Home Energy Assistance Program were discussed, and found to be very beneficial to the HEAP Coordinators. The HEAP Coordinators were available to train agency staff regarding the Home Energy Assistance Program. The agency's screeners are trained Benefit Bank Counselors; therefore, they can assist in filling out the application, as well as, answering questions regarding the program. In addition, cover letters were included with the HEAP applications for those requesting an application through the mail. The cover letter explained how to complete the application along with the Care Managers contact information for additional help in completing the application.

Home Energy Assistance Program Press Releases

Press releases were sent each month to various forms of media (television, radio, and newspapers). Paid newspaper ads were placed on a monthly basis throughout the Ohio District 5 Area Agency on Aging, Inc serving area. HEAP information was published in the Agency's quarterly newsletter "The Messenger." HEAP guidelines and eligibility criteria could be found on the Ohio District 5 Area Agency on Aging, Inc website, and in West Park Senior Center's newsletter. In addition, information regarding the Home Energy Assistance Program was placed in promotional bags, which were given out at presentations, health fairs, and special events.

Home Energy Assistance Program Mass Mailings

The HEAP outreach mass mailings were sent to the following organizations: In October the mass mailings were sent to all Seniors Centers and Churches in the nine county areas. November's mass mailing went to the financial institutions in the nine counties. All social service settings were the December focus for the mass mailing. Libraries were targeted for the mass mailing in January. February's mass mailings were sent to all independent living, while March mass mailing went to pharmacies and the mass mailing for April was sent to all nine county Media organizations.

Serving Ashland, Crawford, Huron, Knox, Marion, Morrow, Richland, Seneca and Wyandot Counties



AREA AGENCY ON AGING

Ohio District 5 | Serving North Central Ohio

780 Park Avenue West, Mansfield, OH 44906 | (419) 524-4144 | 1(800) 860-5799 | Fax (419) 522-9482 | www.aaa5ohio.org

Home Energy Assistance Program Outreach

The focus for outreach included food pantries, soup kitchens and senior commodity pickup sites in the following counties; Ashland, Crawford, Huron, Morrow, Marion, Richland, Seneca and Wyandot along with a farmer's market in Crawford County. The sites that provide the pantries and soup kitchens are Salvation Army, Red Cross, Churches, Outreach Centers, and Senior Centers.

HEAP outreaches were held within senior housing; Devon House which included residents from the Coventry House, Tall Trees apartments in Seneca County. In addition, an outreach was held at Marion Meadows in Marion County at the request of the building manager. An outreach and presentation was given at the Noah Project senior housing in Crawford County.

Senior Centers in the following counties Ashland, Huron, Knox, Marion, Morrow, Richland, Seneca, and Wyandot were sites for HEAP outreaches during the 2011-2012 Home Energy Assistance Program season.

Outreaches were held at libraries within the nine county areas which included Seneca and Wyandot County and Huron County.

Other community outreaches were held at the Huron County Health Department during the "Give Kids a Smile" dental clinic. Several families were assisted with the Home Energy Assistance Program. Grocery stores in Huron and Richland counties were additional sites for community outreaches.

Serving Ashland, Crawford, Huron, Knox, Marion, Morrow, Richland, Seneca and Wyandot Counties

APPENDIX G

Janet Cesner, Office of Community Assistance

2013 Ohio State Plan

Income Definitions for HEAP Eligibility

Low-Income Home Energy Assistance Program

Household income is defined as the total annual gross income before taxes (minus exclusions) of all household members, except earned income of dependent minors under 18 years of age. Head of household and spouse may never be considered minors. Gross household income includes wages, interest, dividends, annuities and pensions. Additional sources that HEAP defines as income include, but are not limited to the following:

Countable Income:

- Active Military Pay (Basic pay)
- Adoption Assistance
- Alimony
- Capital Gains – (Example: Proceeds from sale of property, home and stock)
- Cash Gifts
- Child Support Received
- Company Disability and Black Lung
- Estate and Trust Settlements (excluding attorney fees)
- Garnished Wages, including those involved with Bankruptcy Gross wages – If the utilities bills are part of an on-going bankruptcy, the household may NOT be assisted.
- Immigrant Relocation Allowance
- Grant/Training Stipends (excluding amounts for book and fees)
- Interest earned from Savings Accounts and/or money withdrawn from Individual Retirement Accounts (IRA)
- Lump Sum Distribution
- Odd Jobs
- Railroad Pensions
- Retirement and/or Company Pensions
- Social Security, Supplemental Security Income (SSI) and Social Security Disability (SSDI)
- Strike Benefits
- Temporary Assistance to Needy Families/Disability Assistance (TANF/DA)
- Unearned income paid to or on the behalf of minors
- Unemployment Benefits
- Utility Allowances (as discretionary income)
- Veteran's Benefits (Pensions and Compensation)
- Workers' Compensation

Excluded Household Income:

- Agent Orange Compensation/Benefit
- Assets from bank withdrawals
- Attorney's fees for Estate and Trust Settlements
- *Child Support Paid
- FEMA – Cash Payments
- Food Stamps/Cash Payment for food stamps
- *Funds/training stipends designated for specific purposes (i.e., educational grants for tuition and/or books – NOT living expenses)
- Handicapped Income – self-sufficiency programs (e.g., work expenses for the blind)
- *Health Insurance premiums (dental, vision and health insurance, supplemental health insurance)
- Income earned by dependent minors less than 18 years of age
- Loans from individuals or institutions requiring repayment of either principal or principal and interest
- Medicare Payments, Medicaid Spend-Down
- *Military Allowances for Subsistence, Housing, Family Separation, etc.
- Prevention, Retention, and Contingency (PRC) – assistance to attempt to divert families from long term financial dependency
- Stipend for Foster Care
- Tax refunds and rebates, Earned Income Tax Credits (EITC)
- Title III Disaster Relief Emergency Assistance Program (DREAP)
- Title V Wages – Older Americans' Act (Public Law 100-175)
- Transportation Allowances (i.e., Workforce Investment Act (WIA), Job Training Partnership Act (JTPA), Workfare)
- Work Allowances (i.e., Learning Earning and Parenting (LEAP)
- Volunteers In Services To America (VISTA) or other Americorp Stipends

***These exclusions require documentation**

APPENDIX H

Janet Cesner, Office of Community Assistance

2013 Ohio State Plan

LIHEAP Benefit Matrix

2012 HEAP Matrix

| | | | | | |
|--|-------------------|-----------|------------------|-----------|-----------|
| Date | 10/14/11 | | | | |
| Eligible Households | 480,000 | | | | |
| HEAP Allocation | \$ 108,067,000.00 | | | | |
| HEAP Allocation + Weighted Adjustment of Winter Cost | \$ 113,067,000.00 | | | | |
| Targeted CLIENT ASSUMPTION | 0.50 | | | | |
| Targeted FACTOR | 1.20 | 0.20 | | | |
| Max Poverty | 200% | | | | |
| PIPP Discount | 45.00% | | | | |
| PIPP Customer Receiving Discount | 290,536 | | | | |
| PIPP Customer Prior Year Average Benefit With Weighted Padding | \$ 22,940,363.81 | | | | |
| | | Gas/Elec | Propane | Oil/Kero | Coal/Wood |
| Max Benefit | \$ 362.52 | \$ 330.37 | \$ 362.52 | \$ 362.52 | \$ 241.68 |
| Min Benefit | \$ 37.24 | \$ 50.91 | \$ 107.16 | \$ 107.16 | \$ 71.44 |
| Max Percentage Credit | 50.0000 | | | | |
| Min Percentage Credit | 20.0000 | | | | |
| Prior Year Bumber receiving PIPP discount | | | 283,017 | | |
| Prior Year Elgible Applicants | | | 457,836 | | |
| % who received it | | | 0.6182 | | |
| Estimated Number for Current Year | | | 296,718 | | |
| Total Amount of Benefits for Prior Year Discount People | | | \$ 32,842,475.00 | | |
| Average Benefit for PIPP People | | | \$ 116.04 | | |

| 713.0000 | | % Adjustment of Winter Cost | | | | | | | 5.00% | DATE: 10/14/11 | Targeted CLIENT ASSUMPTION | | | 0.50 | | | | | |
|--|----------|-----------------------------|--------------|------------------|----------------------|---------------|------------------|-----------------|---------------|----------------|----------------------------|------------------------|----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| 50--175% OF POVERTY; 41--15% REIMBURSEMENT Winter Cost | | Targeted FACTOR | | | | | | | | | | | | | | | | | |
| UTILITY COMP | WTR COST | ADJ WTR COST | AVG WTR COST | ADJ AVG WTR COST | FUEL TYPE COST RATIO | COST RATIO | MARKET SHARE | WEIGHT | FINAL WEIGHT | ELIGIBLE HH | ALLOCN HEAP | ALLOCN HEAP+(Weighted) | 5% OF POVERTY MEAN PAYMENT | 15% OF POVERTY MEAN PAYMENT | 25% OF POVERTY MEAN PAYMENT | 35% OF POVERTY MEAN PAYMENT | 45% OF POVERTY MEAN PAYMENT | 55% OF POVERTY MEAN PAYMENT | 65% OF POVERTY MEAN PAYMENT |
| GAS | | | | | | | \$ 12,341,686.33 | \$ 7,769,154.96 | | 480,000 | \$108,067,000 | \$113,067,000 | 0.5000 | 0.5000 | 0.5000 | 0.5000 | 0.5000 | 0.4700 | 0.4400 |
| Columbia Gas | 484 | 460 | 519 | 519 | 0.7399 | 0.6549 | 0.26992 | 0.1997 | 0.2672 | 129,563 | \$28,876,484 | \$30,212,529 | 259.73 | 259.73 | 259.73 | 259.73 | 259.73 | 244.14 | 228.56 |
| Duke | 404 | 384 | 519 | 488 | 0.7399 | 0.5467 | 0.05235 | 0.0387 | 0.0518 | 25,129 | \$5,600,705 | \$5,859,837 | 244.14 | 244.14 | 244.14 | 244.14 | 244.14 | 229.49 | 214.84 |
| Vectren | 534 | 507 | 519 | 519 | 0.7399 | 0.7226 | 0.05691 | 0.0421 | 0.0563 | 27,316 | \$6,088,099 | \$6,369,781 | 259.73 | 259.73 | 259.73 | 259.73 | 259.73 | 244.14 | 228.56 |
| Dominion | 588 | 559 | 519 | 551 | 0.7399 | 0.7957 | 0.25895 | 0.1916 | 0.2563 | 124,295 | \$27,702,498 | \$28,984,226 | 275.31 | 275.31 | 275.31 | 275.31 | 275.31 | 258.79 | 242.27 |
| Ohio Gas | 671 | 637 | 519 | 551 | 0.7399 | 0.9080 | 0.00643 | 0.0048 | 0.0064 | 3,087 | \$687,987 | \$719,819 | 275.31 | 275.31 | 275.31 | 275.31 | 275.31 | 258.79 | 242.27 |
| The Energy Cooperativ | 601 | 571 | 519 | 519 | 0.7399 | 0.8133 | 0.00402 | 0.0030 | 0.0040 | 1,929 | \$429,922 | \$449,814 | 259.73 | 259.73 | 259.73 | 259.73 | 259.73 | 244.14 | 228.56 |
| Eastern Gas | 594 | 564 | 519 | 519 | 0.7399 | 0.8038 | 0.00042 | 0.0003 | 0.0004 | 202 | \$44,917 | \$46,995 | 259.73 | 259.73 | 259.73 | 259.73 | 259.73 | 244.14 | 228.56 |
| Ohio Valley Gas | 473 | 449 | 519 | 519 | 0.7399 | 0.6401 | 0.00026 | 0.0002 | 0.0003 | 123 | \$27,341 | \$28,606 | 259.73 | 259.73 | 259.73 | 259.73 | 259.73 | 244.14 | 228.56 |
| City of Lancaster | 578 | 549 | 519 | 519 | 0.7399 | 0.7821 | 0.00438 | 0.0032 | 0.0043 | 2,104 | \$468,981 | \$490,679 | 259.73 | 259.73 | 259.73 | 259.73 | 259.73 | 244.14 | 228.56 |
| Pike Natural Gas | 504 | 479 | 519 | 488 | 0.7399 | 0.6820 | 0.00057 | 0.0004 | 0.0006 | 272 | \$60,541 | \$63,342 | 244.14 | 244.14 | 244.14 | 244.14 | 244.14 | 229.49 | 214.84 |
| City of Hamilton | 477 | 453 | 519 | 488 | 0.7399 | 0.6455 | 0.00394 | 0.0029 | 0.0039 | 1,893 | \$421,831 | \$441,349 | 244.14 | 244.14 | 244.14 | 244.14 | 244.14 | 229.49 | 214.84 |
| All Other Gas | 537 | 510 | 519 | 519 | 0.7399 | 0.7268 | 0.00714 | 0.0053 | 0.0071 | 3,427 | \$763,872 | \$799,215 | 259.73 | 259.73 | 259.73 | 259.73 | 259.73 | 244.14 | 228.56 |
| SUB TOTAL | | | | | | | 0.66529 | | | 319,339 | | | | | | | | | |
| ELECTRIC | | | | | | | | | | 319,339 | | | | | | | | | |
| Duke | 483 | 459 | 519 | 488 | 0.7399 | 0.6536 | 0.01990 | 0.0147 | 0.0197 | 9,551 | \$2,128,687 | \$2,227,176 | 244.14 | 244.14 | 244.14 | 244.14 | 244.14 | 229.49 | 214.84 |
| CEI | 533 | 506 | 519 | 551 | 0.7399 | 0.7212 | 0.01397 | 0.0103 | 0.0138 | 6,704 | \$1,494,265 | \$1,563,401 | 275.31 | 275.31 | 275.31 | 275.31 | 275.31 | 258.79 | 242.27 |
| C&SOE | 438 | 416 | 519 | 519 | 0.7399 | 0.5927 | 0.04510 | 0.0334 | 0.0446 | 21,646 | \$4,824,418 | \$5,047,633 | 259.73 | 259.73 | 259.73 | 259.73 | 259.73 | 244.14 | 228.56 |
| DPL | 739 | 702 | 519 | 519 | 0.7399 | 1.0000 | 0.02147 | 0.0159 | 0.0213 | 10,307 | \$2,297,196 | \$2,403,482 | 259.73 | 259.73 | 259.73 | 259.73 | 259.73 | 244.14 | 228.56 |
| Ohio Edison | 650 | 618 | 519 | 551 | 0.7399 | 0.8796 | 0.03322 | 0.0246 | 0.0329 | 15,945 | \$3,553,763 | \$3,718,187 | 275.31 | 275.31 | 275.31 | 275.31 | 275.31 | 258.79 | 242.27 |
| OHIO PWR | 491 | 466 | 519 | 519 | 0.7399 | 0.6644 | 0.04510 | 0.0334 | 0.0446 | 21,646 | \$4,824,418 | \$5,047,633 | 259.73 | 259.73 | 259.73 | 259.73 | 259.73 | 244.14 | 228.56 |
| Toledo Edison | 583 | 554 | 519 | 551 | 0.7399 | 0.7889 | 0.01059 | 0.0078 | 0.0105 | 5,081 | \$1,132,417 | \$1,184,811 | 275.31 | 275.31 | 275.31 | 275.31 | 275.31 | 258.79 | 242.27 |
| City of Hamilton | 564 | 536 | 519 | 488 | 0.7399 | 0.7632 | 0.00088 | 0.0007 | 0.0009 | 422 | \$94,019 | \$98,369 | 244.14 | 244.14 | 244.14 | 244.14 | 244.14 | 229.49 | 214.84 |
| Other Electric | 560 | 532 | 519 | 519 | 0.7399 | 0.7579 | 0.02813 | 0.0208 | 0.0279 | 13,504 | \$3,009,734 | \$3,148,987 | 259.73 | 259.73 | 259.73 | 259.73 | 259.73 | 244.14 | 228.56 |
| SUB TOTAL | | | | | | | 0.21835 | | | 104,806 | | | | | | | | | |
| BULK FUEL | | | | | | | | | | | | | | | | | | | |
| 25 GAS/PROP | 600 | 570 | | 570 | 0.8119 | 0.8119 | 0.06919 | 0.0562 | 0.0752 | 33,212 | \$8,122,473 | \$8,498,280 | 285.00 | 285.00 | 285.00 | 285.00 | 285.00 | 267.90 | 250.80 |
| 26 OIL/KERO | 600 | 570 | | 570 | 0.8119 | 0.8119 | 0.04247 | 0.0345 | 0.0461 | 20,385 | \$4,985,469 | \$5,216,135 | 285.00 | 285.00 | 285.00 | 285.00 | 285.00 | 267.90 | 250.80 |
| 27 COAL/WOOD | 400 | 380 | | 380 | 0.5413 | 0.5413 | 0.00546 | 0.0030 | 0.0040 | 2,619 | \$426,961 | \$446,716 | 190.00 | 190.00 | 190.00 | 190.00 | 190.00 | 178.60 | 167.20 |
| SUB TOTAL | | | | | | | 0.11712 | | | 56,215 | | | | | | | | | |
| SUMS | | | | | | | 1.00075 | 0.7474 | 1.0000 | 480,361 | \$108,067,000 | \$113,067,000 | 258.9260 | 258.9260 | 258.9260 | 258.9260 | 258.9260 | 243.3905 | 227.8549 |
| | | | | | | | | | | | | | 220.0000 | | | | | | |

A. \$110,000,000 (HEAP) + \$5,000,000 (Targeted Group) in allocations
 B. 410,000 HOUSEHOLDS PARTICIPATING
 C. 70.0 MCF PER WINTER FOR EACH GAS CUSTOMER
 D. 2200 KWH PER MONTH FOR EACH ELECTRIC CUSTOMER
 E. PROPANE/BOTTLE GAS-300 GAL. PER WINTER SEASON AT \$3.00 PER GAL.
 F. FUEL OIL/KEROSENE-300 GAL. PER WINTER SEASON AT \$3.00 PER GAL.

G. 5 TONS PER WINTER FOR EACH COAL CUSTOMER/\$150 per ton
 H. 5 CORDS PER WINTER FOR EACH WOOD CUSTOMER/\$150 per cord
 I. 20% OF HOUSEHOLDS RECEIVE MAXIMUM BENEFIT
 J. 50% HAVE WEIGHTED BENEFIT- PERMANENTLY DISABLED OR ELDERLY (=> AGE 60) HOUSEHOLD MEMBER
 K. WINTER UTILITY COSTS ARE FOR DECEMBER THROUGH FEBRUARY
 L. FORMER OHIO ENERGY CREDIT PROGRAM -- **OEC PAYMENT FACTOR: 1.2**

SOURCES: THE UTILITIES, AND THE P.U.C.O.
 PREPARED BY:OCS/HEAP

ASSUMPTIONS: A:

713.0000
50--175% OF POVERTY

| UTILITY COMP | 75% OF POVERTY MEAN PAYMENT | 85% OF POVERTY MEAN PAYMENT | 95% OF POVERTY MEAN PAYMENT | 105% OF POVERTY MEAN PAYMENT | 115% OF POVERTY MEAN PAYMENT | 125% OF POVERTY MEAN PAYMENT | 135% OF POVERTY MEAN PAYMENT | 145% OF POVERTY MEAN PAYMENT | 5% OF POVERTY HEAP PAYMENT | 5% OF POVERTY OEC PAYMENT | 5% OF POVERTY NOTOEC PAYMENT | 5% OF POVERTY TOTAL PAYMENT | 15% OF POVERTY HEAP PAYMENT | 15% OF POVERTY OEC PAYMENT | 15% OF POVERTY NOTOEC PAYMENT | 15% OF POVERTY TOTAL PAYMENT | 25% OF POVERTY HEAP PAYMENT | 25% OF POVERTY OEC PAYMENT | 25% OF POVERTY NOTOEC PAYMENT | 25% OF POVERTY TOTAL PAYMENT |
|------------------------------|-----------------------------|-----------------------------|-----------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|----------------------------|---------------------------|------------------------------|-----------------------------|-----------------------------|----------------------------|-------------------------------|------------------------------|-----------------------------|----------------------------|-------------------------------|------------------------------|
| GAS | 0.4100 | 0.3800 | 0.3500 | 0.3200 | 0.2900 | 0.2600 | 0.2300 | 0.2000 | 0.0694 | 0.0347 | 0.0347 | | 0.0467 | 0.0233 | 0.0233 | | 0.0456 | 0.0228 | 0.0228 | |
| Columbia Gas | 212.97 | 197.39 | 181.81 | 166.22 | 150.64 | 135.06 | 119.47 | 103.89 | \$2,336,314 | \$1,401,789 | \$1,168,157 | \$2,569,946 | \$1,570,384 | \$942,231 | \$785,192 | \$1,727,423 | \$1,535,721 | \$921,433 | \$767,860 | \$1,689,293 |
| Duke | 200.20 | 185.55 | 170.90 | 156.25 | 141.60 | 126.95 | 112.31 | 97.66 | \$425,949 | \$255,569 | \$212,974 | \$468,544 | \$286,307 | \$171,784 | \$143,154 | \$314,938 | \$279,987 | \$167,992 | \$139,994 | \$307,986 |
| Vectren | 212.97 | 197.39 | 181.81 | 166.22 | 150.64 | 135.06 | 119.47 | 103.89 | \$492,571 | \$295,542 | \$246,285 | \$541,828 | \$331,088 | \$198,653 | \$165,544 | \$364,197 | \$323,780 | \$194,268 | \$161,890 | \$356,158 |
| Dominion | 225.75 | 209.23 | 192.72 | 176.20 | 159.68 | 143.16 | 126.64 | 110.12 | \$2,375,810 | \$1,425,486 | \$1,187,905 | \$2,613,391 | \$1,596,932 | \$958,159 | \$798,466 | \$1,756,625 | \$1,561,683 | \$937,010 | \$780,841 | \$1,717,851 |
| Ohio Gas | 225.75 | 209.23 | 192.72 | 176.20 | 159.68 | 143.16 | 126.64 | 110.12 | \$59,003 | \$35,402 | \$29,501 | \$64,903 | \$39,660 | \$23,796 | \$19,830 | \$43,626 | \$38,784 | \$23,270 | \$19,392 | \$42,663 |
| The Energy Cooperativ | 212.97 | 197.39 | 181.81 | 166.22 | 150.64 | 135.06 | 119.47 | 103.89 | \$34,784 | \$20,870 | \$17,392 | \$38,262 | \$23,380 | \$14,028 | \$11,690 | \$25,718 | \$22,864 | \$13,719 | \$11,432 | \$25,151 |
| Eastern Gas | 212.97 | 197.39 | 181.81 | 166.22 | 150.64 | 135.06 | 119.47 | 103.89 | \$3,634 | \$2,180 | \$1,817 | \$3,998 | \$2,443 | \$1,466 | \$1,221 | \$2,687 | \$2,389 | \$1,433 | \$1,194 | \$2,628 |
| Ohio Valley Gas | 212.97 | 197.39 | 181.81 | 166.22 | 150.64 | 135.06 | 119.47 | 103.89 | \$2,212 | \$1,327 | \$1,106 | \$2,433 | \$1,487 | \$892 | \$743 | \$1,636 | \$1,454 | \$872 | \$727 | \$1,599 |
| City of Lancaster | 212.97 | 197.39 | 181.81 | 166.22 | 150.64 | 135.06 | 119.47 | 103.89 | \$37,944 | \$22,766 | \$18,972 | \$41,738 | \$25,504 | \$15,303 | \$12,752 | \$28,055 | \$24,942 | \$14,965 | \$12,471 | \$27,436 |
| Pike Natural Gas | 200.20 | 185.55 | 170.90 | 156.25 | 141.60 | 126.95 | 112.31 | 97.66 | \$4,604 | \$2,763 | \$2,302 | \$5,065 | \$3,095 | \$1,857 | \$1,547 | \$3,404 | \$3,027 | \$1,816 | \$1,513 | \$3,329 |
| City of Hamilton | 200.20 | 185.55 | 170.90 | 156.25 | 141.60 | 126.95 | 112.31 | 97.66 | \$32,081 | \$19,249 | \$16,041 | \$35,290 | \$21,564 | \$12,938 | \$10,782 | \$23,720 | \$21,088 | \$12,653 | \$10,544 | \$23,197 |
| All Other Gas | 212.97 | 197.39 | 181.81 | 166.22 | 150.64 | 135.06 | 119.47 | 103.89 | \$61,803 | \$37,082 | \$30,901 | \$67,983 | \$41,542 | \$24,925 | \$20,771 | \$45,696 | \$40,625 | \$24,375 | \$20,312 | \$44,687 |
| SUB TOTAL | | | | | | | | | | | | | | | | | | | | |
| ELECTRIC | | | | | | | | | | | | | | | | | | | | |
| Duke | 200.20 | 185.55 | 170.90 | 156.25 | 141.60 | 126.95 | 112.31 | 97.66 | \$161,892 | \$97,135 | \$80,946 | \$178,082 | \$108,818 | \$65,291 | \$54,409 | \$119,700 | \$106,416 | \$63,850 | \$53,208 | \$117,058 |
| CEI | 225.75 | 209.23 | 192.72 | 176.20 | 159.68 | 143.16 | 126.64 | 110.12 | \$128,151 | \$76,890 | \$64,075 | \$140,966 | \$86,138 | \$51,683 | \$43,069 | \$94,752 | \$84,237 | \$50,542 | \$42,118 | \$92,660 |
| C&SOE | 212.97 | 197.39 | 181.81 | 166.22 | 150.64 | 135.06 | 119.47 | 103.89 | \$390,330 | \$234,198 | \$195,165 | \$429,363 | \$262,365 | \$157,419 | \$131,183 | \$288,602 | \$256,574 | \$153,945 | \$128,287 | \$282,232 |
| DPL | 212.97 | 197.39 | 181.81 | 166.22 | 150.64 | 135.06 | 119.47 | 103.89 | \$185,860 | \$111,516 | \$92,930 | \$204,446 | \$124,928 | \$74,957 | \$62,464 | \$137,421 | \$122,170 | \$73,302 | \$61,085 | \$134,387 |
| Ohio Edison | 225.75 | 209.23 | 192.72 | 176.20 | 159.68 | 143.16 | 126.64 | 110.12 | \$304,776 | \$182,866 | \$152,388 | \$335,254 | \$204,859 | \$122,916 | \$102,430 | \$225,345 | \$200,338 | \$120,203 | \$100,169 | \$220,371 |
| OHIO PWR | 212.97 | 197.39 | 181.81 | 166.22 | 150.64 | 135.06 | 119.47 | 103.89 | \$390,330 | \$234,198 | \$195,165 | \$429,363 | \$262,365 | \$157,419 | \$131,183 | \$288,602 | \$256,574 | \$153,945 | \$128,287 | \$282,232 |
| Toledo Edison | 225.75 | 209.23 | 192.72 | 176.20 | 159.68 | 143.16 | 126.64 | 110.12 | \$97,118 | \$58,271 | \$48,559 | \$106,830 | \$65,279 | \$39,167 | \$32,640 | \$71,807 | \$63,838 | \$38,303 | \$31,919 | \$70,222 |
| City of Hamilton | 200.20 | 185.55 | 170.90 | 156.25 | 141.60 | 126.95 | 112.31 | 97.66 | \$7,150 | \$4,290 | \$3,575 | \$7,865 | \$4,806 | \$2,884 | \$2,403 | \$5,287 | \$4,700 | \$2,820 | \$2,350 | \$5,170 |
| Other Electric | 212.97 | 197.39 | 181.81 | 166.22 | 150.64 | 135.06 | 119.47 | 103.89 | \$243,509 | \$146,105 | \$121,755 | \$267,860 | \$163,678 | \$98,207 | \$81,839 | \$180,046 | \$160,065 | \$96,039 | \$80,032 | \$176,071 |
| SUB TOTAL | | | | | | | | | | | | | | | | | | | | |
| BULK FUEL | | | | | | | | | | | | | | | | | | | | |
| 25 GAS/PROP | 233.70 | 216.60 | 199.50 | 182.40 | 165.30 | 148.20 | 131.10 | 114.00 | \$657,166 | \$394,300 | \$328,583 | \$722,883 | \$441,723 | \$265,034 | \$220,861 | \$485,895 | \$431,973 | \$259,184 | \$215,986 | \$475,170 |
| 26 OIL/KERO | 233.70 | 216.60 | 199.50 | 182.40 | 165.30 | 148.20 | 131.10 | 114.00 | \$403,360 | \$242,016 | \$201,680 | \$443,696 | \$271,124 | \$162,674 | \$135,562 | \$298,236 | \$265,139 | \$159,084 | \$132,570 | \$291,653 |
| 27 COAL/WOOD | 155.80 | 144.40 | 133.00 | 121.60 | 110.20 | 98.80 | 87.40 | 76.00 | \$34,544 | \$20,727 | \$17,272 | \$37,999 | \$23,219 | \$13,932 | \$11,610 | \$25,541 | \$22,707 | \$13,624 | \$11,353 | \$24,978 |
| SUB TOTAL | | | | | | | | | | | | | | | | | | | | |
| SUMS | 212.3194 | 196.7838 | 181.2482 | 165.7127 | 150.1771 | 134.6415 | 119.1060 | 103.5704 | | | | | | | | | | | | |

ASSUMPTIONS:

| 713.0000 | | | | | | | | | | | | | | | | | | | |
|------------------------------|------------------------------|-----------------------------|----------------------------|-------------------------------|------------------------------|-----------------------------|----------------------------|-------------------------------|------------------------------|------------------------------|-----------------------------|--------------------------------|-------------------------------|------------------------------|-----------------------------|--------------------------------|-------------------------------|------------------------------|-----------------------------|
| 50--175% OF POVERTY | | | | | | | | | | | | | | | | | | | |
| UTILITY COMP | 75% OF POVERTY TOTAL PAYMENT | 85% OF POVERTY HEAP PAYMENT | 85% OF POVERTY OEC PAYMENT | 85% OF POVERTY NOTOEC PAYMENT | 85% OF POVERTY TOTAL PAYMENT | 95% OF POVERTY HEAP PAYMENT | 95% OF POVERTY OEC PAYMENT | 95% OF POVERTY NOTOEC PAYMENT | 95% OF POVERTY TOTAL PAYMENT | 105% OF POVERTY HEAP PAYMENT | 105% OF POVERTY OEC PAYMENT | 105% OF POVERTY NOTOEC PAYMENT | 105% OF POVERTY TOTAL PAYMENT | 115% OF POVERTY HEAP PAYMENT | 115% OF POVERTY OEC PAYMENT | 115% OF POVERTY NOTOEC PAYMENT | 115% OF POVERTY TOTAL PAYMENT | 125% OF POVERTY HEAP PAYMENT | 125% OF POVERTY OEC PAYMENT |
| | | 0.0895 | 0.0447 | 0.0447 | | 0.0615 | 0.0307 | 0.0307 | | 0.0609 | 0.0305 | 0.0305 | | 0.0651 | 0.0326 | 0.0326 | | 0.0575 | 0.0288 |
| GAS | | | | | | | | | | | | | | | | | | | |
| Columbia Gas | \$3,212,682 | \$2,288,210 | \$1,372,926 | \$1,144,105 | \$2,517,031 | \$1,448,553 | \$869,132 | \$724,277 | \$1,593,409 | \$1,311,867 | \$787,120 | \$655,934 | \$1,443,054 | \$1,271,131 | \$762,679 | \$635,566 | \$1,398,244 | \$1,006,843 | \$604,106 |
| Duke | \$585,725 | \$417,179 | \$250,307 | \$208,589 | \$458,897 | \$264,095 | \$158,457 | \$132,048 | \$290,505 | \$239,175 | \$143,505 | \$119,588 | \$263,093 | \$231,748 | \$139,049 | \$115,874 | \$254,923 | \$183,564 | \$110,139 |
| Vectren | \$677,338 | \$482,429 | \$289,457 | \$241,214 | \$530,672 | \$305,402 | \$183,241 | \$152,701 | \$335,942 | \$276,584 | \$165,950 | \$138,292 | \$304,243 | \$267,996 | \$160,797 | \$133,998 | \$294,795 | \$212,275 | \$127,365 |
| Dominion | \$3,266,993 | \$2,326,893 | \$1,396,136 | \$1,163,446 | \$2,559,582 | \$1,473,042 | \$883,825 | \$736,521 | \$1,620,346 | \$1,334,045 | \$800,427 | \$667,022 | \$1,467,449 | \$1,292,620 | \$775,572 | \$646,310 | \$1,421,882 | \$1,023,864 | \$614,318 |
| Ohio Gas | \$81,135 | \$57,788 | \$34,673 | \$28,894 | \$63,567 | \$36,583 | \$21,950 | \$18,291 | \$40,241 | \$33,131 | \$19,878 | \$16,565 | \$36,444 | \$32,102 | \$19,261 | \$16,051 | \$35,312 | \$25,427 | \$15,256 |
| The Energy Cooperativ | \$47,831 | \$34,068 | \$20,441 | \$17,034 | \$37,474 | \$21,567 | \$12,940 | \$10,783 | \$23,723 | \$19,531 | \$11,719 | \$9,766 | \$21,485 | \$18,925 | \$11,355 | \$9,462 | \$20,817 | \$14,990 | \$8,994 |
| Eastern Gas | \$4,997 | \$3,559 | \$2,136 | \$1,780 | \$3,915 | \$2,253 | \$1,352 | \$1,127 | \$2,479 | \$2,041 | \$1,224 | \$1,020 | \$2,245 | \$1,977 | \$1,186 | \$989 | \$2,175 | \$1,566 | \$940 |
| Ohio Valley Gas | \$3,042 | \$2,167 | \$1,300 | \$1,083 | \$2,383 | \$1,372 | \$823 | \$686 | \$1,509 | \$1,242 | \$745 | \$621 | \$1,366 | \$1,204 | \$722 | \$602 | \$1,324 | \$953 | \$572 |
| City of Lancaster | \$52,177 | \$37,163 | \$22,298 | \$18,581 | \$40,879 | \$23,526 | \$14,116 | \$11,763 | \$25,878 | \$21,306 | \$12,784 | \$10,653 | \$23,437 | \$20,644 | \$12,387 | \$10,322 | \$22,709 | \$16,352 | \$9,811 |
| Pike Natural Gas | \$6,331 | \$4,509 | \$2,706 | \$2,255 | \$4,960 | \$2,855 | \$1,713 | \$1,427 | \$3,140 | \$2,585 | \$1,551 | \$1,293 | \$2,844 | \$2,505 | \$1,503 | \$1,253 | \$2,756 | \$1,984 | \$1,191 |
| City of Hamilton | \$44,115 | \$31,421 | \$18,853 | \$15,710 | \$34,563 | \$19,891 | \$11,935 | \$9,946 | \$21,880 | \$18,014 | \$10,808 | \$9,007 | \$19,816 | \$17,455 | \$10,473 | \$8,727 | \$19,200 | \$13,826 | \$8,295 |
| All Other Gas | \$84,985 | \$60,530 | \$36,318 | \$30,265 | \$66,583 | \$38,319 | \$22,991 | \$19,159 | \$42,151 | \$34,703 | \$20,822 | \$17,351 | \$38,173 | \$33,625 | \$20,175 | \$16,813 | \$36,988 | \$26,634 | \$15,980 |
| SUB TOTAL | | | | | | | | | | | | | | | | | | | |
| ELECTRIC | | | | | | | | | | | | | | | | | | | |
| Duke | \$222,619 | \$158,559 | \$95,135 | \$79,280 | \$174,415 | \$100,376 | \$60,226 | \$50,188 | \$110,414 | \$90,904 | \$54,543 | \$45,452 | \$99,995 | \$88,082 | \$52,849 | \$44,041 | \$96,890 | \$69,768 | \$41,861 |
| CEI | \$176,221 | \$125,512 | \$75,307 | \$62,756 | \$138,063 | \$79,455 | \$47,673 | \$39,728 | \$87,401 | \$71,958 | \$43,175 | \$35,979 | \$79,154 | \$69,724 | \$41,834 | \$34,862 | \$76,696 | \$55,227 | \$33,136 |
| C&SOE | \$536,745 | \$382,293 | \$229,376 | \$191,147 | \$420,523 | \$242,011 | \$145,207 | \$121,006 | \$266,212 | \$219,175 | \$131,505 | \$109,587 | \$241,092 | \$212,369 | \$127,421 | \$106,184 | \$233,606 | \$168,214 | \$100,928 |
| DPL | \$255,577 | \$182,033 | \$109,220 | \$91,016 | \$200,236 | \$115,236 | \$69,142 | \$57,618 | \$126,760 | \$104,362 | \$62,617 | \$52,181 | \$114,799 | \$101,122 | \$60,673 | \$50,561 | \$111,234 | \$80,097 | \$48,058 |
| Ohio Edison | \$419,100 | \$298,501 | \$179,101 | \$149,251 | \$328,351 | \$188,966 | \$113,380 | \$94,483 | \$207,863 | \$171,135 | \$102,681 | \$85,568 | \$188,249 | \$165,821 | \$99,493 | \$82,911 | \$182,403 | \$131,344 | \$78,807 |
| OHIO PWR | \$536,745 | \$382,293 | \$229,376 | \$191,147 | \$420,523 | \$242,011 | \$145,207 | \$121,006 | \$266,212 | \$219,175 | \$131,505 | \$109,587 | \$241,092 | \$212,369 | \$127,421 | \$106,184 | \$233,606 | \$168,214 | \$100,928 |
| Toledo Edison | \$133,547 | \$95,118 | \$57,071 | \$47,559 | \$104,630 | \$60,215 | \$36,129 | \$30,107 | \$66,236 | \$54,533 | \$32,720 | \$27,266 | \$59,986 | \$52,839 | \$31,704 | \$26,420 | \$58,123 | \$41,853 | \$25,112 |
| City of Hamilton | \$9,833 | \$7,003 | \$4,202 | \$3,502 | \$7,704 | \$4,433 | \$2,660 | \$2,217 | \$4,877 | \$4,015 | \$2,409 | \$2,008 | \$4,417 | \$3,890 | \$2,334 | \$1,945 | \$4,279 | \$3,082 | \$1,849 |
| Other Electric | \$334,851 | \$238,495 | \$143,097 | \$119,248 | \$262,345 | \$150,980 | \$90,588 | \$75,490 | \$166,078 | \$136,733 | \$82,040 | \$68,367 | \$150,406 | \$132,487 | \$79,492 | \$66,244 | \$145,736 | \$104,941 | \$62,965 |
| SUB TOTAL | | | | | | | | | | | | | | | | | | | |
| BULK FUEL | | | | | | | | | | | | | | | | | | | |
| 25 GAS/PROP | \$903,674 | \$643,635 | \$386,181 | \$321,818 | \$707,999 | \$407,454 | \$244,472 | \$203,727 | \$448,199 | \$369,006 | \$221,404 | \$184,503 | \$405,907 | \$357,548 | \$214,529 | \$178,774 | \$393,303 | \$283,208 | \$169,925 |
| 26 OIL/KERO | \$554,663 | \$395,055 | \$237,033 | \$197,528 | \$434,561 | \$250,090 | \$150,054 | \$125,045 | \$275,099 | \$226,491 | \$135,895 | \$113,246 | \$249,140 | \$219,458 | \$131,675 | \$109,729 | \$241,404 | \$173,830 | \$104,298 |
| 27 COAL/WOOD | \$47,502 | \$33,833 | \$20,300 | \$16,916 | \$37,216 | \$21,418 | \$12,851 | \$10,709 | \$23,560 | \$19,397 | \$11,638 | \$9,698 | \$21,337 | \$18,795 | \$11,277 | \$9,397 | \$20,674 | \$14,887 | \$8,932 |
| SUB TOTAL | | | | | | | | | | | | | | | | | | | |

SUMS

ASSUMPTIONS:

713.0000
50--175% OF POVERTY

| UTILITY COMP | 125% OF POVERTY NOTOEC PAYMENT | 125% OF POVERTY TOTAL PAYMENT | 135% OF POVERTY HEAP PAYMENT | 135% OF POVERTY OEC PAYMENT | 135% OF POVERTY NOTOEC PAYMENT | 135% OF POVERTY TOTAL PAYMENT | 145% OF POVERTY HEAP PAYMENT | 145% OF POVERTY OEC PAYMENT | 145% OF POVERTY NOTOEC PAYMENT | 145% OF POVERTY TOTAL PAYMENT | AMOUNT OF HEAP ALLOCN REMAIN | AMOUNT OF TOTAL ALLOCN REMAIN | WEIGHTED MEANS FOR OTHER UTILITIES |
|------------------------------|---|--|---------------------------------------|--------------------------------------|---|--|---------------------------------------|--------------------------------------|---|--|---------------------------------------|--|--|
| GAS | 0.0288 | | 0.0544 | 0.0272 | 0.0272 | | 0.1262 | 0.0631 | 0.06310 | | 1.0000 | | |
| Columbia Gas | \$503,422 | \$1,107,528 | \$841,461 | \$504,877 | \$420,730 | \$925,607 | \$1,698,700 | \$1,019,220 | \$849,350 | \$1,868,570 | \$3,665,456 | \$2,480,398 | 213.0385 |
| Duke | \$91,782 | \$201,921 | \$153,412 | \$92,047 | \$76,706 | \$168,754 | \$309,701 | \$185,821 | \$154,851 | \$340,671 | \$1,004,316 | \$803,808 | 38.8405 |
| Vectren | \$106,138 | \$233,503 | \$177,407 | \$106,444 | \$88,704 | \$195,148 | \$358,141 | \$214,885 | \$179,071 | \$393,955 | \$772,797 | \$522,948 | 44.9154 |
| Dominion | \$511,932 | \$1,126,251 | \$855,686 | \$513,412 | \$427,843 | \$941,255 | \$1,727,417 | \$1,036,450 | \$863,709 | \$1,900,159 | \$2,065,271 | \$783,276 | 216.6399 |
| Ohio Gas | \$12,714 | \$27,970 | \$21,251 | \$12,750 | \$10,625 | \$23,376 | \$42,900 | \$25,740 | \$21,450 | \$47,190 | \$51,291 | \$19,453 | 5.3802 |
| The Energy Cooperativ | \$7,495 | \$16,489 | \$12,528 | \$7,517 | \$6,264 | \$13,781 | \$25,291 | \$15,174 | \$12,645 | \$27,820 | \$54,572 | \$36,929 | 3.1718 |
| Eastern Gas | \$783 | \$1,723 | \$1,309 | \$785 | \$654 | \$1,440 | \$2,642 | \$1,585 | \$1,321 | \$2,907 | \$5,702 | \$3,858 | 0.3314 |
| Ohio Valley Gas | \$477 | \$1,049 | \$797 | \$478 | \$398 | \$876 | \$1,608 | \$965 | \$804 | \$1,769 | \$3,471 | \$2,348 | 0.2017 |
| City of Lancaster | \$8,176 | \$17,987 | \$13,666 | \$8,200 | \$6,833 | \$15,033 | \$27,588 | \$16,553 | \$13,794 | \$30,347 | \$59,530 | \$40,284 | 3.4599 |
| Pike Natural Gas | \$992 | \$2,183 | \$1,658 | \$995 | \$829 | \$1,824 | \$3,348 | \$2,009 | \$1,674 | \$3,682 | \$10,856 | \$8,689 | 0.4198 |
| City of Hamilton | \$6,913 | \$15,208 | \$11,555 | \$6,933 | \$5,777 | \$12,710 | \$23,326 | \$13,996 | \$11,663 | \$25,659 | \$75,643 | \$60,541 | 2.9254 |
| All Other Gas | \$13,317 | \$29,298 | \$22,259 | \$13,356 | \$11,130 | \$24,485 | \$44,936 | \$26,962 | \$22,468 | \$49,429 | \$96,963 | \$65,614 | |
| SUB TOTAL | | | | | | | | | | | | | 529.3245 |
| ELECTRIC | | | | | | | | | | | | | |
| Duke | \$34,884 | \$76,745 | \$58,308 | \$34,985 | \$29,154 | \$64,139 | \$117,710 | \$70,626 | \$58,855 | \$129,481 | \$381,715 | \$305,507 | 51.0783 |
| CEI | \$27,613 | \$60,750 | \$46,155 | \$27,693 | \$23,078 | \$50,771 | \$93,176 | \$55,906 | \$46,588 | \$102,494 | \$111,400 | \$42,250 | 40.4325 |
| C&SOE | \$84,107 | \$185,036 | \$140,584 | \$84,350 | \$70,292 | \$154,642 | \$283,803 | \$170,282 | \$141,902 | \$312,184 | \$612,391 | \$414,402 | 123.1521 |
| DPL | \$40,048 | \$88,107 | \$66,940 | \$40,164 | \$33,470 | \$73,634 | \$135,136 | \$81,081 | \$67,568 | \$148,649 | \$291,596 | \$197,322 | 58.6401 |
| Ohio Edison | \$65,672 | \$144,479 | \$109,770 | \$65,862 | \$54,885 | \$120,747 | \$221,598 | \$132,959 | \$110,799 | \$243,758 | \$264,939 | \$100,481 | 96.1592 |
| OHIO PWR | \$84,107 | \$185,036 | \$140,584 | \$84,350 | \$70,292 | \$154,642 | \$283,803 | \$170,282 | \$141,902 | \$312,184 | \$612,391 | \$414,402 | 123.1521 |
| Toledo Edison | \$20,927 | \$46,039 | \$34,979 | \$20,987 | \$17,489 | \$38,476 | \$70,613 | \$42,368 | \$35,306 | \$77,674 | \$84,424 | \$32,019 | 30.6414 |
| City of Hamilton | \$1,541 | \$3,390 | \$2,575 | \$1,545 | \$1,288 | \$2,833 | \$5,199 | \$3,119 | \$2,599 | \$5,719 | \$16,859 | \$13,494 | 2.2560 |
| Other Electric | \$52,471 | \$115,435 | \$87,704 | \$52,622 | \$43,852 | \$96,474 | \$177,052 | \$106,231 | \$88,526 | \$194,757 | \$382,043 | \$258,527 | |
| SUB TOTAL | | | | | | | | | | | | | 525.5117 |
| BULK FUEL | | | | | | | | | | | | | |
| 25 GAS/PROP | \$141,604 | \$311,529 | \$236,689 | \$142,013 | \$118,344 | \$260,358 | \$477,816 | \$286,690 | \$238,908 | \$525,598 | \$1,031,031 | \$697,695 | |
| 26 OIL/KERO | \$86,915 | \$191,212 | \$145,277 | \$87,166 | \$72,638 | \$159,804 | \$293,277 | \$175,966 | \$146,639 | \$322,605 | \$632,834 | \$428,236 | |
| 27 COAL/WOOD | \$7,443 | \$16,376 | \$12,442 | \$7,465 | \$6,221 | \$13,686 | \$25,117 | \$15,070 | \$12,558 | \$27,628 | \$54,197 | \$36,675 | |
| SUB TOTAL | | | | | | | | | | | | | |
| SUMS | | | | | | | | | | \$ 7,094,890.77 | \$12,341,686 | \$7,769,155 | |

ASSUMPTIONS:

| Poverty Ratio | AEP | City of Hamilton Gas | City of Hamilton Electric | City of Lancaster | CEI | Columbia Gas | DPL | Dominion | Duke Gas | Duke Electric | Eastern Natural Gas | Energy Co-op | Ohio Edison |
|----------------------|---------------|----------------------|---------------------------|-------------------|---------------|----------------|---------------|---------------|---------------|---------------|---------------------|---------------|---------------|
| 5% | 2,636 | 82 | 14 | 66 | 344 | 7,650 | 859 | 5,186 | 2,378 | 860 | 3 | 50 | 980 |
| 5% to 15% | 1,755 | 39 | 15 | 49 | 218 | 5,048 | 419 | 5,271 | 847 | 323 | 2 | 46 | 761 |
| 15% to 25% | 1,664 | 54 | 10 | 69 | 169 | 5,176 | 349 | 4,814 | 958 | 309 | 1 | 41 | 678 |
| 25% to 35% | 2,133 | 59 | 9 | 86 | 209 | 6,297 | 462 | 5,854 | 1,378 | 404 | 3 | 75 | 874 |
| 35% to 45% | 1,805 | 70 | 15 | 51 | 208 | 5,534 | 372 | 5,567 | 1,193 | 356 | 3 | 70 | 656 |
| 45% to 55% | 1,943 | 77 | 22 | 74 | 242 | 5,564 | 390 | 5,705 | 1,096 | 387 | 8 | 76 | 654 |
| 55% to 65% | 1,916 | 87 | 19 | 111 | 241 | 5,628 | 419 | 5,833 | 1,157 | 419 | 1 | 102 | 617 |
| 65% to 75% | 4,474 | 177 | 47 | 135 | 690 | 9,905 | 1,016 | 10,457 | 2,116 | 947 | 15 | 137 | 1,425 |
| 75% to 85% | 3,608 | 168 | 43 | 167 | 507 | 8,612 | 918 | 8,195 | 1,684 | 860 | 10 | 125 | 1,172 |
| 85% to 95% | 2,047 | 108 | 20 | 103 | 316 | 6,072 | 498 | 6,161 | 1,193 | 481 | 11 | 95 | 746 |
| 95% to 105% | 1,958 | 96 | 24 | 123 | 335 | 6,117 | 506 | 6,056 | 1,080 | 420 | 11 | 96 | 707 |
| 105% to 115% | 2,054 | 114 | 32 | 138 | 361 | 6,549 | 507 | 6,453 | 1,125 | 430 | 19 | 119 | 739 |
| 115% to 125% | 1,670 | 79 | 21 | 125 | 349 | 5,829 | 421 | 5,818 | 991 | 381 | 19 | 115 | 710 |
| 125% to 135% | 1,594 | 99 | 14 | 109 | 376 | 5,643 | 350 | 5,441 | 900 | 352 | 26 | 108 | 624 |
| 135% to 145% | 1,208 | 71 | 13 | 91 | 281 | 4,660 | 307 | 4,399 | 784 | 245 | 10 | 84 | 473 |
| Greater Than 145% | 2,120 | 132 | 19 | 184 | 510 | 9,220 | 441 | 8,086 | 1,195 | 456 | 19 | 202 | 922 |
| Total: | 34,585 | 1,512 | 337 | 1,681 | 5,356 | 103,504 | 8,234 | 99,296 | 20,075 | 7,630 | 161 | 1,541 | 12,738 |
| Market Share: | 0.0902 | 0.0039 | 0.0009 | 0.0044 | 0.0140 | 0.2699 | 0.0215 | 0.2589 | 0.0524 | 0.0199 | 0.0004 | 0.0040 | 0.0332 |

| Ohio Gas | Ohio Valley Gas | Pike Natural | Toledo Edison | Vectren | All Other Electric | All Other Gas | Coal/Wood | Fuel Oil/Kerosene | Propane/Bottle Gas | | Total | | |
|----------|-----------------|--------------|---------------|---------|--------------------|---------------|-----------|-------------------|--------------------|---------|---------|--------|----------|
| 89 | 7 | 5 | 488 | 2,093 | 655 | 120 | 163 | 741 | 1,170 | 26,639 | 26,623 | 6.94% | 12.10% |
| 54 | 4 | 4 | 253 | 990 | 439 | 82 | 105 | 426 | 761 | 17,911 | 17,895 | 4.67% | 5.09% |
| 69 | 1 | 3 | 329 | 970 | 463 | 71 | 111 | 398 | 825 | 17,532 | 17,500 | 4.56% | 5.04% |
| 96 | 1 | 4 | 318 | 1,213 | 562 | 122 | 120 | 537 | 983 | 21,799 | 21,769 | 5.68% | 6.05% |
| 95 | 1 | 7 | 229 | 1,092 | 517 | 117 | 109 | 610 | 1,133 | 19,810 | 19,797 | 5.16% | 5.26% |
| 102 | 8 | 6 | 224 | 1,131 | 582 | 127 | 150 | 699 | 1,342 | 20,609 | 20,580 | 5.37% | 5.56% |
| 116 | 4 | 9 | 208 | 1,203 | 615 | 140 | 135 | 794 | 1,412 | 21,186 | 21,184 | 5.52% | 5.19% |
| 209 | 11 | 26 | 442 | 2,407 | 1,157 | 247 | 268 | 1,568 | 2,705 | 40,581 | 40,587 | 10.58% | 9.61% |
| 240 | 10 | 24 | 350 | 1,993 | 1,118 | 235 | 212 | 1,436 | 2,643 | 34,330 | 34,309 | 8.95% | 8.26% |
| 183 | 4 | 17 | 183 | 1,338 | 759 | 188 | 117 | 1,111 | 1,836 | 23,587 | 23,581 | 6.15% | 5.51% |
| 179 | 8 | 22 | 185 | 1,351 | 705 | 204 | 97 | 1,186 | 1,895 | 23,361 | 23,358 | 6.09% | 5.50% |
| 218 | 7 | 18 | 196 | 1,425 | 704 | 232 | 141 | 1,338 | 2,069 | 24,988 | 24,974 | 6.51% | 5.81% |
| 181 | 5 | 28 | 149 | 1,229 | 659 | 222 | 95 | 1,198 | 1,792 | 22,086 | 22,064 | 5.75% | 5.18% |
| 182 | 12 | 13 | 149 | 1,102 | 571 | 174 | 100 | 1,200 | 1,732 | 20,871 | 20,845 | 5.44% | 4.87% |
| 163 | 4 | 15 | 127 | 916 | 434 | 167 | 65 | 963 | 1,404 | 16,884 | 16,866 | 4.40% | 4.02% |
| 290 | 11 | 16 | 229 | 1,369 | 848 | 290 | 104 | 2,080 | 2,830 | 31,573 | 31,527 | 8.22% | 6.96% |
| 2,466 | 98 | 217 | 4,059 | 21,822 | 10,788 | 2,738 | 2,092 | 16,285 | 26,532 | 383,747 | 383,459 | | |
| 0.0064 | 0.0003 | 0.0006 | 0.0106 | 0.0569 | 0.0281 | 0.0071 | 0.0055 | 0.0425 | 0.0692 | | | | 1.000751 |

| Buckeye Rural | South C | All Other Electric |
|---------------|---------|--------------------|
| 34 | 135 | 486 |
| 41 | 109 | 289 |
| 47 | 136 | 280 |
| 66 | 134 | 362 |
| 65 | 157 | 295 |
| 58 | 160 | 364 |
| 60 | 156 | 399 |
| 102 | 250 | 805 |
| 98 | 256 | 764 |
| 61 | 186 | 512 |
| 58 | 169 | 478 |
| 62 | 163 | 479 |
| 57 | 160 | 442 |
| 56 | 126 | 389 |
| 39 | 110 | 285 |
| 64 | 212 | 572 |

| Southeaste | All Other Gas |
|------------|---------------|
| 10 | 110 |
| 3 | 79 |
| 2 | 69 |
| 2 | 120 |
| 2 | 115 |
| 6 | 121 |
| 1 | 139 |
| 7 | 240 |
| 12 | 223 |
| 7 | 181 |
| 4 | 200 |
| 9 | 223 |
| 6 | 216 |
| 8 | 166 |
| 5 | 162 |
| 16 | 274 |
| 100 | |
| 0.0003 | |

Table 1: Counties

| County | WORKSHEET |
|---------------|------------------|
| Adams | MINUS6% |
| Allen | PAYMENTS |
| Ashland | PAYMENTS |
| Ashtabula | PLUS6% |
| Athens | PAYMENTS |
| Auglaize | PAYMENTS |
| Belmont | PAYMENTS |
| Brown | MINUS6% |
| Butler | PAYMENTS |
| Carroll | PAYMENTS |
| Champaign | PAYMENTS |
| Clark | PAYMENTS |
| Clermont | MINUS6% |
| Clinton | PAYMENTS |
| Columbiana | PAYMENTS |
| Coshocton | PAYMENTS |
| Crawford | PAYMENTS |
| Cuyahoga | PLUS6% |
| Darke | PAYMENTS |
| Defiance | PLUS6% |
| Delaware | PAYMENTS |
| Erie | PLUS6% |
| Fairfield | PAYMENTS |
| Fayette | PAYMENTS |
| Franklin | PAYMENTS |
| Fulton | PLUS6% |
| Gallia | MINUS6% |
| Geauga | PLUS6% |
| Greene | PAYMENTS |
| Guernsey | PAYMENTS |
| Hamilton | MINUS6% |
| Hancock | PLUS6% |
| Hardin | PAYMENTS |
| Harrison | PAYMENTS |
| Henry | PLUS6% |
| Highland | MINUS6% |
| Hocking | PAYMENTS |
| Holmes | PAYMENTS |
| Huron | PLUS6% |
| Jackson | MINUS6% |
| Jefferson | PAYMENTS |
| Knox | PAYMENTS |
| Lake | PLUS6% |
| Lawrence | MINUS6% |

| County | WORKSHEET |
|---------------|------------------|
| Licking | PAYMENTS |
| Logan | PAYMENTS |
| Lorain | PLUS6% |
| Lucas | PLUS6% |
| Madison | PAYMENTS |
| Mahoning | PLUS6% |
| Marion | PAYMENTS |
| Medina | PLUS6% |
| Meigs | MINUS6% |
| Mercer | PAYMENTS |
| Miami | PAYMENTS |
| Monroe | PAYMENTS |
| Montgomery | PAYMENTS |
| Morgan | PAYMENTS |
| Morrow | PAYMENTS |
| Muskingum | PAYMENTS |
| Noble | PAYMENTS |
| Ottawa | PLUS6% |
| Paulding | PLUS6% |
| Perry | PAYMENTS |
| Pickaway | PAYMENTS |
| Pike | MINUS6% |
| Portage | PLUS6% |
| Preble | PAYMENTS |
| Putnam | PLUS6% |
| Richland | PAYMENTS |
| Ross | PAYMENTS |
| Sandusky | PLUS6% |
| Scioto | MINUS6% |
| Seneca | PLUS6% |
| Shelby | PAYMENTS |
| Stark | PAYMENTS |
| Summit | PLUS6% |
| Trumbull | PLUS6% |
| Tuscarawas | PAYMENTS |
| Union | PAYMENTS |
| Van Wert | PAYMENTS |
| Vinton | PAYMENTS |
| Warren | PAYMENTS |
| Washington | PAYMENTS |
| Wayne | PAYMENTS |
| Williams | PLUS6% |
| Wood | PLUS6% |
| Wyandot | PAYMENTS |

HEAP TABLE 2A: PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE (No Winter Adjustment)

| PERCENT OF POVERTY | GAS/ELEC 0.7399 | GAS/ELEC WEIGHTED | PROPANE 0.8119 | PROPANE WEIGHTED | OIL/KERO 0.8119 | OIL/KERO WEIGHTED | COAL/WOOD 0.5413 | COAL/WOOD WEIGHTED |
|--------------------|--------------------|----------------------|-------------------|---------------------|--------------------|----------------------|---------------------|-----------------------|
| 50 | \$260 | \$312 | \$285 | \$342 | \$285 | \$342 | \$190 | \$228 |
| 51 | \$258 | \$310 | \$283 | \$340 | \$283 | \$340 | \$189 | \$227 |
| 52 | \$257 | \$308 | \$282 | \$338 | \$282 | \$338 | \$188 | \$225 |
| 53 | \$255 | \$306 | \$280 | \$336 | \$280 | \$336 | \$187 | \$224 |
| 54 | \$253 | \$304 | \$278 | \$334 | \$278 | \$334 | \$185 | \$223 |
| 55 | \$252 | \$302 | \$276 | \$332 | \$276 | \$332 | \$184 | \$221 |
| 56 | \$250 | \$300 | \$275 | \$330 | \$275 | \$330 | \$183 | \$220 |
| 57 | \$249 | \$299 | \$273 | \$328 | \$273 | \$328 | \$182 | \$218 |
| 58 | \$247 | \$297 | \$271 | \$326 | \$271 | \$326 | \$181 | \$217 |
| 59 | \$246 | \$295 | \$270 | \$324 | \$270 | \$324 | \$180 | \$216 |
| 60 | \$244 | \$293 | \$268 | \$321 | \$268 | \$321 | \$179 | \$214 |
| 61 | \$243 | \$291 | \$266 | \$319 | \$266 | \$319 | \$177 | \$213 |
| 62 | \$241 | \$289 | \$264 | \$317 | \$264 | \$317 | \$176 | \$212 |
| 63 | \$239 | \$287 | \$263 | \$315 | \$263 | \$315 | \$175 | \$210 |
| 64 | \$238 | \$285 | \$261 | \$313 | \$261 | \$313 | \$174 | \$209 |
| 65 | \$236 | \$284 | \$259 | \$311 | \$259 | \$311 | \$173 | \$207 |
| 66 | \$235 | \$282 | \$258 | \$309 | \$258 | \$309 | \$172 | \$206 |
| 67 | \$233 | \$280 | \$256 | \$307 | \$256 | \$307 | \$171 | \$205 |
| 68 | \$232 | \$278 | \$254 | \$305 | \$254 | \$305 | \$169 | \$203 |
| 69 | \$230 | \$276 | \$253 | \$303 | \$253 | \$303 | \$168 | \$202 |
| 70 | \$229 | \$274 | \$251 | \$301 | \$251 | \$301 | \$167 | \$201 |
| 71 | \$227 | \$272 | \$249 | \$299 | \$249 | \$299 | \$166 | \$199 |
| 72 | \$225 | \$271 | \$247 | \$297 | \$247 | \$297 | \$165 | \$198 |
| 73 | \$224 | \$269 | \$246 | \$295 | \$246 | \$295 | \$164 | \$197 |
| 74 | \$222 | \$267 | \$244 | \$293 | \$244 | \$293 | \$163 | \$195 |
| 75 | \$221 | \$265 | \$242 | \$291 | \$242 | \$291 | \$162 | \$194 |
| 76 | \$219 | \$263 | \$241 | \$289 | \$241 | \$289 | \$160 | \$192 |
| 77 | \$218 | \$261 | \$239 | \$287 | \$239 | \$287 | \$159 | \$191 |
| 78 | \$216 | \$259 | \$237 | \$285 | \$237 | \$285 | \$158 | \$190 |
| 79 | \$215 | \$257 | \$235 | \$282 | \$235 | \$282 | \$157 | \$188 |
| 80 | \$213 | \$256 | \$234 | \$280 | \$234 | \$280 | \$156 | \$187 |
| 81 | \$211 | \$254 | \$232 | \$278 | \$232 | \$278 | \$155 | \$186 |
| 82 | \$210 | \$252 | \$230 | \$276 | \$230 | \$276 | \$154 | \$184 |
| 83 | \$208 | \$250 | \$229 | \$274 | \$229 | \$274 | \$152 | \$183 |
| 84 | \$207 | \$248 | \$227 | \$272 | \$227 | \$272 | \$151 | \$181 |
| 85 | \$205 | \$246 | \$225 | \$270 | \$225 | \$270 | \$150 | \$180 |
| 86 | \$204 | \$244 | \$223 | \$268 | \$223 | \$268 | \$149 | \$179 |
| 87 | \$202 | \$242 | \$222 | \$266 | \$222 | \$266 | \$148 | \$177 |
| 88 | \$201 | \$241 | \$220 | \$264 | \$220 | \$264 | \$147 | \$176 |
| 89 | \$199 | \$239 | \$218 | \$262 | \$218 | \$262 | \$146 | \$175 |
| 90 | \$197 | \$237 | \$217 | \$260 | \$217 | \$260 | \$144 | \$173 |
| 91 | \$196 | \$235 | \$215 | \$258 | \$215 | \$258 | \$143 | \$172 |
| 92 | \$194 | \$233 | \$213 | \$256 | \$213 | \$256 | \$142 | \$171 |
| 93 | \$193 | \$231 | \$211 | \$254 | \$211 | \$254 | \$141 | \$169 |
| 94 | \$191 | \$229 | \$210 | \$252 | \$210 | \$252 | \$140 | \$168 |
| 95 | \$190 | \$228 | \$208 | \$250 | \$208 | \$250 | \$139 | \$166 |
| 96 | \$188 | \$226 | \$206 | \$248 | \$206 | \$248 | \$138 | \$165 |
| 97 | \$186 | \$224 | \$205 | \$246 | \$205 | \$246 | \$136 | \$164 |
| 98 | \$185 | \$222 | \$203 | \$244 | \$203 | \$244 | \$135 | \$162 |

HEAP TABLE 2A: PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE (No Winter Adjustment)

| PERCENT OF POVERTY | GAS/ELEC 0.7399 | GAS/ELEC WEIGHTED | PROPANE 0.8119 | PROPANE WEIGHTED | OIL/KERO 0.8119 | OIL/KERO WEIGHTED | COAL/WOOD 0.5413 | COAL/WOOD WEIGHTED |
|--------------------|--------------------|----------------------|-------------------|---------------------|--------------------|----------------------|---------------------|-----------------------|
| 99 | \$183 | \$220 | \$201 | \$241 | \$201 | \$241 | \$134 | \$161 |
| 100 | \$182 | \$218 | \$200 | \$239 | \$200 | \$239 | \$133 | \$160 |
| 101 | \$180 | \$216 | \$198 | \$237 | \$198 | \$237 | \$132 | \$158 |
| 102 | \$179 | \$214 | \$196 | \$235 | \$196 | \$235 | \$131 | \$157 |
| 103 | \$177 | \$213 | \$194 | \$233 | \$194 | \$233 | \$130 | \$155 |
| 104 | \$176 | \$211 | \$193 | \$231 | \$193 | \$231 | \$128 | \$154 |
| 105 | \$174 | \$209 | \$191 | \$229 | \$191 | \$229 | \$127 | \$153 |
| 106 | \$172 | \$207 | \$189 | \$227 | \$189 | \$227 | \$126 | \$151 |
| 107 | \$171 | \$205 | \$188 | \$225 | \$188 | \$225 | \$125 | \$150 |
| 108 | \$169 | \$203 | \$186 | \$223 | \$186 | \$223 | \$124 | \$149 |
| 109 | \$168 | \$201 | \$184 | \$221 | \$184 | \$221 | \$123 | \$147 |
| 110 | \$166 | \$199 | \$182 | \$219 | \$182 | \$219 | \$122 | \$146 |
| 111 | \$165 | \$198 | \$181 | \$217 | \$181 | \$217 | \$120 | \$145 |
| 112 | \$163 | \$196 | \$179 | \$215 | \$179 | \$215 | \$119 | \$143 |
| 113 | \$162 | \$194 | \$177 | \$213 | \$177 | \$213 | \$118 | \$142 |
| 114 | \$160 | \$192 | \$176 | \$211 | \$176 | \$211 | \$117 | \$140 |
| 115 | \$158 | \$190 | \$174 | \$209 | \$174 | \$209 | \$116 | \$139 |
| 116 | \$157 | \$188 | \$172 | \$207 | \$172 | \$207 | \$115 | \$138 |
| 117 | \$155 | \$186 | \$170 | \$205 | \$170 | \$205 | \$114 | \$136 |
| 118 | \$154 | \$185 | \$169 | \$202 | \$169 | \$202 | \$112 | \$135 |
| 119 | \$152 | \$183 | \$167 | \$200 | \$167 | \$200 | \$111 | \$134 |
| 120 | \$151 | \$181 | \$165 | \$198 | \$165 | \$198 | \$110 | \$132 |
| 121 | \$149 | \$179 | \$164 | \$196 | \$164 | \$196 | \$109 | \$131 |
| 122 | \$148 | \$177 | \$162 | \$194 | \$162 | \$194 | \$108 | \$130 |
| 123 | \$146 | \$175 | \$160 | \$192 | \$160 | \$192 | \$107 | \$128 |
| 124 | \$144 | \$173 | \$158 | \$190 | \$158 | \$190 | \$106 | \$127 |
| 125 | \$143 | \$171 | \$157 | \$188 | \$157 | \$188 | \$105 | \$125 |
| 126 | \$141 | \$170 | \$155 | \$186 | \$155 | \$186 | \$103 | \$124 |
| 127 | \$140 | \$168 | \$153 | \$184 | \$153 | \$184 | \$102 | \$123 |
| 128 | \$138 | \$166 | \$152 | \$182 | \$152 | \$182 | \$101 | \$121 |
| 129 | \$137 | \$164 | \$150 | \$180 | \$150 | \$180 | \$100 | \$120 |
| 130 | \$135 | \$162 | \$148 | \$178 | \$148 | \$178 | \$99 | \$119 |
| 131 | \$133 | \$160 | \$146 | \$176 | \$146 | \$176 | \$98 | \$117 |
| 132 | \$132 | \$158 | \$145 | \$174 | \$145 | \$174 | \$97 | \$116 |
| 133 | \$130 | \$156 | \$143 | \$172 | \$143 | \$172 | \$95 | \$114 |
| 134 | \$129 | \$155 | \$141 | \$170 | \$141 | \$170 | \$94 | \$113 |
| 135 | \$127 | \$153 | \$140 | \$168 | \$140 | \$168 | \$93 | \$112 |
| 136 | \$126 | \$151 | \$138 | \$166 | \$138 | \$166 | \$92 | \$110 |
| 137 | \$124 | \$149 | \$136 | \$163 | \$136 | \$163 | \$91 | \$109 |
| 138 | \$123 | \$147 | \$135 | \$161 | \$135 | \$161 | \$90 | \$108 |
| 139 | \$121 | \$145 | \$133 | \$159 | \$133 | \$159 | \$89 | \$106 |
| 140 | \$119 | \$143 | \$131 | \$157 | \$131 | \$157 | \$87 | \$105 |
| 141 | \$118 | \$141 | \$129 | \$155 | \$129 | \$155 | \$86 | \$104 |
| 142 | \$116 | \$140 | \$128 | \$153 | \$128 | \$153 | \$85 | \$102 |
| 143 | \$115 | \$138 | \$126 | \$151 | \$126 | \$151 | \$84 | \$101 |
| 144 | \$113 | \$136 | \$124 | \$149 | \$124 | \$149 | \$83 | \$99 |
| 145 | \$112 | \$134 | \$123 | \$147 | \$123 | \$147 | \$82 | \$98 |
| 146 | \$110 | \$132 | \$121 | \$145 | \$121 | \$145 | \$81 | \$97 |
| 147 | \$109 | \$130 | \$119 | \$143 | \$119 | \$143 | \$79 | \$95 |
| 148 | \$107 | \$128 | \$117 | \$141 | \$117 | \$141 | \$78 | \$94 |
| 149 | \$105 | \$127 | \$116 | \$139 | \$116 | \$139 | \$77 | \$93 |
| 150 | \$104 | \$125 | \$114 | \$137 | \$114 | \$137 | \$76 | \$91 |

HEAP TABLE 2A: PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE (No Winter Adjustment)

| PERCENT OF POVERTY | GAS/ELEC 0.7399 | GAS/ELEC WEIGHTED | PROPANE 0.8119 | PROPANE WEIGHTED | OIL/KERO 0.8119 | OIL/KERO WEIGHTED | COAL/WOOD 0.5413 | COAL/WOOD WEIGHTED |
|--------------------|--------------------|----------------------|-------------------|---------------------|--------------------|----------------------|---------------------|-----------------------|
| 50 | \$143 | \$195 | \$157 | \$214 | \$157 | \$188 | \$105 | \$125 |
| 51 | \$142 | \$194 | \$156 | \$212 | \$156 | \$187 | \$104 | \$125 |
| 52 | \$141 | \$192 | \$155 | \$211 | \$155 | \$186 | \$103 | \$124 |
| 53 | \$140 | \$191 | \$154 | \$210 | \$154 | \$185 | \$103 | \$123 |
| 54 | \$139 | \$190 | \$153 | \$209 | \$153 | \$184 | \$102 | \$122 |
| 55 | \$139 | \$189 | \$152 | \$207 | \$152 | \$182 | \$101 | \$122 |
| 56 | \$138 | \$188 | \$151 | \$206 | \$151 | \$181 | \$101 | \$121 |
| 57 | \$137 | \$187 | \$150 | \$205 | \$150 | \$180 | \$100 | \$120 |
| 58 | \$136 | \$185 | \$149 | \$203 | \$149 | \$179 | \$99 | \$119 |
| 59 | \$135 | \$184 | \$148 | \$202 | \$148 | \$178 | \$99 | \$119 |
| 60 | \$134 | \$183 | \$147 | \$201 | \$147 | \$177 | \$98 | \$118 |
| 61 | \$133 | \$182 | \$146 | \$200 | \$146 | \$176 | \$98 | \$117 |
| 62 | \$133 | \$181 | \$145 | \$198 | \$145 | \$175 | \$97 | \$116 |
| 63 | \$132 | \$180 | \$145 | \$197 | \$145 | \$173 | \$96 | \$116 |
| 64 | \$131 | \$178 | \$144 | \$196 | \$144 | \$172 | \$96 | \$115 |
| 65 | \$130 | \$177 | \$143 | \$195 | \$143 | \$171 | \$95 | \$114 |
| 66 | \$129 | \$176 | \$142 | \$193 | \$142 | \$170 | \$94 | \$113 |
| 67 | \$128 | \$175 | \$141 | \$192 | \$141 | \$169 | \$94 | \$113 |
| 68 | \$127 | \$174 | \$140 | \$191 | \$140 | \$168 | \$93 | \$112 |
| 69 | \$127 | \$173 | \$139 | \$189 | \$139 | \$167 | \$93 | \$111 |
| 70 | \$126 | \$171 | \$138 | \$188 | \$138 | \$166 | \$92 | \$110 |
| 71 | \$125 | \$170 | \$137 | \$187 | \$137 | \$164 | \$91 | \$110 |
| 72 | \$124 | \$169 | \$136 | \$186 | \$136 | \$163 | \$91 | \$109 |
| 73 | \$123 | \$168 | \$135 | \$184 | \$135 | \$162 | \$90 | \$108 |
| 74 | \$122 | \$167 | \$134 | \$183 | \$134 | \$161 | \$89 | \$107 |
| 75 | \$121 | \$166 | \$133 | \$182 | \$133 | \$160 | \$89 | \$107 |
| 76 | \$121 | \$164 | \$132 | \$180 | \$132 | \$159 | \$88 | \$106 |
| 77 | \$120 | \$163 | \$131 | \$179 | \$131 | \$158 | \$88 | \$105 |
| 78 | \$119 | \$162 | \$130 | \$178 | \$130 | \$156 | \$87 | \$104 |
| 79 | \$118 | \$161 | \$129 | \$177 | \$129 | \$155 | \$86 | \$104 |
| 80 | \$117 | \$160 | \$129 | \$175 | \$129 | \$154 | \$86 | \$103 |
| 81 | \$116 | \$159 | \$128 | \$174 | \$128 | \$153 | \$85 | \$102 |
| 82 | \$115 | \$157 | \$127 | \$173 | \$127 | \$152 | \$84 | \$101 |
| 83 | \$115 | \$156 | \$126 | \$171 | \$126 | \$151 | \$84 | \$101 |
| 84 | \$114 | \$155 | \$125 | \$170 | \$125 | \$150 | \$83 | \$100 |
| 85 | \$113 | \$154 | \$124 | \$169 | \$124 | \$149 | \$83 | \$99 |
| 86 | \$112 | \$153 | \$123 | \$168 | \$123 | \$147 | \$82 | \$98 |
| 87 | \$111 | \$152 | \$122 | \$166 | \$122 | \$146 | \$81 | \$98 |
| 88 | \$110 | \$150 | \$121 | \$165 | \$121 | \$145 | \$81 | \$97 |
| 89 | \$109 | \$149 | \$120 | \$164 | \$120 | \$144 | \$80 | \$96 |
| 90 | \$109 | \$148 | \$119 | \$162 | \$119 | \$143 | \$79 | \$95 |
| 91 | \$108 | \$147 | \$118 | \$161 | \$118 | \$142 | \$79 | \$95 |
| 92 | \$107 | \$146 | \$117 | \$160 | \$117 | \$141 | \$78 | \$94 |
| 93 | \$106 | \$145 | \$116 | \$159 | \$116 | \$140 | \$78 | \$93 |
| 94 | \$105 | \$143 | \$115 | \$157 | \$115 | \$138 | \$77 | \$92 |
| 95 | \$104 | \$142 | \$114 | \$156 | \$114 | \$137 | \$76 | \$92 |
| 96 | \$103 | \$141 | \$113 | \$155 | \$113 | \$136 | \$76 | \$91 |
| 97 | \$103 | \$140 | \$113 | \$153 | \$113 | \$135 | \$75 | \$90 |
| 98 | \$102 | \$139 | \$112 | \$152 | \$112 | \$134 | \$74 | \$89 |
| 99 | \$101 | \$138 | \$111 | \$151 | \$111 | \$133 | \$74 | \$89 |
| 100 | \$100 | \$136 | \$110 | \$150 | \$110 | \$132 | \$73 | \$88 |
| 101 | \$99 | \$135 | \$109 | \$148 | \$109 | \$131 | \$73 | \$87 |
| 102 | \$98 | \$134 | \$108 | \$147 | \$108 | \$129 | \$72 | \$86 |
| 103 | \$97 | \$133 | \$107 | \$146 | \$107 | \$128 | \$71 | \$86 |
| 104 | \$97 | \$132 | \$106 | \$144 | \$106 | \$127 | \$71 | \$85 |

HEAP TABLE 2A: PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE (No Winter Adjustment)

| PERCENT OF POVERTY | GAS/ELEC 0.7399 | GAS/ELEC WEIGHTED | PROPANE 0.8119 | PROPANE WEIGHTED | OIL/KERO 0.8119 | OIL/KERO WEIGHTED | COAL/WOOD 0.5413 | COAL/WOOD WEIGHTED |
|--------------------|--------------------|----------------------|-------------------|---------------------|--------------------|----------------------|---------------------|-----------------------|
| 105 | \$96 | \$131 | \$105 | \$143 | \$105 | \$126 | \$70 | \$84 |
| 106 | \$95 | \$129 | \$104 | \$142 | \$104 | \$125 | \$69 | \$83 |
| 107 | \$94 | \$128 | \$103 | \$141 | \$103 | \$124 | \$69 | \$83 |
| 108 | \$93 | \$127 | \$102 | \$139 | \$102 | \$123 | \$68 | \$82 |
| 109 | \$92 | \$126 | \$101 | \$138 | \$101 | \$122 | \$68 | \$81 |
| 110 | \$91 | \$125 | \$100 | \$137 | \$100 | \$120 | \$67 | \$80 |
| 111 | \$91 | \$123 | \$99 | \$136 | \$99 | \$119 | \$66 | \$80 |
| 112 | \$90 | \$122 | \$98 | \$134 | \$98 | \$118 | \$66 | \$79 |
| 113 | \$89 | \$121 | \$97 | \$133 | \$97 | \$117 | \$65 | \$78 |
| 114 | \$88 | \$120 | \$97 | \$132 | \$97 | \$116 | \$64 | \$77 |
| 115 | \$87 | \$119 | \$96 | \$130 | \$96 | \$115 | \$64 | \$76 |
| 116 | \$86 | \$118 | \$95 | \$129 | \$95 | \$114 | \$63 | \$76 |
| 117 | \$85 | \$116 | \$94 | \$128 | \$94 | \$112 | \$62 | \$75 |
| 118 | \$85 | \$115 | \$93 | \$127 | \$93 | \$111 | \$62 | \$74 |
| 119 | \$84 | \$114 | \$92 | \$125 | \$92 | \$110 | \$61 | \$73 |
| 120 | \$83 | \$113 | \$91 | \$124 | \$91 | \$109 | \$61 | \$73 |
| 121 | \$82 | \$112 | \$90 | \$123 | \$90 | \$108 | \$60 | \$72 |
| 122 | \$81 | \$111 | \$89 | \$121 | \$89 | \$107 | \$59 | \$71 |
| 123 | \$80 | \$109 | \$88 | \$120 | \$88 | \$106 | \$59 | \$70 |
| 124 | \$79 | \$108 | \$87 | \$119 | \$87 | \$105 | \$58 | \$70 |
| 125 | \$79 | \$107 | \$86 | \$118 | \$86 | \$103 | \$57 | \$69 |
| 126 | \$78 | \$106 | \$85 | \$116 | \$85 | \$102 | \$57 | \$68 |
| 127 | \$77 | \$105 | \$84 | \$115 | \$84 | \$101 | \$56 | \$67 |
| 128 | \$76 | \$104 | \$83 | \$114 | \$83 | \$100 | \$56 | \$67 |
| 129 | \$75 | \$102 | \$82 | \$112 | \$82 | \$99 | \$55 | \$66 |
| 130 | \$74 | \$101 | \$82 | \$111 | \$82 | \$98 | \$54 | \$65 |
| 131 | \$73 | \$100 | \$81 | \$110 | \$81 | \$97 | \$54 | \$64 |
| 132 | \$73 | \$99 | \$80 | \$109 | \$80 | \$96 | \$53 | \$64 |
| 133 | \$72 | \$98 | \$79 | \$107 | \$79 | \$94 | \$52 | \$63 |
| 134 | \$71 | \$97 | \$78 | \$106 | \$78 | \$93 | \$52 | \$62 |
| 135 | \$70 | \$95 | \$77 | \$105 | \$77 | \$92 | \$51 | \$61 |
| 136 | \$69 | \$94 | \$76 | \$103 | \$76 | \$91 | \$51 | \$61 |
| 137 | \$68 | \$93 | \$75 | \$102 | \$75 | \$90 | \$50 | \$60 |
| 138 | \$67 | \$92 | \$74 | \$101 | \$74 | \$89 | \$49 | \$59 |
| 139 | \$67 | \$91 | \$73 | \$100 | \$73 | \$88 | \$49 | \$58 |
| 140 | \$66 | \$90 | \$72 | \$98 | \$72 | \$87 | \$48 | \$58 |
| 141 | \$65 | \$88 | \$71 | \$97 | \$71 | \$85 | \$47 | \$57 |
| 142 | \$64 | \$87 | \$70 | \$96 | \$70 | \$84 | \$47 | \$56 |
| 143 | \$63 | \$86 | \$69 | \$94 | \$69 | \$83 | \$46 | \$55 |
| 144 | \$62 | \$85 | \$68 | \$93 | \$68 | \$82 | \$46 | \$55 |
| 145 | \$61 | \$84 | \$67 | \$92 | \$67 | \$81 | \$45 | \$54 |
| 146 | \$61 | \$83 | \$66 | \$91 | \$66 | \$80 | \$44 | \$53 |
| 147 | \$60 | \$81 | \$66 | \$89 | \$66 | \$79 | \$44 | \$52 |
| 148 | \$59 | \$80 | \$65 | \$88 | \$65 | \$77 | \$43 | \$52 |
| 149 | \$58 | \$79 | \$64 | \$87 | \$64 | \$76 | \$42 | \$51 |
| 150 | \$57 | \$78 | \$63 | \$86 | \$63 | \$75 | \$42 | \$50 |

HEAP TABLE 2B: 6% INCREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

1.0600

0.0600

| PERCENT OF POVERTY | GAS/ELEC 0.7399 | GAS/ELEC WEIGHTED | PROPANE 0.8119 | PROPANE WEIGHTED | OIL/KERO 0.8119 | OIL/KERO WEIGHTED | COAL/WOOD 0.5413 | COAL/WOOD WEIGHTED |
|--------------------|--------------------|----------------------|-------------------|---------------------|--------------------|----------------------|---------------------|-----------------------|
| 50 | \$275 | \$330 | \$302 | \$363 | \$302 | \$363 | \$201 | \$242 |
| 51 | \$274 | \$328 | \$300 | \$360 | \$300 | \$360 | \$200 | \$240 |
| 52 | \$272 | \$326 | \$298 | \$358 | \$298 | \$358 | \$199 | \$239 |
| 53 | \$270 | \$324 | \$297 | \$356 | \$297 | \$356 | \$198 | \$237 |
| 54 | \$269 | \$322 | \$295 | \$354 | \$295 | \$354 | \$197 | \$236 |
| 55 | \$267 | \$320 | \$293 | \$352 | \$293 | \$352 | \$195 | \$234 |
| 56 | \$265 | \$318 | \$291 | \$349 | \$291 | \$349 | \$194 | \$233 |
| 57 | \$264 | \$316 | \$289 | \$347 | \$289 | \$347 | \$193 | \$232 |
| 58 | \$262 | \$315 | \$288 | \$345 | \$288 | \$345 | \$192 | \$230 |
| 59 | \$260 | \$313 | \$286 | \$343 | \$286 | \$343 | \$191 | \$229 |
| 60 | \$259 | \$311 | \$284 | \$341 | \$284 | \$341 | \$189 | \$227 |
| 61 | \$257 | \$309 | \$282 | \$339 | \$282 | \$339 | \$188 | \$226 |
| 62 | \$255 | \$307 | \$280 | \$336 | \$280 | \$336 | \$187 | \$224 |
| 63 | \$254 | \$305 | \$279 | \$334 | \$279 | \$334 | \$186 | \$223 |
| 64 | \$252 | \$303 | \$277 | \$332 | \$277 | \$332 | \$184 | \$221 |
| 65 | \$251 | \$301 | \$275 | \$330 | \$275 | \$330 | \$183 | \$220 |
| 66 | \$249 | \$299 | \$273 | \$328 | \$273 | \$328 | \$182 | \$218 |
| 67 | \$247 | \$297 | \$271 | \$326 | \$271 | \$326 | \$181 | \$217 |
| 68 | \$246 | \$295 | \$269 | \$323 | \$269 | \$323 | \$180 | \$216 |
| 69 | \$244 | \$293 | \$268 | \$321 | \$268 | \$321 | \$178 | \$214 |
| 70 | \$242 | \$291 | \$266 | \$319 | \$266 | \$319 | \$177 | \$213 |
| 71 | \$241 | \$289 | \$264 | \$317 | \$264 | \$317 | \$176 | \$211 |
| 72 | \$239 | \$287 | \$262 | \$315 | \$262 | \$315 | \$175 | \$210 |
| 73 | \$237 | \$285 | \$260 | \$312 | \$260 | \$312 | \$174 | \$208 |
| 74 | \$236 | \$283 | \$259 | \$310 | \$259 | \$310 | \$172 | \$207 |
| 75 | \$234 | \$281 | \$257 | \$308 | \$257 | \$308 | \$171 | \$205 |
| 76 | \$232 | \$279 | \$255 | \$306 | \$255 | \$306 | \$170 | \$204 |
| 77 | \$231 | \$277 | \$253 | \$304 | \$253 | \$304 | \$169 | \$203 |
| 78 | \$229 | \$275 | \$251 | \$302 | \$251 | \$302 | \$168 | \$201 |
| 79 | \$227 | \$273 | \$250 | \$299 | \$250 | \$299 | \$166 | \$200 |
| 80 | \$226 | \$271 | \$248 | \$297 | \$248 | \$297 | \$165 | \$198 |
| 81 | \$224 | \$269 | \$246 | \$295 | \$246 | \$295 | \$164 | \$197 |
| 82 | \$222 | \$267 | \$244 | \$293 | \$244 | \$293 | \$163 | \$195 |
| 83 | \$221 | \$265 | \$242 | \$291 | \$242 | \$291 | \$162 | \$194 |
| 84 | \$219 | \$263 | \$240 | \$289 | \$240 | \$289 | \$160 | \$192 |
| 85 | \$217 | \$261 | \$239 | \$286 | \$239 | \$286 | \$159 | \$191 |
| 86 | \$216 | \$259 | \$237 | \$284 | \$237 | \$284 | \$158 | \$189 |
| 87 | \$214 | \$257 | \$235 | \$282 | \$235 | \$282 | \$157 | \$188 |
| 88 | \$213 | \$255 | \$233 | \$280 | \$233 | \$280 | \$155 | \$187 |
| 89 | \$211 | \$253 | \$231 | \$278 | \$231 | \$278 | \$154 | \$185 |
| 90 | \$209 | \$251 | \$230 | \$276 | \$230 | \$276 | \$153 | \$184 |
| 91 | \$208 | \$249 | \$228 | \$273 | \$228 | \$273 | \$152 | \$182 |
| 92 | \$206 | \$247 | \$226 | \$271 | \$226 | \$271 | \$151 | \$181 |
| 93 | \$204 | \$245 | \$224 | \$269 | \$224 | \$269 | \$149 | \$179 |
| 94 | \$203 | \$243 | \$222 | \$267 | \$222 | \$267 | \$148 | \$178 |
| 95 | \$201 | \$241 | \$221 | \$265 | \$221 | \$265 | \$147 | \$176 |
| 96 | \$199 | \$239 | \$219 | \$262 | \$219 | \$262 | \$146 | \$175 |
| 97 | \$198 | \$237 | \$217 | \$260 | \$217 | \$260 | \$145 | \$174 |
| 98 | \$196 | \$235 | \$215 | \$258 | \$215 | \$258 | \$143 | \$172 |
| 99 | \$194 | \$233 | \$213 | \$256 | \$213 | \$256 | \$142 | \$171 |
| 100 | \$193 | \$231 | \$211 | \$254 | \$211 | \$254 | \$141 | \$169 |
| 101 | \$191 | \$229 | \$210 | \$252 | \$210 | \$252 | \$140 | \$168 |
| 102 | \$189 | \$227 | \$208 | \$249 | \$208 | \$249 | \$139 | \$166 |
| 103 | \$188 | \$225 | \$206 | \$247 | \$206 | \$247 | \$137 | \$165 |
| 104 | \$186 | \$223 | \$204 | \$245 | \$204 | \$245 | \$136 | \$163 |

HEAP TABLE 2B: 6% INCREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

1.0600

0.0600

| PERCENT OF POVERTY | GAS/ELEC 0.7399 | GAS/ELEC WEIGHTED | PROPANE 0.8119 | PROPANE WEIGHTED | OIL/KERO 0.8119 | OIL/KERO WEIGHTED | COAL/WOOD 0.5413 | COAL/WOOD WEIGHTED |
|--------------------|--------------------|----------------------|-------------------|---------------------|--------------------|----------------------|---------------------|-----------------------|
| 105 | \$184 | \$221 | \$202 | \$243 | \$202 | \$243 | \$135 | \$162 |
| 106 | \$183 | \$219 | \$201 | \$241 | \$201 | \$241 | \$134 | \$160 |
| 107 | \$181 | \$217 | \$199 | \$239 | \$199 | \$239 | \$133 | \$159 |
| 108 | \$180 | \$215 | \$197 | \$236 | \$197 | \$236 | \$131 | \$158 |
| 109 | \$178 | \$213 | \$195 | \$234 | \$195 | \$234 | \$130 | \$156 |
| 110 | \$176 | \$211 | \$193 | \$232 | \$193 | \$232 | \$129 | \$155 |
| 111 | \$175 | \$209 | \$192 | \$230 | \$192 | \$230 | \$128 | \$153 |
| 112 | \$173 | \$207 | \$190 | \$228 | \$190 | \$228 | \$126 | \$152 |
| 113 | \$171 | \$205 | \$188 | \$225 | \$188 | \$225 | \$125 | \$150 |
| 114 | \$170 | \$204 | \$186 | \$223 | \$186 | \$223 | \$124 | \$149 |
| 115 | \$168 | \$202 | \$184 | \$221 | \$184 | \$221 | \$123 | \$147 |
| 116 | \$166 | \$200 | \$182 | \$219 | \$182 | \$219 | \$122 | \$146 |
| 117 | \$165 | \$198 | \$181 | \$217 | \$181 | \$217 | \$120 | \$145 |
| 118 | \$163 | \$196 | \$179 | \$215 | \$179 | \$215 | \$119 | \$143 |
| 119 | \$161 | \$194 | \$177 | \$212 | \$177 | \$212 | \$118 | \$142 |
| 120 | \$160 | \$192 | \$175 | \$210 | \$175 | \$210 | \$117 | \$140 |
| 121 | \$158 | \$190 | \$173 | \$208 | \$173 | \$208 | \$116 | \$139 |
| 122 | \$156 | \$188 | \$172 | \$206 | \$172 | \$206 | \$114 | \$137 |
| 123 | \$155 | \$186 | \$170 | \$204 | \$170 | \$204 | \$113 | \$136 |
| 124 | \$153 | \$184 | \$168 | \$202 | \$168 | \$202 | \$112 | \$134 |
| 125 | \$151 | \$182 | \$166 | \$199 | \$166 | \$199 | \$111 | \$133 |
| 126 | \$150 | \$180 | \$164 | \$197 | \$164 | \$197 | \$110 | \$131 |
| 127 | \$148 | \$178 | \$163 | \$195 | \$163 | \$195 | \$108 | \$130 |
| 128 | \$146 | \$176 | \$161 | \$193 | \$161 | \$193 | \$107 | \$129 |
| 129 | \$145 | \$174 | \$159 | \$191 | \$159 | \$191 | \$106 | \$127 |
| 130 | \$143 | \$172 | \$157 | \$189 | \$157 | \$189 | \$105 | \$126 |
| 131 | \$142 | \$170 | \$155 | \$186 | \$155 | \$186 | \$104 | \$124 |
| 132 | \$140 | \$168 | \$153 | \$184 | \$153 | \$184 | \$102 | \$123 |
| 133 | \$138 | \$166 | \$152 | \$182 | \$152 | \$182 | \$101 | \$121 |
| 134 | \$137 | \$164 | \$150 | \$180 | \$150 | \$180 | \$100 | \$120 |
| 135 | \$135 | \$162 | \$148 | \$178 | \$148 | \$178 | \$99 | \$118 |
| 136 | \$133 | \$160 | \$146 | \$175 | \$146 | \$175 | \$97 | \$117 |
| 137 | \$132 | \$158 | \$144 | \$173 | \$144 | \$173 | \$96 | \$116 |
| 138 | \$130 | \$156 | \$143 | \$171 | \$143 | \$171 | \$95 | \$114 |
| 139 | \$128 | \$154 | \$141 | \$169 | \$141 | \$169 | \$94 | \$113 |
| 140 | \$127 | \$152 | \$139 | \$167 | \$139 | \$167 | \$93 | \$111 |
| 141 | \$125 | \$150 | \$137 | \$165 | \$137 | \$165 | \$91 | \$110 |
| 142 | \$123 | \$148 | \$135 | \$162 | \$135 | \$162 | \$90 | \$108 |
| 143 | \$122 | \$146 | \$134 | \$160 | \$134 | \$160 | \$89 | \$107 |
| 144 | \$120 | \$144 | \$132 | \$158 | \$132 | \$158 | \$88 | \$105 |
| 145 | \$118 | \$142 | \$130 | \$156 | \$130 | \$156 | \$87 | \$104 |
| 146 | \$117 | \$140 | \$128 | \$154 | \$128 | \$154 | \$85 | \$102 |
| 147 | \$115 | \$138 | \$126 | \$152 | \$126 | \$152 | \$84 | \$101 |
| 148 | \$113 | \$136 | \$124 | \$149 | \$124 | \$149 | \$83 | \$100 |
| 149 | \$112 | \$134 | \$123 | \$147 | \$123 | \$147 | \$82 | \$98 |
| 150+ | \$110 | \$132 | \$121 | \$145 | \$121 | \$145 | \$81 | \$97 |

HEAP TABLE 2B: 6% INCREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

1.0600

0.0600

| PERCENT OF POVERTY | GAS/ELEC | GAS/ELEC | PROPANE | PROPANE | OIL/KERO | OIL/KERO | COAL/WOOD | COAL/WOOD |
|--------------------------|----------|----------|---------|----------|----------|----------|-----------|-----------|
| | 0.7399 | WEIGHTED | 0.8119 | WEIGHTED | 0.8119 | WEIGHTED | 0.5413 | WEIGHTED |
| 50 | \$158 | \$213 | \$174 | \$234 | \$174 | \$234 | \$116 | \$156 |
| 51 | \$157 | \$212 | \$173 | \$233 | \$173 | \$233 | \$115 | \$155 |
| 52 | \$157 | \$211 | \$172 | \$231 | \$172 | \$231 | \$115 | \$154 |
| 53 | \$156 | \$210 | \$171 | \$230 | \$171 | \$230 | \$114 | \$153 |
| 54 | \$155 | \$208 | \$170 | \$229 | \$170 | \$229 | \$113 | \$152 |
| 55 | \$154 | \$207 | \$169 | \$227 | \$169 | \$227 | \$112 | \$151 |
| 56 | \$153 | \$206 | \$168 | \$226 | \$168 | \$226 | \$112 | \$151 |
| 57 | \$152 | \$205 | \$167 | \$224 | \$167 | \$224 | \$111 | \$150 |
| 58 | \$151 | \$203 | \$166 | \$223 | \$166 | \$223 | \$110 | \$149 |
| 59 | \$150 | \$202 | \$164 | \$222 | \$164 | \$222 | \$110 | \$148 |
| 60 | \$149 | \$201 | \$163 | \$220 | \$163 | \$220 | \$109 | \$147 |
| 61 | \$148 | \$199 | \$162 | \$219 | \$162 | \$219 | \$108 | \$146 |
| 62 | \$147 | \$198 | \$161 | \$217 | \$161 | \$217 | \$108 | \$145 |
| 63 | \$146 | \$197 | \$160 | \$216 | \$160 | \$216 | \$107 | \$144 |
| 64 | \$145 | \$196 | \$159 | \$215 | \$159 | \$215 | \$106 | \$143 |
| 65 | \$144 | \$194 | \$158 | \$213 | \$158 | \$213 | \$105 | \$142 |
| 66 | \$143 | \$193 | \$157 | \$212 | \$157 | \$212 | \$105 | \$141 |
| 67 | \$142 | \$192 | \$156 | \$210 | \$156 | \$210 | \$104 | \$140 |
| 68 | \$141 | \$190 | \$155 | \$209 | \$155 | \$209 | \$103 | \$139 |
| 69 | \$140 | \$189 | \$154 | \$208 | \$154 | \$208 | \$103 | \$138 |
| 70 | \$139 | \$188 | \$153 | \$206 | \$153 | \$206 | \$102 | \$137 |
| 71 | \$138 | \$187 | \$152 | \$205 | \$152 | \$205 | \$101 | \$137 |
| 72 | \$138 | \$185 | \$151 | \$203 | \$151 | \$203 | \$101 | \$136 |
| 73 | \$137 | \$184 | \$150 | \$202 | \$150 | \$202 | \$100 | \$135 |
| 74 | \$136 | \$183 | \$149 | \$201 | \$149 | \$201 | \$99 | \$134 |
| 75 | \$135 | \$181 | \$148 | \$199 | \$148 | \$199 | \$99 | \$133 |
| 76 | \$134 | \$180 | \$147 | \$198 | \$147 | \$198 | \$98 | \$132 |
| 77 | \$133 | \$179 | \$146 | \$196 | \$146 | \$196 | \$97 | \$131 |
| 78 | \$132 | \$178 | \$145 | \$195 | \$145 | \$195 | \$96 | \$130 |
| 79 | \$131 | \$176 | \$144 | \$194 | \$144 | \$194 | \$96 | \$129 |
| 80 | \$130 | \$175 | \$143 | \$192 | \$143 | \$192 | \$95 | \$128 |
| 81 | \$129 | \$174 | \$142 | \$191 | \$142 | \$191 | \$94 | \$127 |
| 82 | \$128 | \$173 | \$140 | \$189 | \$140 | \$189 | \$94 | \$126 |
| 83 | \$127 | \$171 | \$139 | \$188 | \$139 | \$188 | \$93 | \$125 |
| 84 | \$126 | \$170 | \$138 | \$186 | \$138 | \$186 | \$92 | \$124 |
| 85 | \$125 | \$169 | \$137 | \$185 | \$137 | \$185 | \$92 | \$123 |
| 86 | \$124 | \$167 | \$136 | \$184 | \$136 | \$184 | \$91 | \$122 |
| 87 | \$123 | \$166 | \$135 | \$182 | \$135 | \$182 | \$90 | \$122 |
| 88 | \$122 | \$165 | \$134 | \$181 | \$134 | \$181 | \$89 | \$121 |
| 89 | \$121 | \$164 | \$133 | \$179 | \$133 | \$179 | \$89 | \$120 |
| 90 | \$120 | \$162 | \$132 | \$178 | \$132 | \$178 | \$88 | \$119 |
| 91 | \$119 | \$161 | \$131 | \$177 | \$131 | \$177 | \$87 | \$118 |
| 92 | \$119 | \$160 | \$130 | \$175 | \$130 | \$175 | \$87 | \$117 |
| 93 | \$118 | \$158 | \$129 | \$174 | \$129 | \$174 | \$86 | \$116 |
| 94 | \$117 | \$157 | \$128 | \$172 | \$128 | \$172 | \$85 | \$115 |
| 95 | \$116 | \$156 | \$127 | \$171 | \$127 | \$171 | \$85 | \$114 |
| 96 | \$115 | \$155 | \$126 | \$170 | \$126 | \$170 | \$84 | \$113 |
| 97 | \$114 | \$153 | \$125 | \$168 | \$125 | \$168 | \$83 | \$112 |
| 98 | \$113 | \$152 | \$124 | \$167 | \$124 | \$167 | \$83 | \$111 |
| 99 | \$112 | \$151 | \$123 | \$165 | \$123 | \$165 | \$82 | \$110 |
| 100 | \$111 | \$149 | \$122 | \$164 | \$122 | \$164 | \$81 | \$109 |
| 101 | \$110 | \$148 | \$121 | \$163 | \$121 | \$163 | \$80 | \$108 |

HEAP TABLE 2B: 6% INCREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

1.0600

0.0600

| PERCENT OF POVERTY | GAS/ELEC | GAS/ELEC | PROPANE | PROPANE | OIL/KERO | OIL/KERO | COAL/WOOD | COAL/WOOD |
|--------------------------|----------|----------|---------|----------|----------|----------|-----------|-----------|
| | 0.7399 | WEIGHTED | 0.8119 | WEIGHTED | 0.8119 | WEIGHTED | 0.5413 | WEIGHTED |
| 102 | \$109 | \$147 | \$120 | \$161 | \$120 | \$161 | \$80 | \$107 |
| 103 | \$108 | \$146 | \$119 | \$160 | \$119 | \$160 | \$79 | \$107 |
| 104 | \$107 | \$144 | \$118 | \$158 | \$118 | \$158 | \$78 | \$106 |
| 105 | \$106 | \$143 | \$116 | \$157 | \$116 | \$157 | \$78 | \$105 |
| 106 | \$105 | \$142 | \$115 | \$156 | \$115 | \$156 | \$77 | \$104 |
| 107 | \$104 | \$140 | \$114 | \$154 | \$114 | \$154 | \$76 | \$103 |
| 108 | \$103 | \$139 | \$113 | \$153 | \$113 | \$153 | \$76 | \$102 |
| 109 | \$102 | \$138 | \$112 | \$151 | \$112 | \$151 | \$75 | \$101 |
| 110 | \$101 | \$137 | \$111 | \$150 | \$111 | \$150 | \$74 | \$100 |
| 111 | \$100 | \$135 | \$110 | \$149 | \$110 | \$149 | \$73 | \$99 |
| 112 | \$99 | \$134 | \$109 | \$147 | \$109 | \$147 | \$73 | \$98 |
| 113 | \$99 | \$133 | \$108 | \$146 | \$108 | \$146 | \$72 | \$97 |
| 114 | \$98 | \$132 | \$107 | \$144 | \$107 | \$144 | \$71 | \$96 |
| 115 | \$97 | \$130 | \$106 | \$143 | \$106 | \$143 | \$71 | \$95 |
| 116 | \$96 | \$129 | \$105 | \$141 | \$105 | \$141 | \$70 | \$94 |
| 117 | \$95 | \$128 | \$104 | \$140 | \$104 | \$140 | \$69 | \$93 |
| 118 | \$94 | \$126 | \$103 | \$139 | \$103 | \$139 | \$69 | \$92 |
| 119 | \$93 | \$125 | \$102 | \$137 | \$102 | \$137 | \$68 | \$92 |
| 120 | \$92 | \$124 | \$101 | \$136 | \$101 | \$136 | \$67 | \$91 |
| 121 | \$91 | \$123 | \$100 | \$134 | \$100 | \$134 | \$67 | \$90 |
| 122 | \$90 | \$121 | \$99 | \$133 | \$99 | \$133 | \$66 | \$89 |
| 123 | \$89 | \$120 | \$98 | \$132 | \$98 | \$132 | \$65 | \$88 |
| 124 | \$88 | \$119 | \$97 | \$130 | \$97 | \$130 | \$64 | \$87 |
| 125 | \$87 | \$117 | \$96 | \$129 | \$96 | \$129 | \$64 | \$86 |
| 126 | \$86 | \$116 | \$95 | \$127 | \$95 | \$127 | \$63 | \$85 |
| 127 | \$85 | \$115 | \$94 | \$126 | \$94 | \$126 | \$62 | \$84 |
| 128 | \$84 | \$114 | \$92 | \$125 | \$92 | \$125 | \$62 | \$83 |
| 129 | \$83 | \$112 | \$91 | \$123 | \$91 | \$123 | \$61 | \$82 |
| 130 | \$82 | \$111 | \$90 | \$122 | \$90 | \$122 | \$60 | \$81 |
| 131 | \$81 | \$110 | \$89 | \$120 | \$89 | \$120 | \$60 | \$80 |
| 132 | \$80 | \$108 | \$88 | \$119 | \$88 | \$119 | \$59 | \$79 |
| 133 | \$80 | \$107 | \$87 | \$118 | \$87 | \$118 | \$58 | \$78 |
| 134 | \$79 | \$106 | \$86 | \$116 | \$86 | \$116 | \$57 | \$77 |
| 135 | \$78 | \$105 | \$85 | \$115 | \$85 | \$115 | \$57 | \$77 |
| 136 | \$77 | \$103 | \$84 | \$113 | \$84 | \$113 | \$56 | \$76 |
| 137 | \$76 | \$102 | \$83 | \$112 | \$83 | \$112 | \$55 | \$75 |
| 138 | \$75 | \$101 | \$82 | \$111 | \$82 | \$111 | \$55 | \$74 |
| 139 | \$74 | \$99 | \$81 | \$109 | \$81 | \$109 | \$54 | \$73 |
| 140 | \$73 | \$98 | \$80 | \$108 | \$80 | \$108 | \$53 | \$72 |
| 141 | \$72 | \$97 | \$79 | \$106 | \$79 | \$106 | \$53 | \$71 |
| 142 | \$71 | \$96 | \$78 | \$105 | \$78 | \$105 | \$52 | \$70 |
| 143 | \$70 | \$94 | \$77 | \$104 | \$77 | \$104 | \$51 | \$69 |
| 144 | \$69 | \$93 | \$76 | \$102 | \$76 | \$102 | \$51 | \$68 |
| 145 | \$68 | \$92 | \$75 | \$101 | \$75 | \$101 | \$50 | \$67 |
| 146 | \$67 | \$91 | \$74 | \$99 | \$74 | \$99 | \$49 | \$66 |
| 147 | \$66 | \$89 | \$73 | \$98 | \$73 | \$98 | \$48 | \$65 |
| 148 | \$65 | \$88 | \$72 | \$97 | \$72 | \$97 | \$48 | \$64 |
| 149 | \$64 | \$87 | \$71 | \$95 | \$71 | \$95 | \$47 | \$63 |
| 150+ | \$63 | \$85 | \$70 | \$94 | \$70 | \$94 | \$46 | \$62 |

HEAP TABLE 2C: 6% DECREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

0.9400

-0.0600

| PERCENT OF POVERTY | GAS/ELEC | GAS/ELEC | PROPANE | PROPANE | OIL/KERO | OIL/KERO | COAL/WOOD | COAL/WOOD |
|--------------------------|----------|----------|---------|----------|----------|----------|-----------|-----------|
| | 0.7399 | WEIGHTED | 0.8119 | WEIGHTED | 0.8119 | WEIGHTED | 0.5413 | WEIGHTED |
| 50 | \$244 | \$293 | \$268 | \$321 | \$268 | \$321 | \$179 | \$214 |
| 51 | \$243 | \$291 | \$266 | \$320 | \$266 | \$320 | \$178 | \$213 |
| 52 | \$241 | \$289 | \$265 | \$318 | \$265 | \$318 | \$176 | \$212 |
| 53 | \$240 | \$288 | \$263 | \$316 | \$263 | \$316 | \$175 | \$210 |
| 54 | \$238 | \$286 | \$261 | \$314 | \$261 | \$314 | \$174 | \$209 |
| 55 | \$237 | \$284 | \$260 | \$312 | \$260 | \$312 | \$173 | \$208 |
| 56 | \$235 | \$282 | \$258 | \$310 | \$258 | \$310 | \$172 | \$207 |
| 57 | \$234 | \$281 | \$257 | \$308 | \$257 | \$308 | \$171 | \$205 |
| 58 | \$232 | \$279 | \$255 | \$306 | \$255 | \$306 | \$170 | \$204 |
| 59 | \$231 | \$277 | \$253 | \$304 | \$253 | \$304 | \$169 | \$203 |
| 60 | \$229 | \$275 | \$252 | \$302 | \$252 | \$302 | \$168 | \$201 |
| 61 | \$228 | \$274 | \$250 | \$300 | \$250 | \$300 | \$167 | \$200 |
| 62 | \$227 | \$272 | \$249 | \$298 | \$249 | \$298 | \$166 | \$199 |
| 63 | \$225 | \$270 | \$247 | \$296 | \$247 | \$296 | \$165 | \$198 |
| 64 | \$224 | \$268 | \$245 | \$294 | \$245 | \$294 | \$164 | \$196 |
| 65 | \$222 | \$267 | \$244 | \$293 | \$244 | \$293 | \$163 | \$195 |
| 66 | \$221 | \$265 | \$242 | \$291 | \$242 | \$291 | \$161 | \$194 |
| 67 | \$219 | \$263 | \$241 | \$289 | \$241 | \$289 | \$160 | \$192 |
| 68 | \$218 | \$261 | \$239 | \$287 | \$239 | \$287 | \$159 | \$191 |
| 69 | \$216 | \$260 | \$237 | \$285 | \$237 | \$285 | \$158 | \$190 |
| 70 | \$215 | \$258 | \$236 | \$283 | \$236 | \$283 | \$157 | \$189 |
| 71 | \$213 | \$256 | \$234 | \$281 | \$234 | \$281 | \$156 | \$187 |
| 72 | \$212 | \$254 | \$233 | \$279 | \$233 | \$279 | \$155 | \$186 |
| 73 | \$210 | \$253 | \$231 | \$277 | \$231 | \$277 | \$154 | \$185 |
| 74 | \$209 | \$251 | \$229 | \$275 | \$229 | \$275 | \$153 | \$183 |
| 75 | \$208 | \$249 | \$228 | \$273 | \$228 | \$273 | \$152 | \$182 |
| 76 | \$206 | \$247 | \$226 | \$271 | \$226 | \$271 | \$151 | \$181 |
| 77 | \$205 | \$246 | \$225 | \$269 | \$225 | \$269 | \$150 | \$180 |
| 78 | \$203 | \$244 | \$223 | \$267 | \$223 | \$267 | \$149 | \$178 |
| 79 | \$202 | \$242 | \$221 | \$266 | \$221 | \$266 | \$148 | \$177 |
| 80 | \$200 | \$240 | \$220 | \$264 | \$220 | \$264 | \$146 | \$176 |
| 81 | \$199 | \$238 | \$218 | \$262 | \$218 | \$262 | \$145 | \$174 |
| 82 | \$197 | \$237 | \$216 | \$260 | \$216 | \$260 | \$144 | \$173 |
| 83 | \$196 | \$235 | \$215 | \$258 | \$215 | \$258 | \$143 | \$172 |
| 84 | \$194 | \$233 | \$213 | \$256 | \$213 | \$256 | \$142 | \$171 |
| 85 | \$193 | \$231 | \$212 | \$254 | \$212 | \$254 | \$141 | \$169 |
| 86 | \$191 | \$230 | \$210 | \$252 | \$210 | \$252 | \$140 | \$168 |
| 87 | \$190 | \$228 | \$208 | \$250 | \$208 | \$250 | \$139 | \$167 |
| 88 | \$188 | \$226 | \$207 | \$248 | \$207 | \$248 | \$138 | \$165 |
| 89 | \$187 | \$224 | \$205 | \$246 | \$205 | \$246 | \$137 | \$164 |
| 90 | \$186 | \$223 | \$204 | \$244 | \$204 | \$244 | \$136 | \$163 |
| 91 | \$184 | \$221 | \$202 | \$242 | \$202 | \$242 | \$135 | \$162 |
| 92 | \$183 | \$219 | \$200 | \$240 | \$200 | \$240 | \$134 | \$160 |
| 93 | \$181 | \$217 | \$199 | \$239 | \$199 | \$239 | \$133 | \$159 |
| 94 | \$180 | \$216 | \$197 | \$237 | \$197 | \$237 | \$131 | \$158 |
| 95 | \$178 | \$214 | \$196 | \$235 | \$196 | \$235 | \$130 | \$156 |
| 96 | \$177 | \$212 | \$194 | \$233 | \$194 | \$233 | \$129 | \$155 |
| 97 | \$175 | \$210 | \$192 | \$231 | \$192 | \$231 | \$128 | \$154 |
| 98 | \$174 | \$209 | \$191 | \$229 | \$191 | \$229 | \$127 | \$153 |
| 99 | \$172 | \$207 | \$189 | \$227 | \$189 | \$227 | \$126 | \$151 |
| 100 | \$171 | \$205 | \$188 | \$225 | \$188 | \$225 | \$125 | \$150 |
| 101 | \$169 | \$203 | \$186 | \$223 | \$186 | \$223 | \$124 | \$149 |

HEAP TABLE 2C: 6% DECREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

0.9400

-0.0600

| PERCENT OF POVERTY | GAS/ELEC | GAS/ELEC | PROPANE | PROPANE | OIL/KERO | OIL/KERO | COAL/WOOD | COAL/WOOD |
|--------------------------|----------|----------|---------|----------|----------|----------|-----------|-----------|
| | 0.7399 | WEIGHTED | 0.8119 | WEIGHTED | 0.8119 | WEIGHTED | 0.5413 | WEIGHTED |
| 102 | \$168 | \$202 | \$184 | \$221 | \$184 | \$221 | \$123 | \$147 |
| 103 | \$167 | \$200 | \$183 | \$219 | \$183 | \$219 | \$122 | \$146 |
| 104 | \$165 | \$198 | \$181 | \$217 | \$181 | \$217 | \$121 | \$145 |
| 105 | \$164 | \$196 | \$179 | \$215 | \$179 | \$215 | \$120 | \$144 |
| 106 | \$162 | \$195 | \$178 | \$213 | \$178 | \$213 | \$119 | \$142 |
| 107 | \$161 | \$193 | \$176 | \$212 | \$176 | \$212 | \$118 | \$141 |
| 108 | \$159 | \$191 | \$175 | \$210 | \$175 | \$210 | \$116 | \$140 |
| 109 | \$158 | \$189 | \$173 | \$208 | \$173 | \$208 | \$115 | \$138 |
| 110 | \$156 | \$188 | \$171 | \$206 | \$171 | \$206 | \$114 | \$137 |
| 111 | \$155 | \$186 | \$170 | \$204 | \$170 | \$204 | \$113 | \$136 |
| 112 | \$153 | \$184 | \$168 | \$202 | \$168 | \$202 | \$112 | \$135 |
| 113 | \$152 | \$182 | \$167 | \$200 | \$167 | \$200 | \$111 | \$133 |
| 114 | \$150 | \$180 | \$165 | \$198 | \$165 | \$198 | \$110 | \$132 |
| 115 | \$149 | \$179 | \$163 | \$196 | \$163 | \$196 | \$109 | \$131 |
| 116 | \$147 | \$177 | \$162 | \$194 | \$162 | \$194 | \$108 | \$129 |
| 117 | \$146 | \$175 | \$160 | \$192 | \$160 | \$192 | \$107 | \$128 |
| 118 | \$145 | \$173 | \$159 | \$190 | \$159 | \$190 | \$106 | \$127 |
| 119 | \$143 | \$172 | \$157 | \$188 | \$157 | \$188 | \$105 | \$126 |
| 120 | \$142 | \$170 | \$155 | \$186 | \$155 | \$186 | \$104 | \$124 |
| 121 | \$140 | \$168 | \$154 | \$185 | \$154 | \$185 | \$103 | \$123 |
| 122 | \$139 | \$166 | \$152 | \$183 | \$152 | \$183 | \$101 | \$122 |
| 123 | \$137 | \$165 | \$151 | \$181 | \$151 | \$181 | \$100 | \$120 |
| 124 | \$136 | \$163 | \$149 | \$179 | \$149 | \$179 | \$99 | \$119 |
| 125 | \$134 | \$161 | \$147 | \$177 | \$147 | \$177 | \$98 | \$118 |
| 126 | \$133 | \$159 | \$146 | \$175 | \$146 | \$175 | \$97 | \$117 |
| 127 | \$131 | \$158 | \$144 | \$173 | \$144 | \$173 | \$96 | \$115 |
| 128 | \$130 | \$156 | \$143 | \$171 | \$143 | \$171 | \$95 | \$114 |
| 129 | \$128 | \$154 | \$141 | \$169 | \$141 | \$169 | \$94 | \$113 |
| 130 | \$127 | \$152 | \$139 | \$167 | \$139 | \$167 | \$93 | \$111 |
| 131 | \$125 | \$151 | \$138 | \$165 | \$138 | \$165 | \$92 | \$110 |
| 132 | \$124 | \$149 | \$136 | \$163 | \$136 | \$163 | \$91 | \$109 |
| 133 | \$123 | \$147 | \$134 | \$161 | \$134 | \$161 | \$90 | \$108 |
| 134 | \$121 | \$145 | \$133 | \$159 | \$133 | \$159 | \$89 | \$106 |
| 135 | \$120 | \$144 | \$131 | \$158 | \$131 | \$158 | \$88 | \$105 |
| 136 | \$118 | \$142 | \$130 | \$156 | \$130 | \$156 | \$86 | \$104 |
| 137 | \$117 | \$140 | \$128 | \$154 | \$128 | \$154 | \$85 | \$102 |
| 138 | \$115 | \$138 | \$126 | \$152 | \$126 | \$152 | \$84 | \$101 |
| 139 | \$114 | \$137 | \$125 | \$150 | \$125 | \$150 | \$83 | \$100 |
| 140 | \$112 | \$135 | \$123 | \$148 | \$123 | \$148 | \$82 | \$99 |
| 141 | \$111 | \$133 | \$122 | \$146 | \$122 | \$146 | \$81 | \$97 |
| 142 | \$109 | \$131 | \$120 | \$144 | \$120 | \$144 | \$80 | \$96 |
| 143 | \$108 | \$129 | \$118 | \$142 | \$118 | \$142 | \$79 | \$95 |
| 144 | \$106 | \$128 | \$117 | \$140 | \$117 | \$140 | \$78 | \$93 |
| 145 | \$105 | \$126 | \$115 | \$138 | \$115 | \$138 | \$77 | \$92 |
| 146 | \$104 | \$124 | \$114 | \$136 | \$114 | \$136 | \$76 | \$91 |
| 147 | \$102 | \$122 | \$112 | \$134 | \$112 | \$134 | \$75 | \$90 |
| 148 | \$101 | \$121 | \$110 | \$132 | \$110 | \$132 | \$74 | \$88 |
| 149 | \$99 | \$119 | \$109 | \$131 | \$109 | \$131 | \$73 | \$87 |
| 150+ | \$98 | \$117 | \$107 | \$129 | \$107 | \$129 | \$71 | \$86 |

HEAP TABLE 2C: 6% DECREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

0.9400

-0.0600

| PERCENT OF POVERTY | GAS/ELEC 0.7399 | GAS/ELEC WEIGHTED | PROPANE 0.8119 | PROPANE WEIGHTED | OIL/KERO 0.8119 | OIL/KERO WEIGHTED | COAL/WOOD 0.5413 | COAL/WOOD WEIGHTED |
|--------------------|--------------------|----------------------|-------------------|---------------------|--------------------|----------------------|---------------------|-----------------------|
| 50 | \$127 | \$176 | \$140 | \$193 | \$140 | \$193 | \$93 | \$129 |
| 51 | \$127 | \$175 | \$139 | \$192 | \$139 | \$192 | \$93 | \$128 |
| 52 | \$126 | \$174 | \$138 | \$191 | \$138 | \$191 | \$92 | \$127 |
| 53 | \$125 | \$173 | \$137 | \$190 | \$137 | \$190 | \$91 | \$127 |
| 54 | \$124 | \$172 | \$136 | \$189 | \$136 | \$189 | \$91 | \$126 |
| 55 | \$123 | \$171 | \$135 | \$187 | \$135 | \$187 | \$90 | \$125 |
| 56 | \$123 | \$170 | \$135 | \$186 | \$135 | \$186 | \$90 | \$124 |
| 57 | \$122 | \$169 | \$134 | \$185 | \$134 | \$185 | \$89 | \$123 |
| 58 | \$121 | \$168 | \$133 | \$184 | \$133 | \$184 | \$89 | \$123 |
| 59 | \$120 | \$167 | \$132 | \$183 | \$132 | \$183 | \$88 | \$122 |
| 60 | \$120 | \$166 | \$131 | \$182 | \$131 | \$182 | \$88 | \$121 |
| 61 | \$119 | \$164 | \$130 | \$180 | \$130 | \$180 | \$87 | \$120 |
| 62 | \$118 | \$163 | \$130 | \$179 | \$130 | \$179 | \$86 | \$120 |
| 63 | \$117 | \$162 | \$129 | \$178 | \$129 | \$178 | \$86 | \$119 |
| 64 | \$117 | \$161 | \$128 | \$177 | \$128 | \$177 | \$85 | \$118 |
| 65 | \$116 | \$160 | \$127 | \$176 | \$127 | \$176 | \$85 | \$117 |
| 66 | \$115 | \$159 | \$126 | \$175 | \$126 | \$175 | \$84 | \$116 |
| 67 | \$114 | \$158 | \$125 | \$174 | \$125 | \$174 | \$84 | \$116 |
| 68 | \$114 | \$157 | \$125 | \$172 | \$125 | \$172 | \$83 | \$115 |
| 69 | \$113 | \$156 | \$124 | \$171 | \$124 | \$171 | \$82 | \$114 |
| 70 | \$112 | \$155 | \$123 | \$170 | \$123 | \$170 | \$82 | \$113 |
| 71 | \$111 | \$154 | \$122 | \$169 | \$122 | \$169 | \$81 | \$113 |
| 72 | \$110 | \$153 | \$121 | \$168 | \$121 | \$168 | \$81 | \$112 |
| 73 | \$110 | \$152 | \$120 | \$167 | \$120 | \$167 | \$80 | \$111 |
| 74 | \$109 | \$151 | \$120 | \$165 | \$120 | \$165 | \$80 | \$110 |
| 75 | \$108 | \$150 | \$119 | \$164 | \$119 | \$164 | \$79 | \$109 |
| 76 | \$107 | \$149 | \$118 | \$163 | \$118 | \$163 | \$79 | \$109 |
| 77 | \$107 | \$148 | \$117 | \$162 | \$117 | \$162 | \$78 | \$108 |
| 78 | \$106 | \$147 | \$116 | \$161 | \$116 | \$161 | \$77 | \$107 |
| 79 | \$105 | \$145 | \$115 | \$160 | \$115 | \$160 | \$77 | \$106 |
| 80 | \$104 | \$144 | \$115 | \$158 | \$115 | \$158 | \$76 | \$106 |
| 81 | \$104 | \$143 | \$114 | \$157 | \$114 | \$157 | \$76 | \$105 |
| 82 | \$103 | \$142 | \$113 | \$156 | \$113 | \$156 | \$75 | \$104 |
| 83 | \$102 | \$141 | \$112 | \$155 | \$112 | \$155 | \$75 | \$103 |
| 84 | \$101 | \$140 | \$111 | \$154 | \$111 | \$154 | \$74 | \$103 |
| 85 | \$101 | \$139 | \$110 | \$153 | \$110 | \$153 | \$74 | \$102 |
| 86 | \$100 | \$138 | \$109 | \$151 | \$109 | \$151 | \$73 | \$101 |
| 87 | \$99 | \$137 | \$109 | \$150 | \$109 | \$150 | \$72 | \$100 |
| 88 | \$98 | \$136 | \$108 | \$149 | \$108 | \$149 | \$72 | \$99 |
| 89 | \$97 | \$135 | \$107 | \$148 | \$107 | \$148 | \$71 | \$99 |
| 90 | \$97 | \$134 | \$106 | \$147 | \$106 | \$147 | \$71 | \$98 |
| 91 | \$96 | \$133 | \$105 | \$146 | \$105 | \$146 | \$70 | \$97 |
| 92 | \$95 | \$132 | \$104 | \$145 | \$104 | \$145 | \$70 | \$96 |
| 93 | \$94 | \$131 | \$104 | \$143 | \$104 | \$143 | \$69 | \$96 |
| 94 | \$94 | \$130 | \$103 | \$142 | \$103 | \$142 | \$69 | \$95 |
| 95 | \$93 | \$129 | \$102 | \$141 | \$102 | \$141 | \$68 | \$94 |
| 96 | \$92 | \$127 | \$101 | \$140 | \$101 | \$140 | \$67 | \$93 |
| 97 | \$91 | \$126 | \$100 | \$139 | \$100 | \$139 | \$67 | \$92 |
| 98 | \$91 | \$125 | \$99 | \$138 | \$99 | \$138 | \$66 | \$92 |
| 99 | \$90 | \$124 | \$99 | \$136 | \$99 | \$136 | \$66 | \$91 |
| 100 | \$89 | \$123 | \$98 | \$135 | \$98 | \$135 | \$65 | \$90 |
| 101 | \$88 | \$122 | \$97 | \$134 | \$97 | \$134 | \$65 | \$89 |

HEAP TABLE 2C: 6% DECREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

0.9400

-0.0600

| PERCENT OF POVERTY | GAS/ELEC 0.7399 | GAS/ELEC WEIGHTED | PROPANE 0.8119 | PROPANE WEIGHTED | OIL/KERO 0.8119 | OIL/KERO WEIGHTED | COAL/WOOD 0.5413 | COAL/WOOD WEIGHTED |
|--------------------|--------------------|----------------------|-------------------|---------------------|--------------------|----------------------|---------------------|-----------------------|
| 102 | \$88 | \$121 | \$96 | \$133 | \$96 | \$133 | \$64 | \$89 |
| 103 | \$87 | \$120 | \$95 | \$132 | \$95 | \$132 | \$63 | \$88 |
| 104 | \$86 | \$119 | \$94 | \$131 | \$94 | \$131 | \$63 | \$87 |
| 105 | \$85 | \$118 | \$94 | \$129 | \$94 | \$129 | \$62 | \$86 |
| 106 | \$85 | \$117 | \$93 | \$128 | \$93 | \$128 | \$62 | \$86 |
| 107 | \$84 | \$116 | \$92 | \$127 | \$92 | \$127 | \$61 | \$85 |
| 108 | \$83 | \$115 | \$91 | \$126 | \$91 | \$126 | \$61 | \$84 |
| 109 | \$82 | \$114 | \$90 | \$125 | \$90 | \$125 | \$60 | \$83 |
| 110 | \$81 | \$113 | \$89 | \$124 | \$89 | \$124 | \$60 | \$82 |
| 111 | \$81 | \$112 | \$89 | \$123 | \$89 | \$123 | \$59 | \$82 |
| 112 | \$80 | \$111 | \$88 | \$121 | \$88 | \$121 | \$58 | \$81 |
| 113 | \$79 | \$110 | \$87 | \$120 | \$87 | \$120 | \$58 | \$80 |
| 114 | \$78 | \$108 | \$86 | \$119 | \$86 | \$119 | \$57 | \$79 |
| 115 | \$78 | \$107 | \$85 | \$118 | \$85 | \$118 | \$57 | \$79 |
| 116 | \$77 | \$106 | \$84 | \$117 | \$84 | \$117 | \$56 | \$78 |
| 117 | \$76 | \$105 | \$84 | \$116 | \$84 | \$116 | \$56 | \$77 |
| 118 | \$75 | \$104 | \$83 | \$114 | \$83 | \$114 | \$55 | \$76 |
| 119 | \$75 | \$103 | \$82 | \$113 | \$82 | \$113 | \$55 | \$75 |
| 120 | \$74 | \$102 | \$81 | \$112 | \$81 | \$112 | \$54 | \$75 |
| 121 | \$73 | \$101 | \$80 | \$111 | \$80 | \$111 | \$53 | \$74 |
| 122 | \$72 | \$100 | \$79 | \$110 | \$79 | \$110 | \$53 | \$73 |
| 123 | \$72 | \$99 | \$78 | \$109 | \$78 | \$109 | \$52 | \$72 |
| 124 | \$71 | \$98 | \$78 | \$107 | \$78 | \$107 | \$52 | \$72 |
| 125 | \$70 | \$97 | \$77 | \$106 | \$77 | \$106 | \$51 | \$71 |
| 126 | \$69 | \$96 | \$76 | \$105 | \$76 | \$105 | \$51 | \$70 |
| 127 | \$68 | \$95 | \$75 | \$104 | \$75 | \$104 | \$50 | \$69 |
| 128 | \$68 | \$94 | \$74 | \$103 | \$74 | \$103 | \$50 | \$69 |
| 129 | \$67 | \$93 | \$73 | \$102 | \$73 | \$102 | \$49 | \$68 |
| 130 | \$66 | \$92 | \$73 | \$100 | \$73 | \$100 | \$48 | \$67 |
| 131 | \$65 | \$91 | \$72 | \$99 | \$72 | \$99 | \$48 | \$66 |
| 132 | \$65 | \$89 | \$71 | \$98 | \$71 | \$98 | \$47 | \$65 |
| 133 | \$64 | \$88 | \$70 | \$97 | \$70 | \$97 | \$47 | \$65 |
| 134 | \$63 | \$87 | \$69 | \$96 | \$69 | \$96 | \$46 | \$64 |
| 135 | \$62 | \$86 | \$68 | \$95 | \$68 | \$95 | \$46 | \$63 |
| 136 | \$62 | \$85 | \$68 | \$94 | \$68 | \$94 | \$45 | \$62 |
| 137 | \$61 | \$84 | \$67 | \$92 | \$67 | \$92 | \$45 | \$62 |
| 138 | \$60 | \$83 | \$66 | \$91 | \$66 | \$91 | \$44 | \$61 |
| 139 | \$59 | \$82 | \$65 | \$90 | \$65 | \$90 | \$43 | \$60 |
| 140 | \$59 | \$81 | \$64 | \$89 | \$64 | \$89 | \$43 | \$59 |
| 141 | \$58 | \$80 | \$63 | \$88 | \$63 | \$88 | \$42 | \$58 |
| 142 | \$57 | \$79 | \$63 | \$87 | \$63 | \$87 | \$42 | \$58 |
| 143 | \$56 | \$78 | \$62 | \$85 | \$62 | \$85 | \$41 | \$57 |
| 144 | \$55 | \$77 | \$61 | \$84 | \$61 | \$84 | \$41 | \$56 |
| 145 | \$55 | \$76 | \$60 | \$83 | \$60 | \$83 | \$40 | \$55 |
| 146 | \$54 | \$75 | \$59 | \$82 | \$59 | \$82 | \$39 | \$55 |
| 147 | \$53 | \$74 | \$58 | \$81 | \$58 | \$81 | \$39 | \$54 |
| 148 | \$52 | \$73 | \$58 | \$80 | \$58 | \$80 | \$38 | \$53 |
| 149 | \$52 | \$71 | \$57 | \$78 | \$57 | \$78 | \$38 | \$52 |
| 150+ | \$51 | \$70 | \$56 | \$77 | \$56 | \$77 | \$37 | \$52 |

HEAP TABLE 3A: INCOME LEVELS FOR PERCENTAGE OF POVERTY BY HOUSEHOLD SIZE FY09

10/14/11

| PERCENT OF POVERTY | HOUSEHOLD SIZE | | | | | | | | | | | | | | |
|--------------------------|----------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| | 1.0000 | 2.0000 | 3.0000 | 4.0000 | 5.0000 | 6.0000 | 7.0000 | 8.0000 | 9.0000 | 10.0000 | 11.0000 | 12.0000 | 13.0000 | 14.0000 | 15.0000 |
| 50.0000 | \$5,415 | \$7,285 | \$9,155 | \$11,025 | \$12,895 | \$14,765 | \$16,635 | \$18,505 | \$20,375 | \$22,245 | \$24,115 | \$25,985 | \$27,855 | \$29,725 | \$31,595 |
| 51.0000 | \$5,523 | \$7,431 | \$9,338 | \$11,246 | \$13,153 | \$15,060 | \$16,968 | \$18,875 | \$20,783 | \$22,690 | \$24,597 | \$26,505 | \$28,412 | \$30,320 | \$32,227 |
| 52.0000 | \$5,632 | \$7,576 | \$9,521 | \$11,466 | \$13,411 | \$15,356 | \$17,300 | \$19,245 | \$21,190 | \$23,135 | \$25,080 | \$27,024 | \$28,969 | \$30,914 | \$32,859 |
| 53.0000 | \$5,740 | \$7,722 | \$9,704 | \$11,687 | \$13,669 | \$15,651 | \$17,633 | \$19,615 | \$21,598 | \$23,580 | \$25,562 | \$27,544 | \$29,526 | \$31,509 | \$33,491 |
| 54.0000 | \$5,848 | \$7,868 | \$9,887 | \$11,907 | \$13,927 | \$15,946 | \$17,966 | \$19,985 | \$22,005 | \$24,025 | \$26,044 | \$28,064 | \$30,083 | \$32,103 | \$34,123 |
| 55.0000 | \$5,957 | \$8,014 | \$10,071 | \$12,128 | \$14,185 | \$16,242 | \$18,299 | \$20,356 | \$22,413 | \$24,470 | \$26,527 | \$28,584 | \$30,641 | \$32,698 | \$34,755 |
| 56.0000 | \$6,065 | \$8,159 | \$10,254 | \$12,348 | \$14,442 | \$16,537 | \$18,631 | \$20,726 | \$22,820 | \$24,914 | \$27,009 | \$29,103 | \$31,198 | \$33,292 | \$35,386 |
| 57.0000 | \$6,173 | \$8,305 | \$10,437 | \$12,569 | \$14,700 | \$16,832 | \$18,964 | \$21,096 | \$23,228 | \$25,359 | \$27,491 | \$29,623 | \$31,755 | \$33,887 | \$36,018 |
| 58.0000 | \$6,281 | \$8,451 | \$10,620 | \$12,789 | \$14,958 | \$17,127 | \$19,297 | \$21,466 | \$23,635 | \$25,804 | \$27,973 | \$30,143 | \$32,312 | \$34,481 | \$36,650 |
| 59.0000 | \$6,390 | \$8,596 | \$10,803 | \$13,010 | \$15,216 | \$17,423 | \$19,629 | \$21,836 | \$24,043 | \$26,249 | \$28,456 | \$30,662 | \$32,869 | \$35,076 | \$37,282 |
| 60.0000 | \$6,498 | \$8,742 | \$10,986 | \$13,230 | \$15,474 | \$17,718 | \$19,962 | \$22,206 | \$24,450 | \$26,694 | \$28,938 | \$31,182 | \$33,426 | \$35,670 | \$37,914 |
| 61.0000 | \$6,606 | \$8,888 | \$11,169 | \$13,451 | \$15,732 | \$18,013 | \$20,295 | \$22,576 | \$24,858 | \$27,139 | \$29,420 | \$31,702 | \$33,983 | \$36,265 | \$38,546 |
| 62.0000 | \$6,715 | \$9,033 | \$11,352 | \$13,671 | \$15,990 | \$18,309 | \$20,627 | \$22,946 | \$25,265 | \$27,584 | \$29,903 | \$32,221 | \$34,540 | \$36,859 | \$39,178 |
| 63.0000 | \$6,823 | \$9,179 | \$11,535 | \$13,892 | \$16,248 | \$18,604 | \$20,960 | \$23,316 | \$25,673 | \$28,029 | \$30,385 | \$32,741 | \$35,097 | \$37,454 | \$39,810 |
| 64.0000 | \$6,931 | \$9,325 | \$11,718 | \$14,112 | \$16,506 | \$18,899 | \$21,293 | \$23,686 | \$26,080 | \$28,474 | \$30,867 | \$33,261 | \$35,654 | \$38,048 | \$40,442 |
| 65.0000 | \$7,040 | \$9,471 | \$11,902 | \$14,333 | \$16,764 | \$19,195 | \$21,626 | \$24,057 | \$26,488 | \$28,919 | \$31,350 | \$33,781 | \$36,212 | \$38,643 | \$41,074 |
| 66.0000 | \$7,148 | \$9,616 | \$12,085 | \$14,553 | \$17,021 | \$19,490 | \$21,958 | \$24,427 | \$26,895 | \$29,363 | \$31,832 | \$34,300 | \$36,769 | \$39,237 | \$41,705 |
| 67.0000 | \$7,256 | \$9,762 | \$12,268 | \$14,774 | \$17,279 | \$19,785 | \$22,291 | \$24,797 | \$27,303 | \$29,808 | \$32,314 | \$34,820 | \$37,326 | \$39,832 | \$42,337 |
| 68.0000 | \$7,364 | \$9,908 | \$12,451 | \$14,994 | \$17,537 | \$20,080 | \$22,624 | \$25,167 | \$27,710 | \$30,253 | \$32,796 | \$35,340 | \$37,883 | \$40,426 | \$42,969 |
| 69.0000 | \$7,473 | \$10,053 | \$12,634 | \$15,215 | \$17,795 | \$20,376 | \$22,956 | \$25,537 | \$28,118 | \$30,698 | \$33,279 | \$35,859 | \$38,440 | \$41,021 | \$43,601 |
| 70.0000 | \$7,581 | \$10,199 | \$12,817 | \$15,435 | \$18,053 | \$20,671 | \$23,289 | \$25,907 | \$28,525 | \$31,143 | \$33,761 | \$36,379 | \$38,997 | \$41,615 | \$44,233 |
| 71.0000 | \$7,689 | \$10,345 | \$13,000 | \$15,656 | \$18,311 | \$20,966 | \$23,622 | \$26,277 | \$28,933 | \$31,588 | \$34,243 | \$36,899 | \$39,554 | \$42,210 | \$44,865 |
| 72.0000 | \$7,798 | \$10,490 | \$13,183 | \$15,876 | \$18,569 | \$21,262 | \$23,954 | \$26,647 | \$29,340 | \$32,033 | \$34,726 | \$37,418 | \$40,111 | \$42,804 | \$45,497 |
| 73.0000 | \$7,906 | \$10,636 | \$13,366 | \$16,097 | \$18,827 | \$21,557 | \$24,287 | \$27,017 | \$29,748 | \$32,478 | \$35,208 | \$37,938 | \$40,668 | \$43,399 | \$46,129 |
| 74.0000 | \$8,014 | \$10,782 | \$13,549 | \$16,317 | \$19,085 | \$21,852 | \$24,620 | \$27,387 | \$30,155 | \$32,923 | \$35,690 | \$38,458 | \$41,225 | \$43,993 | \$46,761 |
| 75.0000 | \$8,123 | \$10,928 | \$13,733 | \$16,538 | \$19,343 | \$22,148 | \$24,953 | \$27,758 | \$30,563 | \$33,368 | \$36,173 | \$38,978 | \$41,783 | \$44,588 | \$47,393 |
| 76.0000 | \$8,231 | \$11,073 | \$13,916 | \$16,758 | \$19,600 | \$22,443 | \$25,285 | \$28,128 | \$30,970 | \$33,812 | \$36,655 | \$39,497 | \$42,340 | \$45,182 | \$48,024 |
| 77.0000 | \$8,339 | \$11,219 | \$14,099 | \$16,979 | \$19,858 | \$22,738 | \$25,618 | \$28,498 | \$31,378 | \$34,257 | \$37,137 | \$40,017 | \$42,897 | \$45,777 | \$48,656 |
| 78.0000 | \$8,447 | \$11,365 | \$14,282 | \$17,199 | \$20,116 | \$23,033 | \$25,951 | \$28,868 | \$31,785 | \$34,702 | \$37,619 | \$40,537 | \$43,454 | \$46,371 | \$49,288 |
| 79.0000 | \$8,556 | \$11,510 | \$14,465 | \$17,420 | \$20,374 | \$23,329 | \$26,283 | \$29,238 | \$32,193 | \$35,147 | \$38,102 | \$41,056 | \$44,011 | \$46,966 | \$49,920 |
| 80.0000 | \$8,664 | \$11,656 | \$14,648 | \$17,640 | \$20,632 | \$23,624 | \$26,616 | \$29,608 | \$32,600 | \$35,592 | \$38,584 | \$41,576 | \$44,568 | \$47,560 | \$50,552 |
| 81.0000 | \$8,772 | \$11,802 | \$14,831 | \$17,861 | \$20,890 | \$23,919 | \$26,949 | \$29,978 | \$33,008 | \$36,037 | \$39,066 | \$42,096 | \$45,125 | \$48,155 | \$51,184 |
| 82.0000 | \$8,881 | \$11,947 | \$15,014 | \$18,081 | \$21,148 | \$24,215 | \$27,281 | \$30,348 | \$33,415 | \$36,482 | \$39,549 | \$42,615 | \$45,682 | \$48,749 | \$51,816 |
| 83.0000 | \$8,989 | \$12,093 | \$15,197 | \$18,302 | \$21,406 | \$24,510 | \$27,614 | \$30,718 | \$33,823 | \$36,927 | \$40,031 | \$43,135 | \$46,239 | \$49,344 | \$52,448 |
| 84.0000 | \$9,097 | \$12,239 | \$15,380 | \$18,522 | \$21,664 | \$24,805 | \$27,947 | \$31,088 | \$34,230 | \$37,372 | \$40,513 | \$43,655 | \$46,796 | \$49,938 | \$53,080 |
| 85.0000 | \$9,206 | \$12,385 | \$15,564 | \$18,743 | \$21,922 | \$25,101 | \$28,280 | \$31,459 | \$34,638 | \$37,817 | \$40,996 | \$44,175 | \$47,354 | \$50,533 | \$53,712 |
| 86.0000 | \$9,314 | \$12,530 | \$15,747 | \$18,963 | \$22,179 | \$25,396 | \$28,612 | \$31,829 | \$35,045 | \$38,261 | \$41,478 | \$44,694 | \$47,911 | \$51,127 | \$54,343 |
| 87.0000 | \$9,422 | \$12,676 | \$15,930 | \$19,184 | \$22,437 | \$25,691 | \$28,945 | \$32,199 | \$35,453 | \$38,706 | \$41,960 | \$45,214 | \$48,468 | \$51,722 | \$54,975 |
| 88.0000 | \$9,530 | \$12,822 | \$16,113 | \$19,404 | \$22,695 | \$25,986 | \$29,278 | \$32,569 | \$35,860 | \$39,151 | \$42,442 | \$45,734 | \$49,025 | \$52,316 | \$55,607 |
| 89.0000 | \$9,639 | \$12,967 | \$16,296 | \$19,625 | \$22,953 | \$26,282 | \$29,610 | \$32,939 | \$36,268 | \$39,596 | \$42,925 | \$46,253 | \$49,582 | \$52,911 | \$56,239 |
| 90.0000 | \$9,747 | \$13,113 | \$16,479 | \$19,845 | \$23,211 | \$26,577 | \$29,943 | \$33,309 | \$36,675 | \$40,041 | \$43,407 | \$46,773 | \$50,139 | \$53,505 | \$56,871 |
| 91.0000 | \$9,855 | \$13,259 | \$16,662 | \$20,066 | \$23,469 | \$26,872 | \$30,276 | \$33,679 | \$37,083 | \$40,486 | \$43,889 | \$47,293 | \$50,696 | \$54,100 | \$57,503 |
| 92.0000 | \$9,964 | \$13,404 | \$16,845 | \$20,286 | \$23,727 | \$27,168 | \$30,608 | \$34,049 | \$37,490 | \$40,931 | \$44,372 | \$47,812 | \$51,253 | \$54,694 | \$58,135 |
| 93.0000 | \$10,072 | \$13,550 | \$17,028 | \$20,507 | \$23,985 | \$27,463 | \$30,941 | \$34,419 | \$37,898 | \$41,376 | \$44,854 | \$48,332 | \$51,810 | \$55,289 | \$58,767 |
| 94.0000 | \$10,180 | \$13,696 | \$17,211 | \$20,727 | \$24,243 | \$27,758 | \$31,274 | \$34,789 | \$38,305 | \$41,821 | \$45,336 | \$48,852 | \$52,367 | \$55,883 | \$59,399 |
| 95.0000 | \$10,289 | \$13,842 | \$17,395 | \$20,948 | \$24,501 | \$28,054 | \$31,607 | \$35,160 | \$38,713 | \$42,266 | \$45,819 | \$49,372 | \$52,925 | \$56,478 | \$60,031 |

HEAP TABLE 3A: INCOME LEVELS FOR PERCENTAGE OF POVERTY BY HOUSEHOLD SIZE FY09

10/14/11

| PERCENT OF POVERTY | HOUSEHOLD SIZE | | | | | | | | | | | | | | |
|--------------------|----------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| | 1.0000 | 2.0000 | 3.0000 | 4.0000 | 5.0000 | 6.0000 | 7.0000 | 8.0000 | 9.0000 | 10.0000 | 11.0000 | 12.0000 | 13.0000 | 14.0000 | 15.0000 |
| 96.0000 | \$10,397 | \$13,987 | \$17,578 | \$21,168 | \$24,758 | \$28,349 | \$31,939 | \$35,530 | \$39,120 | \$42,710 | \$46,301 | \$49,891 | \$53,482 | \$57,072 | \$60,662 |
| 97.0000 | \$10,505 | \$14,133 | \$17,761 | \$21,389 | \$25,016 | \$28,644 | \$32,272 | \$35,900 | \$39,528 | \$43,155 | \$46,783 | \$50,411 | \$54,039 | \$57,667 | \$61,294 |
| 98.0000 | \$10,613 | \$14,279 | \$17,944 | \$21,609 | \$25,274 | \$28,939 | \$32,605 | \$36,270 | \$39,935 | \$43,600 | \$47,265 | \$50,931 | \$54,596 | \$58,261 | \$61,926 |
| 99.0000 | \$10,722 | \$14,424 | \$18,127 | \$21,830 | \$25,532 | \$29,235 | \$32,937 | \$36,640 | \$40,343 | \$44,045 | \$47,748 | \$51,450 | \$55,153 | \$58,856 | \$62,558 |
| 100.0000 | \$10,830 | \$14,570 | \$18,310 | \$22,050 | \$25,790 | \$29,530 | \$33,270 | \$37,010 | \$40,750 | \$44,490 | \$48,230 | \$51,970 | \$55,710 | \$59,450 | \$63,190 |

SLOPE AND INTERCEPT PAYMENT FORMULA

TO CALCULATE BASE AND INCREMENT

A. $100\%/150\% = 1/1.5 = .666666$

B. CALCULATE 100% AT 1 PERSON - \$ 16,245 1.5 \$ 10,830

C. CALCULATE 100% AT 2 PERSONS - \$ 21,855 1.5 \$ 14,570

D. WS-POVERTY-INCREMENT = C - B \$ 5,610 \$ 3,740

E. WS-POVERTY-BASE = B - D : \$ 10,635 \$ 7,090

FILL IN BLANKS TO COMPUTE BASE AND INCREMENT

MAX HOUSEHOLD INCOME 1 PERSON \$ 16,245

MAX HOUSEHOLD INCOME 2 PERSONS \$ 21,855

WS-POVERTY-INCREMENT = \$ 3,740

WS-POVERTY-BASE = \$ 7,090

FORMULA FOR SPREADSHEET IS $\$A47/100 * (WS-POVERTY-BASE + (B\$4 * WS-POVERTY-INCREMENT))$

HEAP TABLE 3B: INCOME LEVELS FOR PERCENTAGE OF POVERTY BY HOUSEHOLD SIZE FY09

10/14/11

| PERCENT OF POVERTY | HOUSEHOLD SIZE | | | | | | | | | | | | | | |
|--------------------|----------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| | 1.0000 | 2.0000 | 3.0000 | 4.0000 | 5.0000 | 6.0000 | 7.0000 | 8.0000 | 9.0000 | 10.0000 | 11.0000 | 12.0000 | 13.0000 | 14.0000 | 15.0000 |
| 100.0000 | \$10,830 | \$14,570 | \$18,310 | \$22,050 | \$25,790 | \$29,530 | \$33,270 | \$37,010 | \$40,750 | \$44,490 | \$48,230 | \$51,970 | \$55,710 | \$59,450 | \$63,190 |
| 101.0000 | \$10,938 | \$14,716 | \$18,493 | \$22,271 | \$26,048 | \$29,825 | \$33,603 | \$37,380 | \$41,158 | \$44,935 | \$48,712 | \$52,490 | \$56,267 | \$60,045 | \$63,822 |
| 102.0000 | \$11,047 | \$14,861 | \$18,676 | \$22,491 | \$26,306 | \$30,121 | \$33,935 | \$37,750 | \$41,565 | \$45,380 | \$49,195 | \$53,009 | \$56,824 | \$60,639 | \$64,454 |
| 103.0000 | \$11,155 | \$15,007 | \$18,859 | \$22,712 | \$26,564 | \$30,416 | \$34,268 | \$38,120 | \$41,973 | \$45,825 | \$49,677 | \$53,529 | \$57,381 | \$61,234 | \$65,086 |
| 104.0000 | \$11,263 | \$15,153 | \$19,042 | \$22,932 | \$26,822 | \$30,711 | \$34,601 | \$38,490 | \$42,380 | \$46,270 | \$50,159 | \$54,049 | \$57,938 | \$61,828 | \$65,718 |
| 105.0000 | \$11,372 | \$15,299 | \$19,226 | \$23,153 | \$27,080 | \$31,007 | \$34,934 | \$38,861 | \$42,788 | \$46,715 | \$50,642 | \$54,569 | \$58,496 | \$62,423 | \$66,350 |
| 106.0000 | \$11,480 | \$15,444 | \$19,409 | \$23,373 | \$27,337 | \$31,302 | \$35,266 | \$39,231 | \$43,195 | \$47,159 | \$51,124 | \$55,088 | \$59,053 | \$63,017 | \$66,981 |
| 107.0000 | \$11,588 | \$15,590 | \$19,592 | \$23,594 | \$27,595 | \$31,597 | \$35,599 | \$39,601 | \$43,603 | \$47,604 | \$51,606 | \$55,608 | \$59,610 | \$63,612 | \$67,613 |
| 108.0000 | \$11,696 | \$15,736 | \$19,775 | \$23,814 | \$27,853 | \$31,892 | \$35,932 | \$39,971 | \$44,010 | \$48,049 | \$52,088 | \$56,128 | \$60,167 | \$64,206 | \$68,245 |
| 109.0000 | \$11,805 | \$15,881 | \$19,958 | \$24,035 | \$28,111 | \$32,188 | \$36,264 | \$40,341 | \$44,418 | \$48,494 | \$52,571 | \$56,647 | \$60,724 | \$64,801 | \$68,877 |
| 110.0000 | \$11,913 | \$16,027 | \$20,141 | \$24,255 | \$28,369 | \$32,483 | \$36,597 | \$40,711 | \$44,825 | \$48,939 | \$53,053 | \$57,167 | \$61,281 | \$65,395 | \$69,509 |
| 111.0000 | \$12,021 | \$16,173 | \$20,324 | \$24,476 | \$28,627 | \$32,778 | \$36,930 | \$41,081 | \$45,233 | \$49,384 | \$53,535 | \$57,687 | \$61,838 | \$65,990 | \$70,141 |
| 112.0000 | \$12,130 | \$16,318 | \$20,507 | \$24,696 | \$28,885 | \$33,074 | \$37,262 | \$41,451 | \$45,640 | \$49,829 | \$54,018 | \$58,206 | \$62,395 | \$66,584 | \$70,773 |
| 113.0000 | \$12,238 | \$16,464 | \$20,690 | \$24,917 | \$29,143 | \$33,369 | \$37,595 | \$41,821 | \$46,048 | \$50,274 | \$54,500 | \$58,726 | \$62,952 | \$67,179 | \$71,405 |
| 114.0000 | \$12,346 | \$16,610 | \$20,873 | \$25,137 | \$29,401 | \$33,664 | \$37,928 | \$42,191 | \$46,455 | \$50,719 | \$54,982 | \$59,246 | \$63,509 | \$67,773 | \$72,037 |
| 115.0000 | \$12,455 | \$16,756 | \$21,057 | \$25,358 | \$29,659 | \$33,960 | \$38,261 | \$42,562 | \$46,863 | \$51,164 | \$55,465 | \$59,766 | \$64,067 | \$68,368 | \$72,669 |
| 116.0000 | \$12,563 | \$16,901 | \$21,240 | \$25,578 | \$29,916 | \$34,255 | \$38,593 | \$42,932 | \$47,270 | \$51,608 | \$55,947 | \$60,285 | \$64,624 | \$68,962 | \$73,300 |
| 117.0000 | \$12,671 | \$17,047 | \$21,423 | \$25,799 | \$30,174 | \$34,550 | \$38,926 | \$43,302 | \$47,678 | \$52,053 | \$56,429 | \$60,805 | \$65,181 | \$69,557 | \$73,932 |
| 118.0000 | \$12,779 | \$17,193 | \$21,606 | \$26,019 | \$30,432 | \$34,845 | \$39,259 | \$43,672 | \$48,085 | \$52,498 | \$56,911 | \$61,325 | \$65,738 | \$70,151 | \$74,564 |
| 119.0000 | \$12,888 | \$17,338 | \$21,789 | \$26,240 | \$30,690 | \$35,141 | \$39,591 | \$44,042 | \$48,493 | \$52,943 | \$57,394 | \$61,844 | \$66,295 | \$70,746 | \$75,196 |
| 120.0000 | \$12,996 | \$17,484 | \$21,972 | \$26,460 | \$30,948 | \$35,436 | \$39,924 | \$44,412 | \$48,900 | \$53,388 | \$57,876 | \$62,364 | \$66,852 | \$71,340 | \$75,828 |
| 121.0000 | \$13,104 | \$17,630 | \$22,155 | \$26,681 | \$31,206 | \$35,731 | \$40,257 | \$44,782 | \$49,308 | \$53,833 | \$58,358 | \$62,884 | \$67,409 | \$71,935 | \$76,460 |
| 122.0000 | \$13,213 | \$17,775 | \$22,338 | \$26,901 | \$31,464 | \$36,027 | \$40,589 | \$45,152 | \$49,715 | \$54,278 | \$58,841 | \$63,403 | \$67,966 | \$72,529 | \$77,092 |
| 123.0000 | \$13,321 | \$17,921 | \$22,521 | \$27,122 | \$31,722 | \$36,322 | \$40,922 | \$45,522 | \$50,123 | \$54,723 | \$59,323 | \$63,923 | \$68,523 | \$73,124 | \$77,724 |
| 124.0000 | \$13,429 | \$18,067 | \$22,704 | \$27,342 | \$31,980 | \$36,617 | \$41,255 | \$45,892 | \$50,530 | \$55,168 | \$59,805 | \$64,443 | \$69,080 | \$73,718 | \$78,356 |
| 125.0000 | \$13,538 | \$18,213 | \$22,888 | \$27,563 | \$32,238 | \$36,913 | \$41,588 | \$46,263 | \$50,938 | \$55,613 | \$60,288 | \$64,963 | \$69,638 | \$74,313 | \$78,988 |
| 126.0000 | \$13,646 | \$18,358 | \$23,071 | \$27,783 | \$32,495 | \$37,208 | \$41,920 | \$46,633 | \$51,345 | \$56,057 | \$60,770 | \$65,482 | \$70,195 | \$74,907 | \$79,619 |
| 127.0000 | \$13,754 | \$18,504 | \$23,254 | \$28,004 | \$32,753 | \$37,503 | \$42,253 | \$47,003 | \$51,753 | \$56,502 | \$61,252 | \$66,002 | \$70,752 | \$75,502 | \$80,251 |
| 128.0000 | \$13,862 | \$18,650 | \$23,437 | \$28,224 | \$33,011 | \$37,798 | \$42,586 | \$47,373 | \$52,160 | \$56,947 | \$61,734 | \$66,522 | \$71,309 | \$76,096 | \$80,883 |
| 129.0000 | \$13,971 | \$18,795 | \$23,620 | \$28,445 | \$33,269 | \$38,094 | \$42,918 | \$47,743 | \$52,568 | \$57,392 | \$62,217 | \$67,041 | \$71,866 | \$76,691 | \$81,515 |
| 130.0000 | \$14,079 | \$18,941 | \$23,803 | \$28,665 | \$33,527 | \$38,389 | \$43,251 | \$48,113 | \$52,975 | \$57,837 | \$62,699 | \$67,561 | \$72,423 | \$77,285 | \$82,147 |
| 131.0000 | \$14,187 | \$19,087 | \$23,986 | \$28,886 | \$33,785 | \$38,684 | \$43,584 | \$48,483 | \$53,383 | \$58,282 | \$63,181 | \$68,081 | \$72,980 | \$77,880 | \$82,779 |
| 132.0000 | \$14,296 | \$19,232 | \$24,169 | \$29,106 | \$34,043 | \$38,980 | \$43,916 | \$48,853 | \$53,790 | \$58,727 | \$63,664 | \$68,600 | \$73,537 | \$78,474 | \$83,411 |
| 133.0000 | \$14,404 | \$19,378 | \$24,352 | \$29,327 | \$34,301 | \$39,275 | \$44,249 | \$49,223 | \$54,198 | \$59,172 | \$64,146 | \$69,120 | \$74,094 | \$79,069 | \$84,043 |
| 134.0000 | \$14,512 | \$19,524 | \$24,535 | \$29,547 | \$34,559 | \$39,570 | \$44,582 | \$49,593 | \$54,605 | \$59,617 | \$64,628 | \$69,640 | \$74,651 | \$79,663 | \$84,675 |
| 135.0000 | \$14,621 | \$19,670 | \$24,719 | \$29,768 | \$34,817 | \$39,866 | \$44,915 | \$49,964 | \$55,013 | \$60,062 | \$65,111 | \$70,160 | \$75,209 | \$80,258 | \$85,307 |
| 136.0000 | \$14,729 | \$19,815 | \$24,902 | \$29,988 | \$35,074 | \$40,161 | \$45,247 | \$50,334 | \$55,420 | \$60,506 | \$65,593 | \$70,679 | \$75,766 | \$80,852 | \$85,938 |
| 137.0000 | \$14,837 | \$19,961 | \$25,085 | \$30,209 | \$35,332 | \$40,456 | \$45,580 | \$50,704 | \$55,828 | \$60,951 | \$66,075 | \$71,199 | \$76,323 | \$81,447 | \$86,570 |
| 138.0000 | \$14,945 | \$20,107 | \$25,268 | \$30,429 | \$35,590 | \$40,751 | \$45,913 | \$51,074 | \$56,235 | \$61,396 | \$66,557 | \$71,719 | \$76,880 | \$82,041 | \$87,202 |
| 139.0000 | \$15,054 | \$20,252 | \$25,451 | \$30,650 | \$35,848 | \$41,047 | \$46,245 | \$51,444 | \$56,643 | \$61,841 | \$67,040 | \$72,238 | \$77,437 | \$82,636 | \$87,834 |

HEAP TABLE 3B: INCOME LEVELS FOR PERCENTAGE OF POVERTY BY HOUSEHOLD SIZE FY09

10/14/11

| PERCENT OF POVERTY | HOUSEHOLD SIZE | | | | | | | | | | | | | | |
|--------------------|----------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|
| | 1.0000 | 2.0000 | 3.0000 | 4.0000 | 5.0000 | 6.0000 | 7.0000 | 8.0000 | 9.0000 | 10.0000 | 11.0000 | 12.0000 | 13.0000 | 14.0000 | 15.0000 |
| 140.0000 | \$15,162 | \$20,398 | \$25,634 | \$30,870 | \$36,106 | \$41,342 | \$46,578 | \$51,814 | \$57,050 | \$62,286 | \$67,522 | \$72,758 | \$77,994 | \$83,230 | \$88,466 |
| 141.0000 | \$15,270 | \$20,544 | \$25,817 | \$31,091 | \$36,364 | \$41,637 | \$46,911 | \$52,184 | \$57,458 | \$62,731 | \$68,004 | \$73,278 | \$78,551 | \$83,825 | \$89,098 |
| 142.0000 | \$15,379 | \$20,689 | \$26,000 | \$31,311 | \$36,622 | \$41,933 | \$47,243 | \$52,554 | \$57,865 | \$63,176 | \$68,487 | \$73,797 | \$79,108 | \$84,419 | \$89,730 |
| 143.0000 | \$15,487 | \$20,835 | \$26,183 | \$31,532 | \$36,880 | \$42,228 | \$47,576 | \$52,924 | \$58,273 | \$63,621 | \$68,969 | \$74,317 | \$79,665 | \$85,014 | \$90,362 |
| 144.0000 | \$15,595 | \$20,981 | \$26,366 | \$31,752 | \$37,138 | \$42,523 | \$47,909 | \$53,294 | \$58,680 | \$64,066 | \$69,451 | \$74,837 | \$80,222 | \$85,608 | \$90,994 |
| 145.0000 | \$15,704 | \$21,127 | \$26,550 | \$31,973 | \$37,396 | \$42,819 | \$48,242 | \$53,665 | \$59,088 | \$64,511 | \$69,934 | \$75,357 | \$80,780 | \$86,203 | \$91,626 |
| 146.0000 | \$15,812 | \$21,272 | \$26,733 | \$32,193 | \$37,653 | \$43,114 | \$48,574 | \$54,035 | \$59,495 | \$64,955 | \$70,416 | \$75,876 | \$81,337 | \$86,797 | \$92,257 |
| 147.0000 | \$15,920 | \$21,418 | \$26,916 | \$32,414 | \$37,911 | \$43,409 | \$48,907 | \$54,405 | \$59,903 | \$65,400 | \$70,898 | \$76,396 | \$81,894 | \$87,392 | \$92,889 |
| 148.0000 | \$16,028 | \$21,564 | \$27,099 | \$32,634 | \$38,169 | \$43,704 | \$49,240 | \$54,775 | \$60,310 | \$65,845 | \$71,380 | \$76,916 | \$82,451 | \$87,986 | \$93,521 |
| 149.0000 | \$16,137 | \$21,709 | \$27,282 | \$32,855 | \$38,427 | \$44,000 | \$49,572 | \$55,145 | \$60,718 | \$66,290 | \$71,863 | \$77,435 | \$83,008 | \$88,581 | \$94,153 |
| 150.0000 | \$16,245 | \$21,855 | \$27,465 | \$33,075 | \$38,685 | \$44,295 | \$49,905 | \$55,515 | \$61,125 | \$66,735 | \$72,345 | \$77,955 | \$83,565 | \$89,175 | \$94,785 |
| 151.0000 | \$16,353 | \$22,001 | \$27,648 | \$33,296 | \$38,943 | \$44,590 | \$50,238 | \$55,885 | \$61,533 | \$67,180 | \$72,827 | \$78,475 | \$84,122 | \$89,770 | \$95,417 |
| 152.0000 | \$16,462 | \$22,146 | \$27,831 | \$33,516 | \$39,201 | \$44,886 | \$50,570 | \$56,255 | \$61,940 | \$67,625 | \$73,310 | \$78,994 | \$84,679 | \$90,364 | \$96,049 |
| 153.0000 | \$16,570 | \$22,292 | \$28,014 | \$33,737 | \$39,459 | \$45,181 | \$50,903 | \$56,625 | \$62,348 | \$68,070 | \$73,792 | \$79,514 | \$85,236 | \$90,959 | \$96,681 |
| 154.0000 | \$16,678 | \$22,438 | \$28,197 | \$33,957 | \$39,717 | \$45,476 | \$51,236 | \$56,995 | \$62,755 | \$68,515 | \$74,274 | \$80,034 | \$85,793 | \$91,553 | \$97,313 |
| 155.0000 | \$16,787 | \$22,584 | \$28,381 | \$34,178 | \$39,975 | \$45,772 | \$51,569 | \$57,366 | \$63,163 | \$68,960 | \$74,757 | \$80,554 | \$86,351 | \$92,148 | \$97,945 |
| 156.0000 | \$16,895 | \$22,729 | \$28,564 | \$34,398 | \$40,232 | \$46,067 | \$51,901 | \$57,736 | \$63,570 | \$69,404 | \$75,239 | \$81,073 | \$86,908 | \$92,742 | \$98,576 |
| 157.0000 | \$17,003 | \$22,875 | \$28,747 | \$34,619 | \$40,490 | \$46,362 | \$52,234 | \$58,106 | \$63,978 | \$69,849 | \$75,721 | \$81,593 | \$87,465 | \$93,337 | \$99,208 |
| 158.0000 | \$17,111 | \$23,021 | \$28,930 | \$34,839 | \$40,748 | \$46,657 | \$52,567 | \$58,476 | \$64,385 | \$70,294 | \$76,203 | \$82,113 | \$88,022 | \$93,931 | \$99,840 |
| 159.0000 | \$17,220 | \$23,166 | \$29,113 | \$35,060 | \$41,006 | \$46,953 | \$52,899 | \$58,846 | \$64,793 | \$70,739 | \$76,686 | \$82,632 | \$88,579 | \$94,526 | \$100,472 |
| 160.0000 | \$17,328 | \$23,312 | \$29,296 | \$35,280 | \$41,264 | \$47,248 | \$53,232 | \$59,216 | \$65,200 | \$71,184 | \$77,168 | \$83,152 | \$89,136 | \$95,120 | \$101,104 |
| 161.0000 | \$17,436 | \$23,458 | \$29,479 | \$35,501 | \$41,522 | \$47,543 | \$53,565 | \$59,586 | \$65,608 | \$71,629 | \$77,650 | \$83,672 | \$89,693 | \$95,715 | \$101,736 |
| 162.0000 | \$17,545 | \$23,603 | \$29,662 | \$35,721 | \$41,780 | \$47,839 | \$53,897 | \$59,956 | \$66,015 | \$72,074 | \$78,133 | \$84,191 | \$90,250 | \$96,309 | \$102,368 |
| 163.0000 | \$17,653 | \$23,749 | \$29,845 | \$35,942 | \$42,038 | \$48,134 | \$54,230 | \$60,326 | \$66,423 | \$72,519 | \$78,615 | \$84,711 | \$90,807 | \$96,904 | \$103,000 |
| 164.0000 | \$17,761 | \$23,895 | \$30,028 | \$36,162 | \$42,296 | \$48,429 | \$54,563 | \$60,696 | \$66,830 | \$72,964 | \$79,097 | \$85,231 | \$91,364 | \$97,498 | \$103,632 |
| 165.0000 | \$17,870 | \$24,041 | \$30,212 | \$36,383 | \$42,554 | \$48,725 | \$54,896 | \$61,067 | \$67,238 | \$73,409 | \$79,580 | \$85,751 | \$91,922 | \$98,093 | \$104,264 |
| 166.0000 | \$17,978 | \$24,186 | \$30,395 | \$36,603 | \$42,811 | \$49,020 | \$55,228 | \$61,437 | \$67,645 | \$73,853 | \$80,062 | \$86,270 | \$92,479 | \$98,687 | \$104,895 |
| 167.0000 | \$18,086 | \$24,332 | \$30,578 | \$36,824 | \$43,069 | \$49,315 | \$55,561 | \$61,807 | \$68,053 | \$74,298 | \$80,544 | \$86,790 | \$93,036 | \$99,282 | \$105,527 |
| 168.0000 | \$18,194 | \$24,478 | \$30,761 | \$37,044 | \$43,327 | \$49,610 | \$55,894 | \$62,177 | \$68,460 | \$74,743 | \$81,026 | \$87,310 | \$93,593 | \$99,876 | \$106,159 |
| 169.0000 | \$18,303 | \$24,623 | \$30,944 | \$37,265 | \$43,585 | \$49,906 | \$56,226 | \$62,547 | \$68,868 | \$75,188 | \$81,509 | \$87,829 | \$94,150 | \$100,471 | \$106,791 |
| 170.0000 | \$18,411 | \$24,769 | \$31,127 | \$37,485 | \$43,843 | \$50,201 | \$56,559 | \$62,917 | \$69,275 | \$75,633 | \$81,991 | \$88,349 | \$94,707 | \$101,065 | \$107,423 |
| 171.0000 | \$18,519 | \$24,915 | \$31,310 | \$37,706 | \$44,101 | \$50,496 | \$56,892 | \$63,287 | \$69,683 | \$76,078 | \$82,473 | \$88,869 | \$95,264 | \$101,660 | \$108,055 |
| 172.0000 | \$18,628 | \$25,060 | \$31,493 | \$37,926 | \$44,359 | \$50,792 | \$57,224 | \$63,657 | \$70,090 | \$76,523 | \$82,956 | \$89,388 | \$95,821 | \$102,254 | \$108,687 |
| 173.0000 | \$18,736 | \$25,206 | \$31,676 | \$38,147 | \$44,617 | \$51,087 | \$57,557 | \$64,027 | \$70,498 | \$76,968 | \$83,438 | \$89,908 | \$96,378 | \$102,849 | \$109,319 |
| 174.0000 | \$18,844 | \$25,352 | \$31,859 | \$38,367 | \$44,875 | \$51,382 | \$57,890 | \$64,397 | \$70,905 | \$77,413 | \$83,920 | \$90,428 | \$96,935 | \$103,443 | \$109,951 |
| 175.0000 | \$18,953 | \$25,498 | \$32,043 | \$38,588 | \$45,133 | \$51,678 | \$58,223 | \$64,768 | \$71,313 | \$77,858 | \$84,403 | \$90,948 | \$97,493 | \$104,038 | \$110,583 |

HEAP TABLE4: REIMBURSEMENT BY POVERTY RATIO

10/14/11
 PERCENT WINTER COST
 OF REIM-
 POVERTY BURSED
 =====

| | |
|---------|-------|
| <50 | 50.00 |
| 50.0000 | 50.00 |
| 51.0000 | 49.70 |
| 52.0000 | 49.40 |
| 53.0000 | 49.10 |
| 54.0000 | 48.80 |
| 55.0000 | 48.50 |
| 56.0000 | 48.20 |
| 57.0000 | 47.90 |
| 58.0000 | 47.60 |
| 59.0000 | 47.30 |
| 60.0000 | 47.00 |
| 61.0000 | 46.70 |
| 62.0000 | 46.40 |
| 63.0000 | 46.10 |
| 64.0000 | 45.80 |
| 65.0000 | 45.50 |
| 66.0000 | 45.20 |
| 67.0000 | 44.90 |
| 68.0000 | 44.60 |
| 69.0000 | 44.30 |
| 70.0000 | 44.00 |
| 71.0000 | 43.70 |
| 72.0000 | 43.40 |
| 73.0000 | 43.10 |
| 74.0000 | 42.80 |
| 75.0000 | 42.50 |
| 76.0000 | 42.20 |
| 77.0000 | 41.90 |
| 78.0000 | 41.60 |
| 79.0000 | 41.30 |
| 80.0000 | 41.00 |
| 81.0000 | 40.70 |
| 82.0000 | 40.40 |
| 83.0000 | 40.10 |
| 84.0000 | 39.80 |
| 85.0000 | 39.50 |
| 86.0000 | 39.20 |
| 87.0000 | 38.90 |
| 88.0000 | 38.60 |
| 89.0000 | 38.30 |
| 90.0000 | 38.00 |
| 91.0000 | 37.70 |
| 92.0000 | 37.40 |

HEAP TABLE4: REIMBURSEMENT BY POVERTY RATIO

| 10/14/11 PERCENT OF POVERTY ===== | WINTER COST REIM- BURSED ===== |
|---|---|
| 93.0000 | 37.10 |
| 94.0000 | 36.80 |
| 95.0000 | 36.50 |
| 96.0000 | 36.20 |
| 97.0000 | 35.90 |
| 98.0000 | 35.60 |
| 99.0000 | 35.30 |
| 100.0000 | 35.00 |
| 101.0000 | 34.70 |
| 102.0000 | 34.40 |
| 103.0000 | 34.10 |
| 104.0000 | 33.80 |
| 105.0000 | 33.50 |
| 106.0000 | 33.20 |
| 107.0000 | 32.90 |
| 108.0000 | 32.60 |
| 109.0000 | 32.30 |
| 110.0000 | 32.00 |
| 111.0000 | 31.70 |
| 112.0000 | 31.40 |
| 113.0000 | 31.10 |
| 114.0000 | 30.80 |
| 115.0000 | 30.50 |
| 116.0000 | 30.20 |
| 117.0000 | 29.90 |
| 118.0000 | 29.60 |
| 119.0000 | 29.30 |
| 120.0000 | 29.00 |
| 121.0000 | 28.70 |
| 122.0000 | 28.40 |
| 123.0000 | 28.10 |
| 124.0000 | 27.80 |
| 125.0000 | 27.50 |
| 126.0000 | 27.20 |
| 127.0000 | 26.90 |
| 128.0000 | 26.60 |
| 129.0000 | 26.30 |
| 130.0000 | 26.00 |
| 131.0000 | 25.70 |
| 132.0000 | 25.40 |
| 133.0000 | 25.10 |
| 134.0000 | 24.80 |
| 135.0000 | 24.50 |
| 136.0000 | 24.20 |
| 137.0000 | 23.90 |

HEAP TABLE4: REIMBURSEMENT BY POVERTY RATIO

| 10/14/11 PERCENT OF POVERTY | WINTER COST REIM- BURSED |
|--------------------------------------|--------------------------------|
| ===== | ===== |
| 138.0000 | 23.60 |
| 139.0000 | 23.30 |
| 140.0000 | 23.00 |
| 141.0000 | 22.70 |
| 142.0000 | 22.40 |
| 143.0000 | 22.10 |
| 144.0000 | 21.80 |
| 145.0000 | 21.50 |
| 146.0000 | 21.20 |
| 147.0000 | 20.90 |
| 148.0000 | 20.60 |
| 149.0000 | 20.30 |
| 150.0000 | 20.00 |
| >150 | 0.00 |

PERCENT REIMBURSED = WS-PCT-CR-BASE - (WS-PCT-CR-FACTOR * PERCENT OF POVERTY)

WS-PCT-CR-BASE AND WS-PCT-CR-FACTOR ARE FROM MATRIX TABLE 2B

APPENDIX I

Janet Cesner, Office of Community Assistance

2013 Ohio State Plan

LIHEAP Household Report

Federal Fiscal Year 2013

Grantee Name:

Development Services Agency/ CAO

Contact Person: Janet Cesner

Phone: (614) 644-6637

Date:

8/7/2012

The *LIHEAP Household Report--Long Format* is for use by the 50 States, District of Columbia, and the Commonwealth of Puerto Rico. This Federal Report provides data on both LIHEAP assisted and applicant households for Federal Fiscal Year (FFY) 2011, the period of October 1, 2010 - September 30, 2011. The Report consists of the following sections: (1) **LIHEAP Assisted Household Format** and (2) **LIHEAP Applicant Household Format**. Data on assisted households are included in the Department's annual *LIHEAP Report to Congress*. The data are also used in the measuring targeting performance under the Government Performance and Results Act of 1993. As the reported data are aggregated, the information in this report is not considered to be confidential.

There are two types of data: (1) **required** data which must be reported under the LIHEAP statute and (2) **requested** data which are optional, in response to House Report 103-483 and Senate Report 103-251. Both the *LIHEAP Household Report--Long Format* (the Excel file name is *hhsrptst.xls*) and the instructions on completing the Report (the Word file name is *hhrptins.doc*) can be downloaded in the Forms sections of the Office of Community Services' LIHEAP web site at: www.acf.hhs.gov/programs/ocs/liheap/grantees/forms.html#household_report. The column, "Number of assisted households," and the column, "Number of applicant households," will be calculated automatically for each type of LIHEAP assistance by a formula as the poverty level data are entered.

| | |
|----|-----|
| No | Yes |
| | X |

Do the data below include estimated figures?

If "Yes," Mark "X" in the second column below for each type of assistance that has at least one estimated data entry.

1. LIHEAP ASSISTED HOUSEHOLD FORMAT

| Type of assistance | Mark "X" to indicate estimated data | Number of assisted households | REQUIRED DATA | | | | | At least one member who is | | | | REQUESTED DATA | |
|--|-------------------------------------|-------------------------------|--|----------|-----------|-----------|-----------|----------------------------|----------|------------------------|-----------------------------------|----------------------------|-----------------------------|
| | | | Percent of 2010 HHS Poverty Guidelines, based on gross income and household size | | | | | | | | | At least one member who is | |
| | | | Under 75% | 75%-100% | 101%-125% | 126%-150% | Over 150% | 60 years or older | Disabled | Age 5 years or younger | Elderly, Disabled, or Young Child | Age 2 years and younger | Age 3 years through 5 years |
| Heating | X | 459,082 | 217,318 | 88,063 | 64,988 | 49,192 | 39,521 | 147,579 | 150,965 | 106,651 | 290,096 | 36,999 | 69,721 |
| Cooling | | 0 | | | | | | | | | | | |
| Winter/year round crisis | X | 155,338 | 82,685 | 28,748 | 18,694 | 13,347 | 11,864 | 28,249 | 41,016 | 48,806 | 85,564 | 16,891 | 31,937 |
| Summer crisis | X | 55,260 | 27,224 | 11,206 | 7,608 | 5,325 | 3,897 | 22,824 | 21,609 | 12,969 | 39,365 | 4,526 | 8,449 |
| Lung Health Clinic [1] | X | 342 | 130 | 62 | 61 | 49 | 40 | | | | | | |
| Weatherization | X | 7,836 | 3,327 | 1,398 | 852 | 861 | 1,398 | 1,664 | 1,222 | 752 | 2,264 | 377 | 543 |
| Any type of LIHEAP assistance [2] | X | 478,469 | | | | | | 134,361 | 155,135 | 86,074 | 302,193 | | |

Notes: Include any notes below for section 1 (indicate type of assistance and item being referenced): [redacted] = not applicable

[1] (43) Customers reported under the Lung Health Clinic are reported under Heating, Cooling and Winter/year round crisis.

[2] The type of assistance for Lung Health Clinic and Weatherization are not included in the "Any type of LIHEAP Assistance."

c

2. LIHEAP APPLICANT HOUSEHOLD FORMAT (regardless of whether households were assisted)

| Type of assistance | Mark "X" to indicate estimated data | Number of applicant households | REQUIRED DATA | | | | | Income data unavailable |
|--------------------------|-------------------------------------|--------------------------------|---|----------|-----------|-----------|-----------|-------------------------|
| | | | 2010 HHS Poverty Guideline interval, based on gross income and household size | | | | | |
| | | | Under 75% | 75%-100% | 101%-125% | 126%-150% | Over 150% | |
| Heating | X | 499,423 | 220,862 | 90,461 | 66,382 | 50,242 | 47,543 | 23933 |
| Cooling | | 0 | | | | | | |
| Winter/year round crisis | X | 186,451 | 94,753 | 33,250 | 21,402 | 15,211 | 15,659 | 6176 |
| Summer crisis | X | 69,151 | 31,654 | 12,704 | 8,531 | 5,906 | 4,790 | 5566 |
| Lung Health Clinic [1] | X | 342 | 130 | 62 | 61 | 49 | 40 | |
| Weatherization | X | 150,989 | 72,779 | 27,909 | 20,026 | 15,259 | 15,016 | 7738 |

Notes: Include any notes below for section 2 (indicate type of assistance, and item the note is referencing):

[1] (43) Customers reported under the Lung Health Clinic are reported under Heating, Cooling and Winter/year round crisis.

APPENDIX J

Janet Cesner, Office of Community Assistance
2013 Ohio State Plan
Program Integrity Supplement

ATTACHMENT 1
SAMPLE PROGRAM INTEGRITY ASSESSMENT SUPPLEMENT TEMPLATE
 Low Income Home Energy Assistance Program (LIHEAP)

ABSTRACT:

HHS is requiring further detail from Grantees on their FY2013 plans for preventing and detecting fraud, abuse, and improper payments. HHS is also requiring that Grantees highlight and describe all elements of this FY2013 plan which represent improvements or changes to the Grantees' FY2013 plan for preventing and detecting fraud, abuse and improper payment prevention.

Instructions: Please provide full descriptions of the Grantee's plans and strategy for each area, and attach/reference excerpts from relevant policy documents for each question/column. Responses must explicitly explain whether any changes are planned for the new FY.

| | | | | | |
|---|--|---|--|--|--|
| State, Tribe or Territory (and grant official): | | State of Ohio | | Date/Fiscal Year: 7/30/2012/ FY2013 | |
| RECENT AUDIT FINDINGS | | | | | |
| Describe any audit findings of material weaknesses and reportable conditions, questioned costs and other findings cited in FY2013 or the prior three years, in annual audits, Grantee monitoring assessments, Inspector General reviews, or other Government Agency reviews of LIHEAP agency finances. | | Please describe whether the cited audit findings or relevant operations have been resolved or corrected. If not, please describe the plan and timeline for doing so in FY2013. | | If there is no plan in place, please explain why not. | |
| | | | | Necessary outcomes from these systems and strategies | |
| The State of Ohio has not had any material weaknesses, findings or questioned costs in its annual audits over the past three years. However, Ohio did have four cases of potential fraud reported in the GAO Report to Congress on LIHEAP in June 2010. | | Although Ohio was not informed of the actual details of the cases found, the Ohio Department of Development, Office of Community Assistance (OCA) responded to the draft report outlining measures that are already taken to prevent fraud as well as additional measures to be taken in the future. Also, OCA has since obtained death records from the Ohio Department of Health/Vital Statistics. We update client records as deceased on a regular basis to prevent benefits going to | | NA | |
| | | | | <i>The timely and thorough resolution of weaknesses or reportable conditions as revealed by the audit.</i> | |

| | | | |
|--|--|--|--|
| | <p>deceased individuals. OCA is also working to obtain access to incarcerated individuals through the Ohio Department of Rehabilitation and Corrections as well as the State of Ohio employee database and the Social Security Administration's State Verification and Exchange System (SVES).</p> | | |
|--|--|--|--|

According to the Paperwork Reduction Act Of 1995 (Pub. L. 104-13), public reporting burden for this collection of information is estimated to average 1 hours per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

| COMPLIANCE MONITORING | | | |
|--|--|--|---|
| <p>Describe the Grantee's FY 2012 strategies that will continue in FY 2013 for monitoring compliance with State and Federal LIHEAP policies and procedures by the Grantee and local administering agencies.</p> | <p>Please highlight any strategies for compliance monitoring from your plan which will be newly implemented as of FY 2013.</p> | <p>If you don't have a firm compliance monitoring system in place for FY 2012, please describe how the State is verifying that LIHEAP policy and procedures are being followed.</p> | <p>Necessary outcomes from these systems and strategies</p> |
| <p>The Ohio Department of Development/Office of Community Assistance (OCA) provides guidelines (see the attached 2012-2013 Energy Assistance Guidelines) to its local administering agencies which contain policies and procedures for administering the crisis components of the program as well as what is considered countable income, what is acceptable documentation, how to handle applications of agency employees or their families etc. Also, OCA provides a policy and procedure manual to all in-house staff on application screening and review requirements. In addition to the manuals, applications are reviewed for accuracy on a regular basis. Local agencies are monitored for compliance at least annually; samples of applications</p> | <p>In FY 2013, Ohio will continue its practice of monitoring both in-house staff as well as local agencies for compliance with program policies and procedures. A Program Integrity Section was added to the Management Plan submitted by the local administering agencies asking them to outline to the State how they handle fraud prevention and reporting at their agency.</p> | <p>NA</p> | <p><i>A sound methodology, with a schedule for regular monitoring and a more effective monitoring tool to gather information.</i></p> |

| | | | |
|---|--|--|--|
| <p>are reviewed in the process as well as monitoring other compliance issues. (See attached Agency Review tool)</p> | | | |
|---|--|--|--|

| <p>FRAUD REPORTING MECHANISMS</p> | | | |
|---|---|---|---|
| <p>For FY 2012 activities continuing in FY 2013, please describe all (a) mechanisms available to the public for reporting cases of suspected LIHEAP fraud, waste or abuse [These may include telephone hotlines, websites, email addresses, etc.]; (b) strategies for advertising these resources.</p> | <p>Please highlight any tools or mechanisms from your plan which will be newly implemented in FY 2013, and the timeline for that implementation.</p> | <p>If you don't have any tools or mechanisms available to the public to prevent fraud or improper payments, please describe your plan for involving all citizens and stakeholders involved with your program in detecting fraud.</p> | <p>Necessary outcomes of these strategies and systems</p> |
| <p>Ohio currently has a toll-free statewide hotline which is available for any callers regarding LIHEAP, weatherization and/or the Percentage of Income Payment Plan (PIPP). Ohio also has a web inquiry system where complaints or inquires can be logged. This number and website are publicized on all documents produced and distributed but are not specifically for reporting fraud, waste and abuse.</p> | <p>Ohio has set up an e-mail address Reportfraud@development.ohio.gov for the public to report any suspected fraud.</p> | <p>Ohio currently works with its agency partners as well as vendors and utility companies to try to detect fraud cases; OCA is announcing at all public hearings its intentions of preventing fraud, waste and abuse through public involvement. The e-mail will be publicized as a dedicated forum for reporting suspected cases of fraud.</p> | <p><i>Clear lines of communication for citizens, grantees, clients, and employees to use in pointing out potential cases of fraud or improper payments to State administrators.</i></p> |

| VERIFYING APPLICANT IDENTITIES | | | |
|---|---|--|---|
| Describe all FY 2012 Grantee policies continuing in FY2013 for how identities of applicants and household members are verified. | Please highlight any policy or strategy from your plan which will be newly implemented in FY 2013. | If you don't have a system in place for verifying applicant's identities, please explain why and how the Grantee is ensuring that only authentic and eligible applicants are receiving benefits. | Necessary outcomes from these systems and strategies |
| <p>Proof of citizenship or qualified alien status is required of all primary applicants. The State of Ohio now requires Social Security numbers for all household members, although they are not validated. If there is a question of identity or income, Ohio has had access to the Ohio Department of Job and Family Services' Client Registry Information System-Enhanced (CRIS-E) System to verify applicants on a case by case basis. Some local agencies collect birth certificates, Social Security cards and/or drivers' licenses for all household members to verify identities.</p> | <p>The policy of requiring Social Security Numbers for all household members instead of those just over the age of 2 was changed in FY 2011 will remain in effect in FY 2013.</p> | <p>Ohio is in the process of gaining access to the Social Security Administration's SVES system in order to be able to verify the identities of all household members. OCA has had preliminary discussions with the SSA to gain this access.</p> | <p><i>Income and energy supplier data that allow program benefits to be provided to eligible individuals.</i></p> |
| SOCIAL SECURITY NUMBER REQUESTS | | | |
| Describe the Grantee's FY 2013 policy in regards to requiring Social Security Numbers from applicants and/or household members applying for LIHEAP benefits. | Please describe whether the State's policy for requiring or not requiring Social Security numbers is new as of FY2013, or remaining the same. | If the Grantee is not requiring Social Security Numbers of LIHEAP applicants and/or household members, please explain what supplementary measures are being employed to prevent fraud. | Necessary outcomes from these systems and strategies |
| <p>Ohio requires Social Security Numbers for all household members applying for LIHEAP benefits.</p> | <p>The policy of requiring Social Security Numbers for all household members instead of those just over the age of 2 was changed in FY 2011 will remain in effect in FY 2013.</p> | <p>NA</p> | <p><i>All valid household members are reported for correct benefit determination.</i></p> |

| CROSS-CHECKING SOCIAL SECURITY NUMBERS AGAINST GOVERNMENT SYSTEMS/DATABASES | | | |
|--|---|--|---|
| Describe if and how the Grantee used existing government systems and databases to verify applicant or household member identities in FY 2012 and continuing in FY 2013. (Social Security Administration Enumeration Verification System, prisoner databases, Government death records, etc.) | Please highlight which, if any, policies or strategies for using existing government databases will be newly implemented in FY 2013. | If the Grantee won't be cross checking Social Security Numbers and ID information with existing government databases, please describe how the Grantee will supplement this fraud prevention strategy. | Necessary outcomes from these systems and strategies |
| The State of Ohio has access to the Ohio Department of Job and Family Services' CRIS-E database to verify household member information on a case by case basis. Their CRIS-E system provides data such as public assistance, addresses, household member information and information obtained from SVES. Ohio has also gained access to the Ohio Department of Health Vital Statistics database to verify deceased applicants. These processes will continue in FY 2013. | Ohio is in the process of obtaining access to the prisoner database through the Department of Rehabilitation and Corrections for FY 2013. Ohio had preliminary discussions with representatives from the Social Security Administration to try to gain access to their Enumeration Verification System after completing the required security analysis documentation. | NA | <i>Use of all available database systems to make sound eligibility determination.</i> |
| VERIFYING APPLICANT INCOME | | | |
| Describe how the Grantee or designee used State Directories of new hires or similar systems to confirm income eligibility in FY 2012 and continuing in FY 2013. | Please highlight any policies or strategies for using new hire directories which will be newly implemented in FY 2013. | If the Grantee won't be using new hire directories to verify applicant and household member incomes how will the Grantee be verifying the that information? | Necessary outcomes from these systems and strategies |
| The Ohio Department of Development has not had access to new hire directories in FY 2012. | The Ohio Department of Development is working with the Ohio Department of Administrative Services to obtain state employee salary/income information. Ohio is also looking at ways to access other employment information such as the "Work Number" to verify income information. | The Ohio Department of Development has negotiated an agreement for a data exchange with the Ohio Department of Taxation for FY 2013 to verify applicant incomes submitted through their system. | <i>Effective income determination achieved through coordination across program lines.</i> |

| PRIVACY-PROTECTION AND CONFIDENTIALITY | | | |
|--|---|--|---|
| Describe the financial and operating controls in place in FY 2012 that will continue in FY 2013 to protect client information against improper use or disclosure. | Please highlight any controls or strategies from your plan which will be newly implemented as of FY 2013. | If you don't have relevant physical or operational controls in place to ensure the security and confidentiality of private information disclosed by applicants, please explain why. | Necessary outcomes from these systems and strategies |
| <p>The Ohio Department of Development limits access to all confidential information by the use of confidentiality agreements which are signed by all system users and contractors of the Department. Additionally, all users of the web-based application system (OCEAN) must log on to authenticate with a unique account. Security limits a user's access based on the needs of the position. Auditing tracks changes to critical data and client records that are accessed are tracked according to the user. The actual applications and supporting documentation are scanned into a secure file and then uploaded to OCEAN. Applications are distributed electronically on a first in first out (FIFO) basis and data is entered from the scanned document to avoid handling by multiple persons. Once the information is verified, the original documents are scheduled for destruction.</p> | <p>The strategies put into place during FY 2012 by the Ohio Department of Development will still be in effect during FY 2013.</p> | <p>NA</p> | <p><i>Clear and secure methods that maintain confidentiality and safeguard the private information of applicants.</i></p> |

| LIHEAP BENEFITS POLICY | | | |
|---|--|--|---|
| Describe FY 2012 Grantee policies continuing in FY 2013 for protecting against fraud when making payments, or providing benefits to energy vendors on behalf of clients. | Please highlight any fraud prevention efforts relating to making payments or providing benefits which will be newly implemented in FY 2013. | If the Grantee doesn't have policy in place to protect against improper payments when making payments or providing benefits on behalf of clients, what supplementary steps is the Grantee taking to ensure program integrity. | Necessary outcomes from these systems and strategies |
| <p>Describe FY 2012 Grantee policies continuing in FY 2013 for protecting against fraud when making payments, or providing benefits to energy vendors on behalf of clients.</p> | <p>Please highlight any fraud prevention efforts relating to making payments or providing benefits which will be newly implemented in FY 2013.</p> | <p>If the Grantee doesn't have policy in place to protect against improper payments when making payments or providing benefits on behalf of clients, what supplementary steps is the Grantee taking to ensure program integrity.</p> | <p>Necessary outcomes from these systems and strategies</p> |

| | | | |
|---|--|-----------|--|
| <p>Ohio requires vendor agreements including tax id number of all energy vendors who receive payments on behalf of eligible clients. Ohio has a "Case Review" system in place to detect duplicate benefits to the same household. This system prevents processing of applications with similar addresses, names and vendor account numbers until they are reviewed for fraud. Regulated companies signed a new data confidentiality agreement in FY2011 which required how credits are to be applied to customers' accounts, how shared data is to be used and how refunds should be handled. Companies will be reporting on a monthly basis when payments are accepted or rejected and the reason why.</p> | <p>The State of Ohio is researching the feasibility of making payments to utility companies and fuel vendors for all crisis benefits determined eligible through the local providers. OCA plans to pilot this process in FY2013 with a subset of agencies and then expand statewide in FY2014 if successful.</p> | <p>NA</p> | <p><i>Authorized energy vendors are receiving payments on behalf of LIHEAP eligible clients.</i></p> |
|---|--|-----------|--|

| <p>PROCEDURES FOR UNREGULATED ENERGY VENDORS</p> | | | |
|--|---|---|---|
| <p>Describe the Grantee's FY 2012 procedures continuing in FY 2013 for averting fraud and improper payments when dealing with bulk fuel dealers of heating oil, propane, wood and other unregulated energy utilities.</p> | <p>Please highlight any strategies policy in this area which will be newly implemented in FY 2013.</p> | <p>If you don't have a firm plan for averting fraud when dealing with unregulated energy vendors, please describe how the Grantee is ensuring program integrity.</p> | <p>Necessary outcomes from these systems and strategies</p> |
| <p>Ohio requires vendor agreements (see attached vendor agreement) including tax id number of all energy vendors who receive payments on behalf of eligible clients. Ohio has "Case Review" system in place to detect duplicate benefits to the same household. This system will prevent processing of applications with similar addresses, names and vendor account numbers until they are reviewed for fraud. Vendors must log in to a secure website to either accept or reject payments on behalf of their customers. By accepting the</p> | <p>NA</p> | <p>NA</p> | <p><i>Participating vendors are thoroughly researched and inspected before benefits are issued.</i></p> |

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| <p>client as their customer, the vendor is certifying that the LIHEAP benefit will be properly applied to the customer's account or that fuel has been or will be delivered.</p> | | | |
|--|--|--|--|

VERIFYING THE AUTHENTICITY OF ENERGY VENDORS

| <p>Describe Grantee FY 2012 policies continuing in FY 2013 for verifying the authenticity of energy vendors being paid under LIHEAP, as part of the Grantee's procedure for averting fraud.</p> | <p>Please highlight any policies for verifying vendor authenticity which will be newly implemented in FY 2013.</p> | <p>If you don't have a system in place for verifying vendor authenticity, please describe how the Grantee can ensure that funds are being distributed through valid intermediaries?</p> | <p>Necessary outcomes from these systems and strategies</p> |
|---|---|--|---|
| <p>Ohio renews vendor agreements on an annual basis to ensure that vendors are still in business and not debarred or suspended. In addition to completing and signing the agreement, vendors must also complete a Data confidentiality Agreement, a Homeland Security DMA form and an IRS W-9 form. Additionally, Ohio verifies with the Ohio Secretary of State's Office periodically that vendors have not been debarred or suspended</p> | <p>NA</p> | <p>NA</p> | <p><i>An effective process that effectively confirms the existence of entities receiving federal funds.</i></p> |

TRAINING AND TECHNICAL ASSISTANCE

| <p>In regards to fraud prevention, please describe elements of your FY 2012 plan continuing in FY 2013 for training and providing technical assistance to (a) employees, (b) non-governmental staff involved in the eligibility process, (c) clients, and (d) energy vendors.</p> | <p>Please highlight specific elements of your training regimen and technical assistance resources from your plan which will represent newly implemented in FY 2013.</p> | <p>If you don't have a system in place for anti-fraud training or technical assistance for employees, clients or energy vendors, please describe your strategy for ensuring all employees understand what is expected of them and what tactics they are permitted to employ.</p> | <p>Necessary outcomes from these systems and strategies</p> |
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| <p>Ohio holds annual 2-day Energy Assistance Trainings (see attached agenda and workshop descriptions) and requires all State LIHEAP staff and agency HEAP Coordinators and intake workers to attend. The workshops cover topics such as the Energy Assistance Program Guidelines, the Percentage of Income Payment Plan (PIPP) Plus updates, Procedures for Regulated companies, Ohio's web-based application (OCEAN) and required Financial Reporting. Training is also held annually for all employees handling and screening HEAP applications and employees who answer the HEAP call center. Additionally, on-site training is available for new agency staff or as a refresher for existing staff. Webinars are also used to provide updated training and information to agency staff as needed. The Office of Community Services provides Information Updates and Transmittals to agencies and staff regarding procedural or policy changes. Updates and reminders are also posted on the welcome page of OCEAN (Ohio's web-based application). Representatives from the Attorney General's office presented on internal controls and fraud prevention at the FY2012 annual Energy Assistance Trainings.</p> | <p>The Ohio Department of Development (ODOD) is implementing procedures for handling fraud cases, including a fraud unit dedicated to researching reported cases and coordination of recovery/prosecution efforts. As part of the annual training, Ohio plans to highlight additional measures that are being implemented to prevent, detect and prosecute confirmed fraud cases. The Department of Development has been coordinating with other state agencies such as the Ohio Department of Job and Family Services (TANF and Medicaid Administrator) and the Bureau of Workers' Compensation to determine best practices for fraud prevention. ODOD is in discussions with the Ohio Attorney General's Office regarding collection of fraudulent payments.</p> | <p>NA</p> | <p><i>The timely and thorough resolution of weaknesses or reportable conditions as revealed by the audit.</i></p> |
|---|--|-----------|---|

AUDITS OF LOCAL ADMINISTERING AGENCIES

| | | | |
|---|--|--|--|
| <p>Please describe the annual audit requirements in place for local administering agencies in FY 2011 that will continue into FY 2012.</p> | <p>Please describe new policies or strategies to be implemented in FY 2013.</p> | <p>If you don't have specific audit requirements for local administering agencies, please explain how the Grantee will ensure that LIHEAP funds are properly audited under the Single Audit Act requirements.</p> | <p>Necessary outcomes from these systems and strategies</p> |
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| <p>Program financial audits are performed every two to three years unless an agency is considered high-risk. Audits for high-risk agencies are required annually. Single agency A-133 audits are required annually. With the additional CSBG and HWAP ARRA funding, all agencies have received annual program financial audits by a separate Audit Office located within the Ohio Department of Development.</p> | <p>OCA plans to continue working closely with the ODOD Audit office to be able to coordinate efforts and better identify agencies at risk of improper activities or inadequate internal controls.</p> | <p>NA</p> | <p><i>Reduce improper payments, maintain local agency integrity, and benefits awarded to eligible households.</i></p> |
|--|---|-----------|---|

Additional Information

Please attach further information that describes the Grantee’s Program Integrity Policies, including supporting documentation from program manuals, including pages/sections from established LIHEAP policies and procedures.



Department of
Development

Office of Community Assistance

2011 - 2012

EDITION OF

THE OFFICE OF COMMUNITY ASSISTANCE (OCA)

ENERGY ASSISTANCE **GUIDELINES**

For

The Home Energy Assistance Program

The Winter Crisis Program

The Summer Crisis Program

October 17, 2011

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I - ENERGY ASSISTANCE PROGRAMS

E- 1 ENERGY ASSISTANCE PROGRAMS OVERVIEW

Home Energy Assistance Program (HEAP) - The Home Energy Assistance Program is a federally funded program designed to help low-income Ohioans with their winter heating bills. The program runs from June 1 to May 31.

Winter Crisis Program (WCP) - The Winter Crisis Program (WCP) component was created to provide financial assistance to low-income households that are threatened with disconnection of their heating source; have already had service disconnected; need to establish new service or pay to transfer service; or have 25% or less of the fuel capacity in their tank. The WCP program year runs from November 1 to March 31. Agencies have until April 15 to finish any incomplete or pending applications.

Summer Crisis Program (SCP) - The Summer Crisis Program (SCP) was created to provide assistance with the electric energy source for applicants determined eligible by the current SCP State Issued Grant Agreement, Exhibit 1, Scope of Work. The SCP runs from July 1 to August 31. Agencies have until September 15 to finish any incomplete or pending applications.

Percentage of Income Payment Plan Plus (PIPP Plus) - To be eligible for the PIPP Plus program, a customer must receive their electric or gas service from a company regulated by the Public Utilities Commission of Ohio (PUCO), must have a total household income which is at or below 150% of the federal poverty level, and must apply for all energy assistance programs for which he or she is eligible. For Gas PIPP Plus, the utility must be a primary or secondary heat source.

I. ENERGY ASSISTANCE PROGRAMS

E-2 ELIGIBILITY REQUIREMENTS

E-2.1 Income Guidelines

To be income-eligible a household must have total household income for the last 12 months or 90 days equal to or less than **200%** of the federal poverty guidelines. Income guidelines representing the **200%** calculation are revised annually. The period to be used in determining annual income must not be more than 12 months or less than the 90 day period preceding the request for assistance by the household.

The following chart displays income levels by household size and should be used to determine eligibility. Income guidelines listed below represent the **200%** calculation for 2011-2012 energy assistance programs and are revised annually.

| Household Size | Yearly Income | 13 Weeks |
|----------------|---------------|----------|
| 1 | \$21,780 | \$ 5,445 |
| 2 | \$29,420 | \$ 7,355 |
| 3 | \$37,060 | \$ 9,265 |
| 4 | \$44,700 | \$11,175 |
| 5 | \$52,340 | \$13,085 |
| 6 | \$59,980 | \$14,995 |
| 7 | \$67,620 | \$16,905 |
| 8 | \$75,260 | \$18,815 |

Households with more than eight members should add **\$7,640** to the yearly income or **\$1,910** to the quarterly income for each additional member.

NOTE: Percentage of Income Payment Plan (PIPP) eligibility remains at 150% of poverty.

E-2.2 Household Income - Countable and Excluded

Household income is defined as the total annual gross income before taxes (minus exclusions) of all household members, except earned income of dependent minors under 18 years of age. All income and allowed exclusions must be documented for household members 18 years of age and older regardless of relationship to the primary applicant. Head of household and spouse may never be considered minors. Gross household income includes wages, interest, dividends, annuities and pensions. Additional sources of countable income include, but are not limited to the following:

INCLUDED (COUNTABLE) INCOME

Active Military Pay (Basic pay)

Adoption Assistance

Alimony

Annuity

Black Lung

Capital Gains - Proceeds from sale of property, home and stock

Cash Withdraws from Individual Retirement Accounts (IRA)

Child Support Received

Company Disability and Black Lung

Disability Assistance (DA)

Estate and Trust Settlements - minus attorney fees

Farm Income

Garnisheed Wages, including Bankruptcy/Chapter 13

Monetary Assistance

Grants/Training Stipends – living expenses only

Immigrant Relocation Allowance

Income received from Gas and Oil Leases

Interest earned from Savings Accounts

Lump Sum Distribution

Odd Jobs

Pensions - Government/Veterans/Private Industry

Rental Income

Self-Employment

Social Security, Supplemental Security Income (SSI) Social Security Disability (SSDI)

Strike Benefits

Temporary Assistance to Needy Families (TANF)

Unearned income paid to or on the behalf of minors

Unemployment Benefits

Utility Allowances (as discretionary income)

Wages/Tips

Workers' Compensation

E-2.3 Documentation of Countable Income

Acceptable documentation of income is a reference guide. Although there are various types listed for some sources of income only one is required.

*****IRS Tax forms** are acceptable proof for certain types of income, however they must be current (ex: 2010 for 2011/2012 HEAP program) and clarification is needed in most cases. The federal gross is used when calculating income from a tax form.

**** 90 Day Rule**---Lump sum payments should be prorated over either the 90 day/3 month or 12 month eligibility period) -If the past 90 day/3-month income is used, that amount **must be annualized**, ex: income for the past 3 months was \$100 per month, total household income annualized would be \$1200 yearly.

* See **“Wages”** section.

PLEASE NOTE: “OCA/ HEAP ONLY” refers to rules and regulations followed by the Ohio Department of Development (ODOD) OCA HEAP program only.

Income Source

Types of Acceptable Documentation

| | |
|--|--|
| <u>ACTIVE MILITARY PAY (BASIC PAY):</u> | 1. Check stub/Pay Statement |
| <u>ADOPTION ASSISTANCE:</u> | 1. Stated on application with clarification if necessary (OCA/HEAP only) 2. Copy of check or assistance statement 3. Signed Office of Community Assistance (OCA) Self-Declaration Form (this form is primarily used by the Community Action Agencies) or signed letter with amounts listed (Please refer to E-2.13) |
| <u>**ALIMONY DIVORCE SETTLEMENTS/SPOUSAL SUPPORT:</u> | 1. Stated on application with clarification if necessary (OCA/HEAP only) 2. Bank statement 3. Court Documents 4. *IRS Form 1040 (line 11) 5. Signed OCA Self-Declaration Form or signed letter with amounts listed (Please refer to E-2.13) |
| <u>**ANNUITIES:</u> | 1. Stated on application with scanned documentation from previous year (OCA/HEAP only) 2. Copy of check 3. Most recent *IRS form 1099-R (box 1) 4. Most recent *IRS form 1040 (line 16a) with clarification if necessary 5. Signed OCA Self-Declaration Form or signed letter with amounts listed (Please refer to E-2.13) |
| <u>BLACK LUNG:</u> | 1. Stated on application with scanned documentation from previous year (OCA/HEAP only) 2. Copy of check 3. Award letter |

| | |
|--|---|
| <u>**CAPITAL GAINS:</u> | <ol style="list-style-type: none"> 1. *IRS Tax Statement Form1040 (line 13) with Schedule D 2. *IRS Tax Statement Form 1099-DIV |
| <u>**CASH DISTRIBUTIONS/WITHDRAWS FROM INDIVIDUAL RETIREMENT ACCOUNTS (IRA):</u> | <ol style="list-style-type: none"> 1. Stated on application with scanned documentation from previous year (OCA/HEAP only) 2. Copy of check 3. Most recent *IRS Form 1099-R (box 1) 4. *IRS Form 1040 (line 15a/15b) with clarification if necessary |
| <u>CHILD SUPPORT RECEIVED:</u> | <ol style="list-style-type: none"> 1. Stated on application with clarification if necessary (OCA/HEAP only) 2. Payment Printout/statement from agency issuing payments ex: Ohio Department of Job and Family Services (ODJFS) 3. Court Documents with clarification of amounts if necessary 4. Copy of check 5. Signed OCA Self-Declaration Form or signed letter with amounts listed (Please refer to E-2.13) |
| <u>COMPANY/EMPLOYMENT DISABILITY:</u> | <ol style="list-style-type: none"> 1. Award letter with clarification if necessary 2. Copy of check stub/pay statement with clarification if necessary |
| <u>DISABILITY ASSISTANCE (DA)/GENERAL ASSISTANCE (GA):</u> | <u>See TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF)</u> |
| <u>**ESTATE AND TRUST SETTLEMENTS:</u> | <ol style="list-style-type: none"> 1. Written documentation from executor, attorney, bank representative, administrator of estate, Power of Attorney (POA) etc. Note: Attorney's fees are excluded 2. *IRS Form 1040 (line 17) with Schedule E (this is correct according to the IRS website) |
| <u>GARNISHEED WAGES/CHAPTER 13 BANKRUPTCY</u> | <u>See WAGES</u> |
| <p><u>** MONETARY ASSISTANCE, NO INCOME, ZERO INCOME (NON-DISCRETIONARY VS. DISCRETIONARY INCOME):</u></p> <p style="text-align: center;"><u>MONETARY ASSISTANCE</u></p> <p><u>If the applicant answers "OTHER" to question #6 on the application</u></p> | <ol style="list-style-type: none"> 1. Stated on application with oral clarification if necessary – (OCA/HEAP only) 2. A signed letter from the person giving the applicant money should include the amount(s) and the frequency of assistance. <p>Remember to determine if the amount is a ***loan – if the client states they are expected to pay the money back, this would be considered a loan and would NOT be counted as income).</p> |
| <p style="text-align: center;"><u>NO INCOME/ZERO INCOME</u></p> <p><u>If the applicant answers "NO INCOME" or "ZERO INCOME" to Question #6 on the application:</u></p> | <ol style="list-style-type: none"> 1. A signed OCA Self-Declaration Form explaining how the customer is surviving and/or maintains their household. This form must explain in detail the customer's source of maintaining shelter; receiving food, etc. (Please refer to E-2.13). |
| <p style="text-align: center;"><u>NON-DISCRETIONARY INCOME</u></p> | <p>EXAMPLE: If payments for rent, utilities, etc. are paid directly to the payee (gas co. landlord etc.) and this is documented from a signed letter of the person who paid the bill or a cancelled check etc. this is considered NON-DISCRETIONARY income and WOULD NOT be counted.</p> |

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| <p style="text-align: center;"><u>DISCRETIONARY INCOME</u></p> | <p>EXAMPLE: If the cash was given directly to the client for them to pay the bills at their own discretion; it would be considered DISCRETIONARY income and WOULD be counted.</p> <p>***LOANS—Loans are never counted /included as income. Gifts are included as income <u>only</u> if they are DISCRETIONARY.</p> |
| <p><u>GRANTS/Training Stipends/Work Study Programs, Fellowships, Scholarships</u> (exclude amounts for books, educational fees, and tuition)</p> | <ol style="list-style-type: none"> 1. Statement from educational institution or company providing grant with clarification if necessary 2. Award Letter with clarification if necessary 3. Signed OCA Self-Declaration Form or signed letter from client (Please refer to E-2.13) 4. *IRS Form 1099 and 1040 (line 7) 5. *IRS Form W-2 <p>Some students receive a tax form (W-2 or 1099) for Work Study Programs, Fellowships and Scholarships. Amounts used for books, educational fees and tuition are excluded.</p> <p>Example: Susan Harris, who attends The Ohio State University, receives a \$2,000 scholarship, with <u>\$1,000 specifically designated for tuition</u> and \$1,000 specifically designated for living expenses. Her tuition is \$1,600. She may exclude \$1,000 from income, but the other <u>\$1,000 designated for living expenses is taxable and must be included in income.</u></p> <ol style="list-style-type: none"> 1. Allowance Statement 2. Copy of check with clarification if necessary |
| <p><u>IMMIGRANT RELOCATION ALLOWANCE</u></p> | <ol style="list-style-type: none"> 1. Allowance Statement 2. Copy of check with clarification if necessary |
| <p><u>INTEREST</u> (earned from financial accounts):</p> | <ol style="list-style-type: none"> 1. Stated on application with clarification if necessary (OCA/HEAP only) 2. Bank statement 3. Most recent *IRS form 1099 (form INT boxes 1-3) 4. Most recent *IRS form 1040 (line 8a through 9b) (box 1) 5. Signed letter with amounts listed with oral clarification if necessary (OCA/HEAP only) |
| <p><u>**LUMP SUM DISTRIBUTION/Social Security or Disability Lump Sum Awards, Insurance Policy Payouts, Lottery winnings etc.: (**use 90 day rule if applicable):</u></p> | <ol style="list-style-type: none"> 1. Statement from financial institution 2. Copy of check with clarification if necessary 3. *IRS Form 1040 (line 21) 4. *IRS Form W-2, W-2G |

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| <p><u>ODD JOBS/Income in exchange for labor:</u></p> | <ol style="list-style-type: none"> 1. Stated on application with amount(s) listed with clarification if necessary 2. Signed letter from individual or company providing the income source with amounts listed 3. Signed letter from client with amount listed 4. If client provides an *IRS tax statement then the client is self-employed, see rules for self-employment documentation 5. Signed OCA Self-Declaration Form for signed letter with amounts listed (Please refer to E-2.13) <p>Fair market value of labor example: A landlord gives the manager of an apartment building free rent in place of a salary. The amount of rent a landlord would receive for the managers apartment is \$500 a month. \$500 a month would be the manager’s monthly income.</p> |
| <p><u>PENSIONS-Government, VA, Private Industry-Government Pensions include: Public Employees Retirement Systems (PERS), School Employees Retirement Pension (SERS) Veterans Pension (VA), Police, Firefighters, Railroad Workers:</u></p> | <ol style="list-style-type: none"> 1. Stated on application and on last year’s file with scanned documents with clarification of current amounts (OCA/HEAP only) 2. Copy of check – If pension is from a private company, and no company name is listed, clarification of the name is acceptable. 3. Award letter 4. Most recent *IRS form 1099-R (box 1) 5. *IRS form 1040 line 20a/20b 6. Signed OCA Self-Declaration Form or letter with amounts listed (Please refer to E-2.13) |
| <p><u>SELF EMPLOYMENT, Farm income/**Rental Income:</u></p> | <ol style="list-style-type: none"> 1. Most recent *IRS Form 1040 (line 12, with schedule C/CZ, Line 17 with Schedule E or Line 18 with Schedule F) etc. 2. **Form which shows deductions (type) and gross profit with current information; this can be a handwritten form as long as current information (at least 3 months/90 days) is included. 3. *IRS Form 1099-Misc 9 (box 1) 4. Quarterly Statements (past 3 months/90 days) 5. Copy of financial statements or accounting records for at least the past 90 days/3 months 6. Signed OCA Self-Declaration Form with amounts (including profit after deductions/expenses listed (Please refer to E-2.13). <p>If the client states that they do not file taxes on their self-employment income, refer to: Odd Jobs section.</p> <p>***If the client states that they receive rental income but do not file taxes on this income, ex: receives \$300 a month from son for renting him a home etc., this is not considered self-employment, list this as “other” income in OCEAN.</p> <p>HEAP/WCP/SCP allows the client to use the same deductions to calculate gross income/profit as the IRS; <u>with the exception of; Business Expansion and Carryover/Net Operating Loss (NOL)</u>. These two deductions must be added back into the client’s total income. You will find these deductions on the appropriate tax forms/schedules.</p> |

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| <u>SOCIAL SECURITY, SSI, SSA, SSDI:</u> | <ol style="list-style-type: none"> 1. **Award/Benefit Letter 2. Bank Statement with Deposit Amount 3. Copy of Check 4. Printout from Social Security Office 5. Most recent *IRS Form SSA-1099 (box 3) 6. Most recent *IRS Form 1040 (line 20a-20b) 7. (ODJFS) website Client Registry Information System-Enhanced (CRISE) (OCA/HEAP only) 8. Stated on application with scanned documents from the previous year's file (OCA/HEAP only) |
| <u>STRIKE BENEFITS:</u> | <ol style="list-style-type: none"> 1. Check stub/pay statement |
| <u>TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF): Disability Assistance (DA), General Assistance (GA), Ohio Works First (OWF) Aid to Dependent Children (ADCF) Welfare, Public Assistance:</u> | <ol style="list-style-type: none"> 1. Copy of check 2. ODJFS documents/printout 3. Bank statement 4. CRIS-E (OCA/HEAP only) 5. Signed OCA self-declaration Form or letter from client with amounts listed 6. Stated on application---must match payment standard sheet for household size and must include case number (see question 5 on application) (OCA/HEAP only). |
| <u>UNEARNED INCOME PAID TO OR ON BEHALF OF MINORS/SS, SSI, Child Support received:</u> | <p style="text-align: center;">See appropriate "Types of Acceptable Documentation" box within this section.</p> |
| <u>UNEMPLOYMENT BENEFITS:</u> | <ol style="list-style-type: none"> 1. Copy of check/Award amount letter 2. ODJFS printout (must list name and/or social security number and date) 3. Eligibility letter with amounts and date 4. Most recent *IRS Form 1040 (line 19) 5. Most recent *IRS Form 1099-G (box 1) |
| <u>UTILITY ALLOWANCES (if received as discretionary income):</u> | <ol style="list-style-type: none"> 1. Housing Authority Documentation 2. Lease/Rental Agreement 3. Printout/Documentation from ODJFS 4. Stated on Application--- (OCA/HEAP only) Since utility allowances are usually a very small amount of income it is acceptable if the client explains how they are surviving, for example: The client states they are receiving food stamps (see question 5 on application) and live in government subsidized housing (see question 10 on application) no further documentation or clarification is needed. |

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| <p><u>WAGES/*Gross Earnings:</u></p> | <ol style="list-style-type: none"> 1. Pay stub(s) —must be dated within the past 30 days from the application date and must cover income period of (at least) the past 90 days/3 months 2. Statement from employer (must list client's name) with company name <p>TIPS: If tips are not declared or listed, we need to clarify the amount received, for example; a waitress/bartender/busboy is paid \$2 an hour, their income is supplemented by tips to equal \$10 an hour, and we need clarification, proof of the addition \$8 tip income.</p> <p>*Garnisheed Wages, Chapter 13 Bankruptcy and elective payroll deductions ex: Christmas Club, payroll advances etc. <u>are included</u> in total gross household income; these are usually listed in the deduction section on a paystub.</p> |
| <p><u>**WORKERS COMPENSATION:</u></p> | <ol style="list-style-type: none"> 1. Award letter with clarification of amounts if necessary 2. Printout/letter from agency providing disability Compensation (Bureau of Workers Comp BWC) etc. 3. Copy of check with clarification if necessary 4. Bank statement |

E-2.4 Excluded Income

Agent Orange Compensation/Benefit

Assets from bank withdrawals

Attorney's fees for Estate & Trust Settlements

*Child Support Paid

FEMA – Cash Payments

Food Stamps/Cash Payment for food stamps

*Funds/training stipends designated for specific purposes (i.e., educational Grants/Training stipends for tuition and/or books only-not living expenses).

Handicapped Income - self-sufficiency programs (example: work expenses for the blind)

*Health Insurance Premiums (dental, vision, health and supplemental insurance)

Income earned by dependent minors less than 18 years of age

*Loans from individuals or institutions requiring repayment of either principle or principal and interest

Medicare Payments

*Military Allowances for Subsistence, Housing, Family Separation, etc.

Prevention, Retention, & Contingency (PRC) - assistance to attempt to divert families from long term financial dependency

Stipend for Foster Care

Tax refunds and rebates

Title III Disaster Relief Emergency Assistance Program (DREAP)

Title V Wages/Senior Community Employment Programs (SCEP) - Older Americans' Act (Public Law 100-175) Experience Works (formerly Green Thumb), Foster Grandparents Program, Mature Services

Transportation Allowances (i.e., Workforce Investment Act (WIA), Job Training Partnership Act (JTPA), Workfare

Work Allowances (i.e., Learning Earning and Parenting [LEAP]

Volunteers in Service to America (Vista) or other AmeriCorps Stipends

* These exclusions require documentation.

E-2.5 Household Size - The following criteria is to be used to determine household size.

1. Tax dependents are to be counted.
2. Those in military service are to be counted.
3. Those in hospital/nursing home are to be counted – unless long term (>6 months) or permanently.
4. Those sharing a kitchen or bath are to be counted.
5. Children of divorced/separated couples are to be counted based on the following information
 - a. Who has LEGAL custody?;
 - b. If JOINT custody, who claims them for tax purposes?;
 - c. If joint tax filed, who applies for energy assistance first?;
6. Foster children should NOT be counted, nor should foster care income.
7. Those in prison/jail for an extended term (>6 months), are NOT to be counted.
8. Foreign students may not apply as separate households.
9. College students, living away from home, are to be counted as part of the household if they are claimed as dependents for tax purposes. However, the tax dependent student may still apply for assistance as a separate household. ***If this situation causes a duplication error in the OCEAN system, please contact OCA OCEAN Help Desk.***

E-2.6 Immigration Status

U.S. Citizens or Nationals

Proof of citizenship or Alien status **is required for the primary applicant.** Below is the list of acceptable documentation of Citizenship:

1. At a minimum, a signed statement from the primary applicant which declares under penalty of perjury, that they are a U.S. citizen. The Energy Assistance Programs Application will suffice and does not require notarization.
2. Birth Certificate/Hospital Birth Records
3. U.S. Passport.
4. Military Service Records.
5. Voter Registration Cards.
6. Baptismal Record (Only when place and date of birth is shown).
7. Immigration and Naturalization Service (INS) ID Card.
8. Refugee Registration Cards.
9. Permanent Visa.
10. Naturalization Papers/Certifications of Citizenship (INS Form I-179, INS Form I-197).
11. Native American Census Records.
12. Alien Registration Cards/Re-entry Permits.
13. INS Form I-551 or Form I-688.
14. INS Form I-94 if annotated with either: a) Sections 203(a) (7), 207, 208, 212(d) (5), 243(h), or 241(b)(3) of the Immigration and Nationality Act: or b) One or a combination of the following terms: Refugee, Parolee, or Asylee.
15. INS Form G-641, "Application for verification of Information from INS Records", when annotated at bottom by INS representative as lawful admission for humanitarian reasons.
16. Documentation that alien is classified pursuant to Sections: 101(a) (2), 203(a), 204(a) (1) (a), 207, 208, 212(d) (5), 241(b) (3), 243(h), or 244(a)(3), of the Immigration and Nationality Act.
17. Court order stating that deportation has been withheld pursuant to Section 241(b) (3) 04 243(h) or of the Immigration and Nationality Act.

18. Documentation of current enrollment in and/or receiving services through Ohio Works First (OWF), Cash Assistance, and/or Medicaid, i.e., a copy of the Cash Issuance History or a copy of their medical card showing they are eligible for the dates including the application period.

If there is an authorized representative for the household, the authorized representative may sign for the household making the application.

Non-citizens with Documentation

All primary applicants who are not U.S. citizens or nationals, i.e., those applicants that mark “Not a U.S. citizen”, must provide documentation of their current alien status. ***This applies only to the primary applicant.*** Acceptable forms of documentation are as follows:

1. Immigration and Naturalization Service (INS) ID card,
2. Refugee Registration Cards,
3. Permanent Visa (Green Card)
4. Naturalization Papers/Certifications of Citizenship (INS Form I-179, INS Form I-197),
5. Native American Census Records,
6. Alien Registration Cards/Re-entry Permits,
7. INS Form I-551 or Form I-688,
8. INS Form I-94 if annotated with either: a) Sections 203(a) (7), 207, 208, 212(d) (5), 243(h), or 241(b) (3) of the Immigration and Nationality Act: or b) one or a combination of the following terms: Refugee, Parolee, or Asylee,
9. INS Form I-94 if annotated with either: a) Sections 203(a) (7), 207, 208, 212(d) (5), 243(h), or 241(b) (3) of the Immigration and Nationality Act: or b) one or a combination of the following terms: Refugee, Parolee, or Asylee,
10. INS Form G-641, “Application for verification of Information from INS Records”, when annotated at bottom by INS representative as lawful admission for humanitarian reasons,
11. Documentation that alien is classified pursuant to Sections: 101(a) (2), 203(a), 204(a) (1) (a), 207, 208, 212(d) (5), 241(b) (3), 243(h), or 244(a)(3), of the Immigration and Nationality Act,
12. Court order stating that deportation has been withheld pursuant to Section 241(b) (3) or 243(h) or of the Immigration and Nationality Act,
13. Documentation of current enrollment in and/or receiving services through Ohio Works First (OWF), Cash Assistance, and/or Medicaid, i.e., a copy of the Cash Issuance History or a copy of their medical card showing they are eligible for the dates including the application period.

Non-citizens without Documentation

A household member who claims to be of an ineligible alien status does not have to verify his status and cannot receive assistance and is, therefore, ineligible. Any ineligible household members, (i.e., undocumented aliens, duplicates etc.) cannot be included in the household, nor should their income be counted. If there are no eligible members in the household, or if the only eligible members are children, then the household is not eligible for assistance.

E-2.7 Ineligible Persons in an Eligible Household

Any person who is found to be “ineligible” due to citizenship issues in an “eligible” household is not to be counted as part of that household, nor is that person’s income to be counted. Ineligible persons include the following: foster children, undocumented aliens, duplicates within the OCEAN system (previously counted in another household), and those incarcerated for a period longer than six months.

E-2.8 Countable Income Periods

Gross income may be calculated for either 90 days, or a 12-month period preceding the date of application. For example, a household who applies on November 15 should have its income verified for the period of August 16 to November 15 to determine the total income **received** in the 90-day period.

Only count the income actually received during the time period that you are using for calculations. Example - If a customer receives 11 payments in the 12-month period you are using, then only the total of those 11 payments are used to calculate income. DO NOT make up data just to have 12 payments.

Calculate each source of income: (12 month)

Using: 52 weeks per year
 26 pay periods per year, if paid every two weeks
 4 1/3 weeks per month

E-2.9 Lump Sums

Prorated lump sum amounts are not to be counted as monthly income when determining PIPP Plus payments.

E-2.10 Assets Test

The energy assistance programs administered by OCA do not have an assets test in determining eligibility for benefits.

E-2.11 Calculation of Household Income (except self-employed)

Follow steps 1-4 (below) for all the energy assistance program applicants **except those filing with the Internal Revenue Services (IRS) as self-employed**. This procedure applies to both the 90-day and 12-month income eligibility periods.

Step 1 Add the total annual gross income for each adult member of the household who is 18 years of age or older. Do not include wage or salary income earned by dependent minors less than 18 years of age. (See definition and countable income list).

Step 2. Subtract any source of income found on the income exclusion list.

Step 3. Add all prorated monthly lump sum amounts.

Step 4. Compare the results of your calculations (steps 1, 2, 3) with the income eligibility guideline **(See E-2.1)**

E-2.12 Calculation of Income for Self-Employed

In the computation of gross household income, the net income from operation of a business or profession, or rental of real or personal property should be used. With the exception of expenditures for business expansion and carryover losses, all operating expenses accepted by the United States Internal Revenue Service shall be accepted by the energy assistance programs administered by OCA, in the cases where net income is accepted.

A copy of the applicant's IRS tax statement or similar document which reflects gross profit and a list of business expenses for the specific twelve months or 90 days previous to and including the date of application are required for final approval of self-employed applicants. Refer questions on self-employment income calculation to the OCA office.

E-2.13 Self-Declaration of Income Statement and Zero Income Statement

All household members 18 years of age and older, unable to supply complete income documentation, must complete an Energy Assistance Program/Income Self-Declaration Form. If you know that income documentation exists, please make a serious effort to obtain it. A Self-declaration statement is not income documentation. Qualifying an applicant through the acceptance of a Self-declaration should occur only when all attempts to obtain income documentation have failed.

Zero Income Statement- Persons stating zero (0) income must also complete the Energy Assistance Program/Income Self-Declaration Form and explain their ability to exist (i.e., source of food and shelter). Clarification of existence must be explained on the OCEAN Self-Declaration form.

NOTE - All persons stating ZERO (0) income and who request the 180 waiver of the minimum \$10 PIPP Plus payment (available not more than once in any five year period) must re-verify their income if their household income changes during the 180 day period. If the customer's monthly PIPP Plus installment has not been re-verified during the 180 day period in response to a change in household income, then the customer shall be required at the end of the 180 day period to have the monthly household income re-verified and shall be required to pay the calculated monthly PIPP Plus installment amount or the minimum \$10 payment, whichever is greater. Customers must do this by returning to the agencies for PIPP Plus re-verification. Appointments are strongly recommended.

E-2.14 Completion of the HEAP Application

Upon completion of the WCP/SCP application, verify that the current program year's HEAP application has been completed as well. Should the HEAP application require additional documentation or information, enter detailed notes into OCEAN.

II. THE WINTER CRISIS PROGRAM (WCP)

W-1 ELIGIBILITY DETERMINATION & PAYMENT GUIDELINES FOR THE WINTER CRISIS PROGRAM

Winter Crisis funds can be paid on behalf of an eligible household once per winter heating season.

A written notification of eligibility or denial of eligibility must be issued to the applicant within 48 hours.

Fuel must be ordered and/or arrangements made for delivery or reconnection within 48 hours for all applicants found eligible.

Fuel must be ordered and/or arrangements made for delivery or reconnection within 18 hours for all applicants found eligible and are in a life-threatening situation.

All written notification must be completed and issued to the fuel vendor within five working days from date of application. Notification of intent to pay maybe issued by mail, email or faxed.

Households may receive assistance for either the main heating source and/or the secondary heating source (electric).

If the customer's furnace requires electricity (secondary heating source), the electric service must be on in order to assist with the main heating source. (Example: A gas forced air furnace requires electricity to power the fan.)

If the customer's heating source does not require electricity to run, then no assistance may be given for the electric service. (Example: Kerosene fueled space heater.)

The following are conditions that must be assessed to determine eligibility and payment amounts for households applying for emergency assistance:

1. There must be a face-to-face interview with an adult household member. If the applicant cannot visit the intake site due to medical reasons or infirmity, LDA staff must make a home visit. This requirement can be waived only if a designated person living outside of the household has been empowered to act for the applicant of record by obtaining a current power of attorney or a current notarized statement. The application must be completed, signed and dated. Please note current is defined as 12 months from the date of the application.
2. Gross income for the previous 90 days or 12 months must be verified and supported by documentation in the case file. If the household is claiming no income, a Self-Declaration form must be completed, that explains how the household is being maintained, and placed in the customer's file and scanned into OCEAN.
 - a. To determine if the household is income eligible, first use the 90-day test. If the household is over-income for the previous 90 days, use the 12-month income test. The income that qualifies the household must be supported by documentation.
 - b. If the household is over-income for both the 90-day and the 12-month income, the household is ineligible.
 - c. A written notification of eligibility must be issued to the applicant within 2 working days.
3. An applicant whose main heating source is a regulated or unregulated utility and whose related electric energy source is also regulated or unregulated must meet the following conditions:
 - a. The main heating source and/or related electric energy source must be either in disconnect status or have been terminated.

- b. The utility accounts must be coded residential, except in master-metered situations. Payments for the main heating source and/or secondary heating source (electric) must be made separately from rent payments.
 - c. The main heating source vendor account number is required to approve the application for direct credit customers.
 - d. Fuel must be ordered and/or arrangements made for delivery or reconnection within 2 working days for all applicants found eligible.
4. All households who receive their main heating source from a regulated utility must be enrolled in **PIPP Plus** or another payment plan best suited for the customer when the customer is invoking the reconnect order. Please note, all customers who receive a HEAP benefit do not have to go on a payment plan. **PIPP Plus** payments are based on 6% of the current monthly household income or a minimum of \$10 for natural gas, 10% of the current monthly household income or \$10, whichever is greater for total electric households and 6% of the current gross monthly income or \$10 whichever is greater for electric base load customers. Electric PIPP Plus customers who claim “zero income” may have their minimum \$10 monthly payment waived for up to 180 days once every five years. Please refer to the PIPP Plus reference materials (including the Energy Resource Guide) for more detailed information on PIPP Plus.

The HEAP 90-day or 12-month income criterion is also used for determining a household's eligibility for PIPP Plus. PIPP Plus installments **are not** based on an average of the household's 90-day or 12-month income. Monthly PIPP Plus installments are based on the applicant's current monthly income (last 30 days), only.

5. The LDA is responsible for verifying the status of the main heating source and the electric energy source.
6. When assisting households with a master meter each unit must apply as a separate household. Eligible households may be assisted with a portion of the bill according to the percentage for which they are responsible. Supportive Documentation should be scanned into OCEAN that details the method utilized to determine usage. Each eligible household can receive assistance up to the maximum allowable benefit.
7. A household which resides on both sides of a duplex, has disconnects for both, and is income eligible shall receive only one (1) benefit. There is only one benefit per household and in this instance the duplex is considered one (1) household.
8. If the maximum energy assistance benefit is not sufficient to restore or continue service, documentation that the customer has made a co-payment must be obtained prior to processing the WCP application.
9. All household members, regardless of age are required to have a social security number. For customers that have applied for a social security number, but have not yet received it, select “applying for” in OCEAN. This should only be selected the 1st time the customer applies for a HEAP benefit. In all subsequent program years, the social security number must be obtained in order to process the application.
10. A customer who has an eviction notice and a disconnection notice is still eligible for an energy assistance benefit if they are residing in the home at time of eviction, and have at least 30 days to vacate the premises.
11. If a household is assisted and part of that household moves out and establishes a NEW residence, with a NEW account number, that new household may be assisted. Example – divorce, separation, college student, etc. ***If this situation causes a duplication error in the OCEAN system, please contact OCA OCEAN Help Desk.***

W-2 APPOINTMENT SCHEDULING/INTERVIEWING PROCESS

LDAs that use an appointment system must see all households who contact the agency within twenty-eight (28) calendar days. An accommodation must be made on the daily appointment calendar for walk-in applicants. Applicants should be informed of what documentation is needed before the appointment.

W-2.1 Utility Bills

During the time of scheduling an appointment, it is imperative to stress to the applicant the importance of bringing both utility bills to the face-to-face interview regardless of the account status. Customer account numbers will be retained at the OCA for information purposes and direct crediting to the applicant's account. However, if the applicant fails to provide both bills during the face-to-face interview, do not delay the application process.

The utility bill must be in the name of an adult household member, OR

- If the utility bill is under a child's name (under 18 years of age) the account must be switched to an adult household member's name in order to receive assistance.
- If the bill is in the name of an adult living outside of the household, that adult must have Power-of-Attorney or must transfer the name to the applicant.
- If the bill is in the landlord's name and will not allow it to be changed and the customer is responsible for the bill, the customer can be assisted. Documentation in the form of a lease, or a note from the landlord, stating that the customer is responsible for the bill is required. Also required is a copy of the bill showing the account number. Payment should be made directly to the utility company for the client's portion of the bill.

NOTE - For HEAP only, the utility bill does not have to be in a household member's name (for example, heat included in rent) to receive a benefit.

W-2.2 Permanently and Totally Disabled Applicants

It is required for any household, which has a member who is classified as permanently and totally disabled (see Program Definitions) to provide proof at the time of the face-to-face interview. This information must be communicated to the applicant before the interview date. All monthly Public Service Announcements (PSA) and/or newspaper articles should stress that the applicant must bring proof of disability to the face-to-face interview. If the applicant provides proof of disability during the face-to-face interview when the file is electronically sent to the OCA, the regular HEAP benefit will be evaluated for an increased benefit.

If the applicant states that they are disabled but does not provide proof of disability at the time of application, do not make incomplete or delay the application. Process the application as usual. Inform the client that they will receive a normal regular HEAP benefit, however, if they are able to later provide documentation of disability they may appeal their Regular HEAP benefit. Their original benefit determination, with proof of disability, will then be evaluated for an increased benefit at the State level. Please send all appeals to:

Office of Community Assistance
Attention: Appeals Department
P.O. Box 2169
Columbus, Ohio 43216

W-2.3 Summary of Applicant Documents Required

The following is a summary of all documents that are required to be brought by the applicant to the face-to-face interview. This information must be communicated to the applicant before their interview date and must also be included in all monthly public service announcements and/or newspaper articles.

1. Income documentation for all household members 18 years of age and older. If this documentation is missing, the application is incomplete.
2. Copies of both bills for the main heating and electric utility source. If this documentation is missing, continue with the application. Contact the utilities to obtain account information. HEAP must have the main heating source account number for all regulated utilities in order to process the application for direct credit purposes. Electric utility account numbers are also needed if the customer is to be placed on PIPP Plus. However, only an electric utility bill is needed if the household is all electric.

NOTE - For the Summer Crisis Program (SCP), the applicant is required to bring in BOTH bills. This will allow the customer to be evaluated for a Regular HEAP benefit in the upcoming season.

3. Documentation of co-payment if required (ex: Furnace Repair, Non-Regulated Utility).
4. Proof of disability - If this documentation is missing, continue with the application. Inform the client that they may file an appeal to the OCA (State HEAP Office) if they are able to provide proof of disability after the face-to-face interview.
5. Social security numbers are required for all household members, regardless of age (including those members under the age of 2). For those that have applied for numbers but have not yet received them, there will be a way to enter the information in OCEAN. It will be marked as “applying for” the first year. In subsequent program years, the social security number must be obtained in order to continue the processing of the application.

W-3 PIPP Plus ENROLLMENT REQUIREMENT for WINTER CRISIS PROGRAM

The Office of Community Assistance no longer requires applicants for the WCP be enrolled in PIPP Plus to receive the emergency benefit. Local agency intake staff can waive PIPP Plus enrollment for WCP applicants. This allows the applicant and the intake worker to decide which plan is best. **However, if PIPP Plus is waived and the applicant has an outstanding account default, the applicant must enroll in another plan in order to clear the outstanding account default and to lessen the likelihood of the bill payment crisis recurring.** Optional payment plans include, but are not limited to, the one-third or one-sixth payment plan, budget plan, the one-ninth plan, or the Graduate PIPP Plus Plan.

The local agency staff should work with the WCP/PIPP Plus customer to determine what payment plan best suits the customer’s needs.

When determining the “best” plan, be sure to obtain the following information:

1. Heating bills for the household during the coldest winter months, which are December through February. (This information can be obtained from the utility company)
2. All alternate payment plans on which the applicant can be placed, and the monthly amount that would be required for each. (This information can be obtained from the utility company)

Other Payment Plans: The 1/3 plan, which is available between 11/1 and 4/15 only) requires payment of one-third of the balance due each month (arrearages + current bill).

After 4/15, the customer is eligible to switch to the 1/6 plan.

The 1/6 plan requires six equal monthly payments on the arrearages in addition to full payment of current bill.

The 1/9 plan requires nine monthly payments on arrearages in addition to a budget payment plan (budget based on a 9 or 12 month calculation).

The Budget Plan, which is available all year, is an optional uniform payment plan for any customer who is not in default.

Graduate PIPP Plus is available to PIPP Plus customers who are determined over-income for PIPP Plus or who voluntarily elect to enroll in Graduate PIPP Plus. They must be current on their PIPP Plus payments and must remain a customer of the utility in which he or she was enrolled in PIPP Plus. In most cases the payment will be based upon the PIPP Plus installment amount plus the budget bill divided by two. Please see the PIPP Plus materials including the Energy Resource Guide for more details on Graduate PIPP Plus.

W-4 SPECIAL SITUATIONS

If situations occur that are out of the ordinary and are not addressed in this document or related WCP/PIPP Plus documents in the OCA Policy and Procedures Manuals, please contact the OCA for a determination of eligibility. Prior to contacting the OCA, please collect all pertinent information regarding the case.

W-5 MAXIMUM DELIVERY/PAYMENT GUIDELINES

W-5.1 Regulated Gas and Electric

Households with both regulated gas and regulated electric are eligible for up to **\$175** for both fuel types.

WCP payments can be made up to **\$175** to pay the first PIPP Plus installment, to bring PIPP Plus default current, establish new service, and transfer or restore service.

- a. If the household has received a notice of disconnection and service is on in the name of an adult household member, emergency funds can be paid for the first PIPP Plus payment or defaulted PIPP Plus payments (see definition of defaulted PIPP Plus). In all cases the agency must verify enrollment in PIPP Plus before authorizing payment.
- b. WCP can be used for security deposits to put utilities in an adult household member's name, if the household has received a notice of disconnection and service is not in the name of an adult household member. However, no security deposits can be charged for PIPP Plus customers (per the PIPP Plus rules).
- c. If the household's service has been disconnected, payment of up to **\$175** can be made for any defaulted PIPP Plus installments plus applicable reconnect fees.
- d. Customers who have had their regulated service terminated for a fraudulent practice may not receive an E-HEAP benefit until the fraudulent situation is resolved and all related fees are paid. Fraudulent practices include returned checks and all associated fees.

W-5.2 Unregulated Gas and Electric (Municipalities and Co-Ops)

Households with both unregulated gas and electric, or one of the utilities is unregulated and the other is not, the benefit is up to **\$450**. **However, only up to \$175 may be used on the regulated utility.** A WCP payment of up to **\$450** can be made to continue, restore, establish or transfer service. Payment must guarantee service for 30 days.

SCENARIO #1 - Customer has regulated gas and unregulated electric. Up to \$175 may be used to pay the gas bill and the remaining \$275 may be used to pay the electric bill. If the customer owes more than \$275 to the electric utility, a co-payment may be required.

SCENARIO #2 - Customer has unregulated gas and regulated electric. Up to \$175 may be used to pay the electric bill and the remaining \$275 may be used to pay the gas bill. If the customer owes more than \$275 to the gas utility, a co-payment may be required.

Customers who have had their service unregulated terminated for a fraudulent practice may not receive an E-HEAP benefit until the fraudulent situation is resolved and all related fees are paid. Fraudulent practices include returned checks and all associated fees.

Reminder - Unregulated utilities are not under the regulations of The Winter Rule.

W-5.3 Bulk Fuels

A household is eligible to receive a delivery of fuel if their tank contains **25% or less** of its capacity. A household is eligible for a maximum delivery of **\$350** for coal or wood, or **\$750** for propane/bottled gas, or **\$750** for fuel oil and kerosene, all of which are classified as deliverable fuels. The applicant may also receive assistance with their electric source, if the **\$350** or **\$750** maximum will resolve the emergency for both energy sources. For regulated electric, up to **\$175**, and for Municipalities and Co-Ops, up to **\$450** can be used towards the electric source as long as a sufficient amount of fuel is delivered to end the customer's crisis.

A 30-day line of credit may be arranged for propane customers that use 120 gallon tanks or 100 pound cylinders, or for oil/kerosene customers that have tanks that are smaller than 100 gallons.

Vendor Participation Agreement

All vendors who participate in the Summer Crisis Program must sign an Energy Assistance Participation Agreement. Vendors who participate in both the Regular and WCP components of the program and have already signed an agreement for those programs do not have to sign an additional contract exclusively for the Summer Program.

NOTE - Once a vendor has signed the participation agreement with the OCA, this requirement has been satisfied until such time that the vendor agreements are revised.

Fuel Delivery

Arrangements for bulk fuel delivery must be made within 2 working days from the date of application. Although in extreme cases, actual deliveries of fuel cannot always be made within two days, vendors should be encouraged to make WCP deliveries as soon as possible.

Payment of a WCP benefit on behalf of an eligible applicant must result in a delivery of fuel.

Vendors must provide the purchaser (LDA) with a delivery ticket or sales invoice which includes: **the name and address of the vendor, name of purchaser (CAA), delivery address (client), delivery date, delivered quantity, quantity upon which the price is based (price per unit - gallon, ccf, etc.), total price of the amount delivered and the identity of the product in descriptive terms.** The original, date-stamped invoice must be placed in the client file and scanned into OCEAN for proper documentation.

Tank Expenses (Testing, Setting, Rental)

WCP funds may also be used to pay for fuel tank testing, and/or the setting of a tank. Any remaining benefit not spent on testing, setting or rental fees may be used for fuel assistance.

Existing Credits

If a customer has an existing credit that is large enough to cover their need, then no crisis exists.

If a customer has an existing credit that is not large enough to stop their crisis, then WCP funds may be used, up to the maximum benefit, to make up the difference. This is similar to the customer having a co-payment.

Past Due Bills

A payment for a past due bill is only allowed for bulk fuels when a delivery will result from the payment, or the following:

1. Metered Bulk Fuels

If the customer receives a bill for their amount of fuel, and have received a termination of service notice, WCP will pay the termination amount up to **\$750**. In other words, the fuel provider is to be treated the same as an unregulated natural gas utility, except that the benefit is larger. Electric assistance for these customers remains the same.

2. Automatic Fill-ups

Customers utilizing propane, fuel oil, or kerosene and are on an automatic fill-up (monthly top off, etc.) schedule may receive a benefit if they have documentation from their vendor that they have failed to pay their past bill(s) and will receive no more fuel until the delinquent amount is paid. The customer may receive up to **\$750**. If the customer owes more than \$750, a copayment to the vendor must be made before the customer is approved for a WCP benefit.

Multi-family Dwelling with Single Fuel Tank

In the case of a multi-family dwelling, such as a duplex, where there is only one fuel tank, each unit in the dwelling may be eligible for assistance.

Example - A client living in a 3-unit building with one fuel oil tank applies for assistance. The three units share the fuel bill with each unit paying 1/3 of the bill. If all 3 tenants are eligible, the possible benefit would be \$2250. Our client is the only eligible family in the dwelling and has 25% or less of the fuel capacity of their tank. The vendor is called and the tank is filled and the invoice is for \$900. Just as in the case of a co-payment, the other two families must pay their share of the bill first and then our client would be eligible for a \$300 benefit. Non-eligible tenants should be informed of what will occur.

Heating Unit Repair

WCP funds can be authorized to repair/replace the main heating source for homeowners provided the repair restores service. It is strongly recommended that WCP funds be combined with other funds (e.g. - HWAP, WarmChoice, etc.), whenever possible for repair or replacement of the heating unit. All repairs must be completed by a qualified, insured heating unit technician. Homeowners are not permitted to perform their own repairs. Estimates for repair or replacement should be obtained whenever possible. The company completing the repairs must certify that the heating system is safe and operable before payment can be made. All payments must be made directly to the company completing the repairs. Up to **\$175** may be used for the repair. Any of the benefit not spent on the repair, may be used for utility assistance.

If there isn't a furnace in the home, insert notes in OCEAN. If the house has a natural gas furnace, but the furnace was never fixed, and was "red tagged" and the client has been alternative heating (baseboard heat or space heaters) and refuses to have natural gas connected, select electric as the main energy source and notate this in OCEAN notes. If the client is a PIPP Plus customer, their monthly payment would be based on an all-electric home with the payment being \$10 or 10% of their gross monthly household income each month, whichever is greater. The client must notify their utility company and request an inspection to recode their service as all electric.

Portable Space Heaters

WCP funds can be authorized to purchase portable electric heaters equipped with an automatic shut-off switch and is UL approved. However, Winter Crisis funds **are not** authorized to purchase kerosene heaters or ventless gas heaters.

Customer Fraud

For all vendors regardless of bulk fuel – Customers who have had their service terminated for a fraudulent practice may not receive an E-HEAP benefit until the fraudulent situation is resolved and all related fees are paid. Fraudulent practices include returned checks and all associated fees.

Sales Tax

In regard to vendor payments made by non-profit agencies to purchase fuel for eligible WCP applicants, the non-profit agency is considered the customer of record. Non-profit agencies are exempt from Ohio sales tax. Therefore, WCP benefits that are issued by non-profit agencies are not subject to sales tax. **[Ohio Revised Code, section 5739.02(B)(12)]**

Guidelines for making bulk fuel purchases:

Propane or Bottled Gas Fill tank up to **\$750**. *A 30-day line of credit may be arranged for propane customers that use 120 gallon tanks or 100 pound cylinders. Vendors should submit one invoice for payment at the end of the 30-day period. *The timeframe for the 30 day line of credit begins from the date of application approval. This allows the customer to receive or obtain additional fuel up to the \$750 maximum during the 30 day timeframe, only.

Kerosene or Fuel Oil (#1 & #2) Fill tank up to **\$750**. *A 30-day line of credit may be arranged for oil/kerosene customers that have tanks that are smaller than 100 gallons, or when more than one household draws fuel from a single tank. In the latter case, each dwelling is eligible for a maximum **\$750** benefit. *The timeframe for the 30 day line of credit begins from the date of application approval. This allows the customer to receive or obtain additional fuel up to the \$750 maximum during the 30 day timeframe, only.

Coal (stoker & lump) Maximum 2½ tons, not to exceed **\$350**.

Wood Maximum 2½ stacked cords or the equivalent, not to exceed **\$350**.

Pellet Fuels Not to exceed **\$350**, must be premium grade (less than 1% ash content). Corn is also allowable.

The \$350 and **\$750** benefit amounts are the maximum allowed. Remember that the goal of this program is to keep customers warm for 30 days. The customer's actual benefit is only the amount of fuel that fills the tank during one delivery, or 30 days for those with "small tanks" as defined above. The client is not entitled to the remaining amount of the benefit.

Fuel Types

Kerosene (K-1)

1. Kerosene is a lightweight fuel burned in portable kerosene heaters. It can also be substituted for fuel oil #1. Most of the small fuel oil burning heating units found in mobile homes are set up to burn fuel oil #1.
2. Kerosene (K-1) fuel can be purchased for portable heaters only if there is no operable/reparable heating unit in the home or no other heating source is available.
3. Portable kerosene heaters are viewed as a temporary, portable, and potentially unsafe source of heat.
4. All kerosene heaters should be equipped with automatic shut-off switches.

5. Portable electric heaters, while not encouraged, are more acceptable than kerosene heaters for temporary heating situations. All portable electric heaters should be equipped with automatic shut-off switches and UL approved.

NOTE - The agency must have the applicant sign a waiver absolving the agency of all liability for the use of ventless gas heaters and kerosene heaters when kerosene or any fuel used in the ventless gas heater has been purchased through the WCP. This form can be developed at the agency level and submitted to the OCA for approval.

Fuel Oil #1

1. Fuel oil #1 is the lightest grade of fuel oil. It is burned primarily in mobile home heating units.
2. Fuel oil #1 cannot be substituted for kerosene (K-1) and burned in portable kerosene heaters.

Fuel Oil #2

1. Fuel oil #2 is the heaviest grade of fuel oil. It is burned primarily in large home heating units.

Firewood Guidelines

Effective January 1, 1990, the Ohio Department of Agriculture, Division of Weights and Measures, issued the following rules concerning the sale of firewood in Ohio:

1. Fireplace and stovewood is defined as any kindling logs, boards, timbers, or other wood, split or unsplit advertised or otherwise offered for sale as fuel.
2. Seasoned hardwood is defined as wood for fuel that has been air dried and has a moisture content value that is less than or equal to fifty percent. (No pine, cottonwood, willow, magnolia, aspen or other soft, light weight wood is permitted.)
3. All firewood must be sold by the cord or by the ton. A cord is defined as 128 cubic feet of compactly stacked wood, arranged in a pile of 8 feet long, 4 feet high and 4 feet wide. Advertising in terms such as "face cord," "rick," "rack," "pile," or "truckload" is prohibited.

NOTE - Vendors must provide the purchaser (LDA) with a delivery ticket or sales invoice which includes: **the name and address of the vendor, name of purchaser (CAA), delivery address (client), delivery date, delivered quantity, quantity upon which the price is based (price per cord or ton), total price of the amount delivered and the identity of the product in descriptive terms.** The original, date-stamped invoice must be placed in the client file and scanned into OCEAN for proper documentation.

Any questions concerning the advertising or sale of firewood should be directed to the Ohio Department of Agriculture, Division of Weights and Measures, 8995 E. Main Street, Reynoldsburg, Ohio 43008. Questions can also be answered by calling (614) 728-6200.

W-6 REQUIRED FORMS & INFORMATION FOR WCP

1. The Energy Assistance Programs Application is the required application form for the Winter Crisis Program. LDAs must accept applications from residents in their service area during the program season.
2. The Notice of Decision must be forwarded to the applicant to inform them of the eligibility determination. The applicant's copy of the application can be given to the client at the end of the application process or can be mailed. The applicant must be informed of their eligibility within 48 hours of the date of the application. When energy assistance is denied the reason must be indicated in the appropriate space provided on the application.

3. Following the approval of a household's application for assistance, the utility or bulk fuel vendor must be notified in writing of application approval within five working days of the date of the application.
4. For households serviced by regulated utility companies, verification of enrollment in PIPP Plus, or another plan, must be indicated on the application. Enrollment verification must be maintained in the applicant's file for any other utility plans in which HEAP funds were used to make payment.

W-6.1 Agency Employee, Relatives, and/or Friend Application Review Policy

Your agency must have a policy that addresses how an application for HEAP benefits will be processed for an employee, a relative of staff and/or a friend of staff. All policies must include review and approval by a member of the Agency Management Team (i.e., HEAP Coordinator, Program Manager and/or Executive Director).

W-7 CLIENT FILES

All required emergency forms must be completed, signed and dated. The Energy Assistance Programs Application **must be dated and signed by the applicant and the intake worker who actually conducted the interview**, in the appropriate areas provided. All client files (hard copy or electronic) must be completed and information filed or stored to be considered in compliance per the OCA. Please submit all agency designed forms to the OCA for prior approval.

In order to fulfill program requirements and assure adequate audit trails, WCP client files, at a minimum, must contain the following information:

W-7.1 Client Files - Eligible

1. A properly completed Energy Assistance Programs Application, which includes the Notice of Decision and the Intent-to-Pay. The customer's signature is required and must be in the file. **HARD COPY and OCEAN SCANNED COPY**
2. Copies of all documents verifying income. **HARD COPY and OCEAN SCANNED COPY**
3. Copy of current notice of disconnection of service or description of collateral contacts made to verify disconnection of service.* This includes documentation of the applicant's gas and electric account. This will usually be a copy of the utility bill. **HARD COPY and OCEAN SCANNED COPY**

NOTE - In cases where the applicant's heating source(s) has been disconnected (shut-off), the LDA can accept the applicant's final bill as verification of how much the applicant owes the utility company. If the final bill is more than 30 days old, the amount should be verified verbally with the utility company and noted in the client's file.

4. If applicable, copy of **date-stamped** bulk fuel invoice from energy dealer.** **HARD COPY and OCEAN SCANNED COPY**
5. If applicable, documentation of co-payment made to resolve the emergency. The co-pay must be made by the customer before the application can be completed. **HARD COPY and OCEAN SCANNED COPY**
6. If applicable, a dated INCOMPLETE letter and/or documentation, if the file is INCOMPLETE. **HARD COPY and OCEAN SCANNED COPY**
7. If applicable, proof of permanent disability as defined by E-1 Program Definitions. **HARD COPY and OCEAN SCANNED COPY**

W-7.2 Client Files - Ineligible

In order to fulfill program requirements, INELIGIBLE Winter Crisis Program (WCP) files, at a minimum, must contain:

1. Emergency Assistance Programs Application. **HARD COPY and OCEAN SCANNED COPY**
2. Income documentation, if applicable. **HARD COPY and OCEAN SCANNED COPY**
3. Documentation supporting reason for denial. **HARD COPY and OCEAN SCANNED COPY**

NOTE - Applicants who are determined to be ineligible can reapply if their circumstances change in a way that may qualify them for assistance. Applicants who are denied assistance have thirty (30) days from the decision date on the application to file an appeal.

W-7.3 Client Files - Incomplete

If an application does not include all necessary documentation, it will remain in INCOMPLETE status until all information is received.

Agencies have 15 calendar days after the WCP ends to complete incomplete (pending) files. (It is recommended that the LDA institute a follow-up policy, which includes at least one documented effort, in writing, to notify the applicant that their energy assistance application is still in INCOMPLETE status. This written documented effort should be scanned into OCEAN).

If the client provides documentation beyond 30 days from the date of application to complete their requirements, income must be updated and recalculated. Intake workers must ask if the client's household situation has changed. If the household is no longer eligible, then benefits must be denied.

If documentation has not been received by the end of the WCP season, those files shall be reported to the OCA under the Winter Close-Out Activity Report by the date specified in the current Grant Agreement as the number of applications still INCOMPLETE.

W-7.4 Scanning

OCA is now requiring agencies to scan supporting documentation for HEAP, WCP, SCP and/or PIPP Plus into OCEAN. The following scanner specifications are recommended:

- Automatic Document Feeder (ADF) is a must.
- A good price for an individual scanner is between \$100 - \$300.
- If you are going to buy a central Scanner for the whole office, we suggest you buy an all-in-one printer (meaning: printer, copier, fax machine and scanner all-in-one).
- The scanner should have the ability to scan a document to Adobe .pdf.
- A color scanner is not needed; all images for OCEAN should be in black and white to save space.

W-8 CLIENT OUTREACH and PUBLIC SERVICE ANNOUNCEMENTS (PSA)

The minimum requirement is to place a monthly news article or Public Service Announcement (PSA) in the local newspaper that has the largest circulation in your service area. The PSA or news article should, at minimum, offer a brief definition of both the Winter and Summer Crisis Programs and their application guidelines. In addition to income requirements, all PSA's, newspaper articles, and outreach efforts must stress the need for the applicant to bring both primary and electric heating bills (if the applicant has gas and electric), regardless of account status, **proof of disability if disabled**, and social security numbers for all household members to the face-to-face interview. (See W-2.3 for a complete list of documents the applicant must bring to the face-to-face interview). Documentation must be maintained on-site that will substantiate that the LDA has made an effort to adhere to the monthly PSA and/or news article submission requirement.

W-9 **PAYMENT PROCEDURES**

LDAs must forward payment to the utility company within 30 days from the date the applicant was determined to be eligible for a benefit.

Payment for bulk fuel delivery must be made within 30 days of receipt of invoice. The “received” date that is stamped on the original invoice must be the same date that is entered into the OCEAN system in the “Invoice Date” field. The “received” date is defined as the date that the agency actually received the invoice from the bulk fuel vendor.

All bulk fuel invoices must be stamped with the date that the LDA received it.
This date-stamped invoice must be retained in the client file.

Payment to a bulk fuel vendor or any utility company (regulated, unregulated) that utilizes an invoicing payment process, must be made by the LDA no later than 30 days of receipt of the invoice.

Each invoice must have the unit price of fuel and the amount delivered.

W-10 **APPLICANT/CUSTOMER INQUIRIES**

The local delegate agency must designate two (2) staff members who are responsible for addressing customer inquiries and contacting the OCA via e-mail within two (2) business days. OCA notification must be sent as a “Reply to All” e-mail. Please include in the response to the e-mail the date the customer was contacted regarding their inquiry.

W-11 **EXHAUSTED ALLOCATION**

PLEASE CONTACT OCA when funds are nearing depletion, BEFORE all funds are exhausted, to ascertain if additional funds can be obtained through a budget amendment request.

Only after a confirmation from the OCA that no additional funds are available, should the agency issue The Energy Assistance Programs Application showing "funds exhausted" as the reason for denial. Immediate referrals should be made to other available energy assistance programs.

W-12 **REPORTING REQUIREMENTS**

Local delegate agencies must comply with all reporting requirements that are specified in the Exhibits of the Grant Agreement.

W-13 **RECOMMENDED REFERRALS**

If a household applying for emergency assistance qualifies for TANF, a referral can be made to the county Department of Job and Family Services for assistance through the Prevention, Retention Contingency Program (PRC) or any other available funds.

W-14 **RECOVERY**

- A. The LDA will be responsible for initiating and organizing recovery in all cases of duplicate payments as follows:
1. Misrepresentation by the client resulting in the client receiving a benefit from two different LDAs. The agency that paid the second (or duplicate) benefit is responsible for recovering the full amount of the second benefit.
 2. Misrepresentation by the client resulting in two payments received by the client from the same agency.

3. Payments in excess of **\$175** for regulated utilities (gas/electric) **or \$450** for unregulated utilities (gas/electric), or in excess of **\$350** for wood or coal, or in excess of **\$750** for propane or bottled gas, fuel oils or kerosene.
4. In cases where the LDA is aware of fraudulent vendor activity.

W-14.1 Recovery Review Process

- A. All cases of duplicate payments discovered by the LDAs must be reported in writing to the OCA.
 1. Each verified duplicate file should include:
 - a. A copy of the application(s) under review. (Do not include income or other supporting documentation).
 - b. Current status of account.
 - 1a. To be placed in recovery
 - 2a. Active payment
- B. If it is determined that the agency is in error, restitution to the State of Ohio will be necessary and recovery will promptly be initiated.

W-14.2 Recovery Action

- A. Written notification requirement:
 1. Once a duplicate payment has been verified the LDA must provide the affected household with written notification of this finding.
 2. If the household does not respond to the initial letter within 14 working days, the LDA should send a second letter requiring a response within 10 working days.
 3. If a client applies at the agency and a recovery action is still pending, the customer must be informed at the time of application, that the recovery issue must be resolved before processing a new application.
- B. The recovery letter must at the minimum include:
 1. Verification of the duplicate payment and the amount of money to be recovered.
 2. Program reimbursement options:
 - a. A repayment plan, i.e., a 25% initial payment on the balance due is required regardless of the terms of the plan.
 - 1a. In cases of duplicate payments to households that applied at two agencies the following applies - The 25% initial payment can be accepted at any agency.
 - b. The re-direction of the current benefit. The client can use all or a portion of the current benefit to repay the program.
 3. The fact that restitution must be made by the closeout of the program year following the year in which the duplicate payment occurred.
 4. The fact that if the client defaults on the payment plan, the unrecovered balance will be deducted from the following year's emergency benefit. The client can be assisted with the remaining funds and is responsible for any additional funds needed to resolve the emergency.
 5. The fact that when restitution has been made in full, the household will again be eligible to apply for emergency benefits.

W-14.3 Returning Recovered Funds for Closeout

After the **final** financial report has been submitted to the OCA, refunds received by the LDA from utility companies, fuel vendors or applicants should be handled as follows:

1. The LDA shall submit HEAP Adjustment/Refund Tracking Report (OCS 221) and total refunds to the OCA no later than the tenth (10th) of each subsequent month. An Adjustment/Refund Tracking Report is to be submitted for each program year being reported.
2. Make a check representing total refunds or adjustments payable to **the Treasurer of the State of Ohio. Submit refund to the Office of Community Assistance, ODOD, and P.O. Box 1001, Columbus, Ohio 43216-1001.**

W-15 LIABILITY FOR INCORRECT PAYMENTS

In all cases the client file documentation must support the approved payments.

1. The agency will be responsible to rectify payments made in violation of program guidelines.
2. When incorrect payments are cited the agency must review all case files, find all similarly situated households, and rectify payments as needed.
3. The agency will be responsible for documentation of corrective action.

W-16 REJECTIONS

The LDA must have a sound and effective process for handling rejected records. All rejected records associated with the Winter Crisis Program, Summer Crisis Program and PIPP Plus must be reviewed/resolved and noted in OCEAN according to the following schedule:

| Programs | Resolution Timeline |
|------------------------|---|
| Winter Crisis Program* | Comments in OCEAN and Resolution must be completed within (14) calendar days. |
| Summer Crisis Program* | Comments in OCEAN and Resolution must be completed within (14) calendar days. |
| PIPP Plus (Intents)* | Comments in OCEAN and Resolution must be completed within (30) calendar days. |

Rejected records involving system errors (errors beyond human control) will be posted on the OCEAN's Notification portal and Agencies will be allowed (60-days) to resolve the record and note the resolution in OCEAN comments.

III. SUMMER CRISIS PROGRAM (SCP)

S-1 ELIGIBILITY DETERMINATION/SCOPE OF WORK

NOTE – Be sure to review Exhibit 1 – Scope of Work in your current HEAP/SCP Grant Agreement for the most up-to-date regulations pertaining to assistance of eligible applicants.

The Grantee shall assume responsibilities including, but not limited to, the following:

1. Administer SCP funds in accordance with the Energy Assistance Guidelines issued by the Grantor and the Grantee's approved Administration and Operation application.
2. Assure that SCP funds shall be used only in the county or counties within the Grantee's service area.
3. Receive, store and/or distribute the air conditioners purchased by SCP funds for eligible applicants.
4. Determine applicants to be eligible if their household incomes are at or below **200%** of the current federal poverty guidelines.
5. Provide assistance to eligible applicants as follows – an income eligible household with a member who has an illness that would benefit from continued electric service, *verified by either*:
 - a. A licensed physician's or registered nurse practitioner's document (letterhead or prescription) or OCA approved "Medical Eligibility Form" issued no more than 30 days prior to the date the applicant applies for SCP funds which states the following "Due to an illness, this client would benefit from continued electric service and/or air conditioning."

NOTE – Clients whose illness has been determined "CHRONIC" by a licensed physician or registered nurse practitioner shall resubmit medical documentation only once every three years. Clients with a chronic illness must be identified at the time of their application by providing documentation that states the following "Due to a chronic illness, this client would benefit from continued electric service and/or air conditioning."

6. An income eligible household with a member who has an illness that would benefit from assistance, verified by physician documentation, or with a member who is sixty (60) years of age or older - ***no physician documentation needed*** is qualified to receive the following:
 - ONE air conditioner provided that the household has not received an air conditioner from HEAP/SCP in 2009, 2010 or 2011. For example, if a household received an air conditioner in the summer of 2009 then the household is NOT eligible to have another air conditioner until the summer of 2012; **(Please note: The electric account does not have to be in the customer's name to receive an air conditioner.)**
 - and/or fan(s);
 - and/or ONE payment for the current electric bill/PIPP Plus installment or total amount due up to \$175. A disconnect notice is NOT required;
 - assistance providing an air conditioner, fan and/or the electric bill must take place at the same time; and,

- residents with a tenant-based HUD Section 8 housing subsidy are eligible if the electric bill is in their name, **but** residents of any licensed medical facility (hospital, skilled nursing facility or intermediate care facility), publicly operated community residence (YMCA), boarding/rooming houses, group homes or emergency shelter are **INELIGIBLE**.
- Residents with a tenant-based HUD Section 8 housing subsidy are eligible, with an electric bill in their name can also receive an air conditioner. However, the landlord must permit the installation of an air conditioner and will provide documentation that the ownership of the unit belongs to the tenant.

Households in the above categories do NOT have to be enrolled in PIPP Plus; however, an alternate payment plan should be offered, if appropriate. Documentation of the plan chosen must be in the file and/or scanned into OCEAN.

7. Determine applicants to be eligible if their household incomes are at or below 200% of the 2011-12 federal poverty guidelines listed below:

| Size of Household | Total Household Annual Income | Past Three Months Income |
|-------------------|-------------------------------|--------------------------|
| 1 | \$21,780 | \$ 5,445 |
| 2 | \$29,420 | \$ 7,355 |
| 3 | \$37,060 | \$ 9,265 |
| 4 | \$44,700 | \$11,175 |
| 5 | \$52,340 | \$13,085 |
| 6 | \$59,980 | \$14,995 |

For households with more than six members, add \$7,640 per member for twelve months or \$1,910 for three months. The period to be used in determining annual income must not be more than twelve months, or less than the ninety-day period preceding the request for assistance by the household.

S-1.1 Eligibility Determination/Payment Guidelines for the Summer Crisis Program (SCP)

A written notification of eligibility or denial of eligibility must be issued to the applicant within 48 hours.

Arrangements for continuation or reconnection of the electric service must be made within 48 hours for all applicants found eligible.

Arrangements for continuation or reconnection of the electric service must be made within 18 hours for all applicants found eligible and are in a life-threatening situation.

All written notification must be completed and issued to the electric vendor within five working days of date of application.

The following are conditions that must be assessed to determine eligibility and payment amounts for households applying for emergency assistance:

1. There must be a face-to-face interview with an adult household member. If the applicant cannot visit the intake site due to medical reason or infirmity, agency staff must make a home visit. This requirement can be waived only if a designated person living outside of the household has been empowered to act for the applicant of record by obtaining a current power of attorney or a current notarized statement. The application must be completed, signed and dated. Please note current is defined as 12 months from the date of the application.

2. Gross income for the previous 90 days or 12 months must be verified and supported by documentation in the case file. This income documentation must be scanned into OCEAN. If the household is claiming zero income, there must be some explanation of how the household is being maintained. If there is no supporting income documentation, there must be a signed and dated Energy Assistance Program/Income Self-Declaration Form in the case file with a statement on how they existed.
 - a. To determine if the household is income eligible, first use the 90-day test. If the household is over-income for the previous 90 days, use the 12-month income test. The income that qualifies the household must be supported by documentation.
 - b. If the household is over-income for both the 90-day and the 12-month income, the household is ineligible.
3. Whether the electric utility is a regulated or unregulated, the utility account must be coded residential, except in master-metered situations. Payments for the electric utility must be made separately from rent payments.
4. Although not required, households who receive their energy from a regulated electric utility may be enrolled in PIPP Plus or an alternate utility payment plan.

-For homes that are ALL ELECTRIC, the PIPP Plus payment is based on **10%** of the current gross monthly income or the \$10 minimum payment, whichever is greater.

-For homes where the main heating source is not electric, the PIPP Plus payment is based on **6%** of the current gross monthly income or the \$10 minimum payment whichever is greater.

PIPP Plus payments are not based on an average of the household's 90-day or 12-month income. The 90-day or 12-month income criterion is for determining a household's eligibility for Energy Assistance, only.

NOTE - For the Summer Crisis Program (SCP), the applicant is required to bring in BOTH bills. This will allow the customer to be evaluated for a HEAP benefit in the upcoming season.

5. When assisting households with a master meter, each unit must apply as a separate household. Eligible households may be assisted with a portion of the bill according to the percentage for which they are responsible. Each eligible household can receive assistance up to the **\$175** maximum allowable benefit.
6. If the bill is in the landlord's name and he/she will not allow it to be changed into the applicant's name, and the applicant is responsible for the bill, they can still be assisted. However, documentation in the form of a lease, or a note from the landlord, stating that the applicant is responsible for the bill is required. Also required is a copy of the bill showing the account number. Payment should be made directly to the utility company for the customer's portion of the bill.

NOTE - For HEAP only, the utility bill does not have to be in a household member's name (for example, heat included in rent) to receive a benefit.

7. If the maximum SCP benefit is not sufficient to continue service, documentation verifying co-payment of additional funds must be obtained prior to SCP application approval.

8. Emergency funds cannot be authorized to repair a window air conditioner unit.
 - a. If the non-working unit is less than a year old and under warranty, a new unit may be given to the client. Non-working units that are older than one year may still be under warranty, but that is between the client and the vendor/manufacturer. After one year, the SCP is no longer responsible for the unit.

NOTE - In order to receive a replacement unit, the client must return the non-working unit, or have a police or fire report that the unit was destroyed, or an insurance claim for a damaged or stolen unit.

- b. No air conditioner may be given to a household that has an operable central air system.
- c. If a customer is eligible for the SCP air conditioner benefit and they have a repairable central air system, they are eligible for a repair benefit of up to **\$175**. This **\$175** benefit may be used to repair a central or whole-house air conditioner. The **\$175** MUST result in the unit being made operable; therefore, a co-payment may be necessary. The customer's co-payment must be made before the SCP benefit can be used. If the unit cannot be repaired, or if the customer cannot afford the co-payment, then only pay for contractor costs related to the estimate, and provide the customer with a window unit.
- d. Window air conditioners must meet the following specifications:
 1. Energy Star rated
 2. Not to exceed 8,000 BTU's
 3. Unit price cap \$165 (casement air conditioners have a \$350 cap)

9. Customers who have had their service terminated for a fraudulent practice may not receive and E-HEAP benefit until the fraudulent situation is resolved and all related fees are paid. Fraudulent practices include returned checks and all associated fees.

NOTE - Payment of an SCP utility benefit must result in the applicant having electric service for at least the next thirty (30) days.

It is advised that agencies formulate a policy that clearly informs customers, in writing, that if they do not retrieve their approved A/C unit within a reasonable timeframe, the A/C benefit may be forfeited and the unit may be returned to the agency's distribution pool. Agencies have the flexibility to structure this policy and define the "reasonable" timeframe. This policy should be included in the agency's HEAP management plan.

S-2 APPOINTMENT SCHEDULING/INTERVIEWING PROCESS

LDAs that use an appointment system must see all households who contact the agency within twenty-eight (28) calendar days. An accommodation must be made on the daily appointment calendar for walk-in applicants. Applicants should be informed of what documentation is needed before the appointment.

S-2.1 Utility Bills

During the time of scheduling an appointment, it is imperative to stress to the applicant the importance of bringing both utility bills to the face-to-face interview regardless of the account status. Customer account numbers will be retained at the OCA for information purposes and direct crediting to the applicant's account. However, if the applicant fails to provide both bills during the face-to-face interview, do not delay the application process.

The utility bill must be in the name of an adult household member, OR

- If the utility bill is under a child's name (under 18 years of age) the account must be switched to an adult household member's name in order to receive assistance.
- If the bill is in the name of an adult living outside of the household, that adult must have Power-of-Attorney or must transfer the name to the applicant.
- If the bill is in the landlord's name and he/she will not allow it to be changed into the applicant's name, and the applicant is responsible for the bill, they can still be assisted. However, documentation in the form of a lease, or a note from the landlord, stating that the applicant is responsible for the bill is required. Also required is a copy of the bill showing the account number. Payment should be made directly to the utility company for the customer's portion of the bill.

NOTE - For HEAP only, the utility bill does not have to be in a household member's name (for example, electric is included in rent) to receive a benefit.

S-2.2 Permanently and Totally Disabled Applicants

It is required for any household, which has a member who is classified as permanently and totally disabled (see Program Definitions) to provide proof at the time of the face-to-face interview. This information must be communicated to the applicant before the interview date. All monthly Public Service Announcements (PSA) and/or newspaper articles should stress that the applicant must bring proof of disability to the face-to-face interview. If the applicant provides proof of disability during the face-to-face interview when the file is electronically sent to the OCA, the regular HEAP benefit will be evaluated for an increased benefit.

If the applicant states that they are disabled but does not provide proof of disability at the time of application, do not make incomplete or delay the application. Process the application as usual. Inform the client that they will receive a normal regular HEAP benefit, however, if they are able to later provide documentation of disability they may appeal their Regular HEAP benefit. Their original benefit determination, with proof of disability, will then be evaluated for an increased benefit at the State level. Please send all appeals to:

Office of Community Assistance
Attention: Appeals Department
P.O. Box 2169
Columbus, Ohio 43216

S-2.3 Summary of Applicant Documents Required

The following is a summary of all documents that are required to be brought by the applicant to the face-to-face interview. This information must be communicated to the applicant before their interview date and must also be included in all monthly public service announcements and/or newspaper articles.

1. Income documentation for all household members 18 years of age and older. If this documentation is missing, the application is incomplete.
2. Copies of both bills for the main heating and electric utility source. If this documentation is missing, continue with the application. Contact the utilities to obtain account information. HEAP must have the main heating source account number for all regulated utilities in order to process the application for direct credit purposes. Electric utility account numbers are also needed if the customer is to be placed on PIPP Plus. However, only an electric utility bill is needed if the household all electric.

NOTE - For the Summer Crisis Program (SCP), the applicant is required to bring in BOTH bills because this will allow the customer to be evaluated for a Regular HEAP benefit in the upcoming season.

3. Documentation of co-payment if required (ex: Central Air Conditioner Repair, Non-Regulated Utility).

4. Proof of disability - If this documentation is missing, continue with the application. Inform the client that they may file an appeal to the OCA (State HEAP Office) if they are able to provide proof of disability after the face-to-face interview.
5. Social security numbers are required for all household members, regardless of age (including those members under the age of 2). For those that have applied for numbers but have not yet received them, there will be a way to enter the information in OCEAN. It will be marked as "applying for" the first year. In subsequent program years, the social security number must be obtained in order to continue the processing of the application.

S-3 CLARIFICATION OF SUMMER CRISIS PROGRAM BENEFITS

The following points should clarify the benefits policy for the Summer Crisis Program. If you have any questions, please feel free to contact your field representative.

Subsidized Housing – Subsidized Housing is defined as a household, which receives a tenant-based HUD Section 8 housing subsidy.

Subsidized Housing and Electric Benefits – In order for a customer, who lives in subsidized housing to receive an electric benefit, the electric bill must be in the customer's name. A customer who lives in subsidized housing can receive SCP assistance even if they receive a utility allowance.

Agency Priorities – Each agency retains the right to target the neediest populations with their limited allocations. Priorities that are set must be put in writing and available to the customer population. Priority groups might be a household which might contain an elderly member, for example.

Fans – Agencies **may or may not** purchase fans with their direct service funds. **It is up to each agency to create its own policy.** Please Note: When the agency purchases fans with their direct service funds, it affects the benefit amount for the applicant and should be included in the \$175 total benefit.

Electric Benefit and/or an AC, and/or a fan - All three items may be given to the same client, but only the benefit amount up to \$175 may be used. All other money must come from a client co-pay and/or money from other sources. When casement window air conditioners are involved, a benefit amount up to \$350 may be used.

S-4 SPECIAL SITUATIONS

If situations occur that are out of the ordinary and are not addressed in this document or related SCP/PIPP documents in the OCA Policy and Procedures Manuals please contact the OCA for a determination of eligibility. Prior to contacting the OCA, please collect all pertinent information regarding the case.

S-5 MAXIMUM DELIVERY/PAYMENT GUIDELINES

Vendor Participation Agreement - All vendors who participate in the Summer Crisis Program must sign an Energy Assistance Participation Agreement. Vendors who participate in both the HEAP and WCP components of the program and have already signed an agreement for those programs do not have to sign an additional contract exclusively for the Summer Crisis Program.

NOTE - Once a vendor has signed the participation agreement with the OCA, this requirement has been satisfied until such time that the vendor agreements are revised.

Non-Regulated Electric Utilities (Municipalities and Co-ops)

An Energy Assistance payment of up to \$175.00 can be made to pay the customer's current responsibility, the deposit on a new account, the fee to transfer service, or to reconnect service.

Regulated Electric Utilities

An Energy Assistance payment of up to **\$175** can be made to pay the customer's current responsibility (i.e., current bill, first PIPP Plus installment), the deposit on a new account, the reconnection of service, or the fee to transfer service. Energy Assistance payments must not be used to pay the customer's account arrearage.

Existing Credits

If an eligible customer has a credit on their electric account, pay the current responsibility and let the credit be carried forward. This holds for both regulated and non-regulated electric utilities.

S-6 REQUIRED FORMS FOR SCP

1. The Energy Assistance Programs Application is the required application form for the Summer Crisis Program. LDAs must accept applications from residents in their service area during the program season.
2. The Notice of Decision must be forwarded to the applicant to inform them of the eligibility determination. The applicant's copy of the application can be given to the client at the end of the application process or can be mailed. The applicant must be informed of their eligibility within 48 hours of the date of the application. When energy assistance is denied the reason must be indicated in the appropriate space provided on the application.
3. Following the approval of a household's application for assistance, the electric vendor must be notified in writing within five (5) working days of the application date.

S-6.1 Agency Employee, Relatives, and/or Friend Application Review Policy

Your agency must have a policy that addresses how an application for HEAP benefits will be processed for an employee, a relative of staff and/or a friend of staff. All policies must include review and approval by a member of the Agency Management Team (i.e., HEAP Coordinator, Program Manager and/or Executive Director).

S-7 CLIENT FILES

All required emergency forms must be completed, signed and dated. The Energy Assistance Programs Application must be dated and signed by the applicant and the intake worker who actually conducted the interview, in the appropriate areas provided. All client files (hard copy or electronic) must be completed and information filed or stored to be considered in compliance per the OCA. Please submit all agency designed forms to the OCA for prior approval.

In order to fulfill program requirements, and assure adequate audit trails, SCP client files, at a minimum, must contain the following information:

S-7.1 Client Files - Eligible

1. A properly completed Energy Assistance Programs Application, which includes the Notice of Decision and the Intent-to-Pay. The customer's signature is required and must be in the file. **HARD COPY and OCEAN SCANNED COPY**
2. Copies of all documents verifying income. **HARD COPY and OCEAN SCANNED COPY**
3. Documentation of the client's electric and gas account. This will usually be a copy of the utility bill. DO NOT ENTER the customer's electric account information in the primary field in OCEAN if there is gas usage. Sometimes customers forget their gas account information, if this occurs, ask the customer if they have the same account and service, if so, the gas account information may be obtained within OCEAN from previous HEAP, WCP, or SCP applications. If the gas account information is not available within OCEAN, then as a last resort you may enter "Unknown. Please attempt to obtain the gas account information if possible, because all SCP customers with a complete file will be automatically re-verified for PIPP Plus. **HARD COPY and OCEAN SCANNED COPY**

4. If applicable, documentation of co-payment made to resolve the emergency.
HARD COPY and OCEAN SCANNED COPY
5. If applicable, documentation of household member 60 years of age or older.
6. If applicable, a copy of a physician's note documenting the customer's need for an air conditioner or electric service. **HARD COPY and OCEAN SCANNED COPY**
7. If applicable (i.e., customer lives in subsidized housing), documentation that the air conditioner will stay with the customer if they move to a new residence.
HARD COPY and OCEAN SCANNED COPY
8. If applicable, a dated INCOMPLETE letter and/or documentation, if the file is INCOMPLETE.

S-7.2 Client Files – Ineligible (OCEAN users need hardcopy of items #1 & #2)

In order to fulfill program requirements, ineligible emergency assistance case files, at a minimum, must contain:

1. Energy Assistance Program application. **HARD COPY and OCEAN SCANNED COPY**
2. Income documentation, if applicable. **HARD COPY and OCEAN SCANNED COPY**
3. Documentation supporting reason for ineligibility. **HARD COPY and OCEAN SCANNED COPY**

S-7.3 Client Files – Incomplete

If an application does not include all necessary documentation, it will remain in INCOMPLETE status until all information is received.

Agencies have 15 calendar days after the SCP ends to complete incomplete (pending) files. (It is recommended that the LDA institute a follow-up policy, which includes at least one documented effort, in writing, to notify the applicant that their energy assistance application is still in INCOMPLETE status. This written documented effort should be scanned into OCEAN).

If the client provides documentation beyond 30 days from the date of application to complete their requirements, income must be updated and recalculated. Intake workers must ask if the client's household situation has changed. If the household is no longer eligible, then benefits must be denied.

If documentation has not been received by the end of the SCP season, those files shall be reported to the OCA under the Winter Close-Out Activity Report by the date specified in the current Grant Agreement as the number of applications still INCOMPLETE. A dated copy (or scan) of the OCEAN-generated letter must be included in the client file.

S-7.4 Scanning

OCA is now requiring agencies to scan supporting documentation for HEAP, WCP, SCP and/or PIPP Plus into OCEAN. The following scanner specifications are recommended:

- Automatic Document Feeder (ADF) is a must.
- A good price for an individual scanner is between \$100 - \$300.
- If you are going to buy a central Scanner for the whole office, we suggest you buy an all-in-one printer (meaning: printer, copier, fax machine and scanner all-in-one).
- The scanner should have the ability to scan a document to Adobe .pdf.
- A color scanner is not needed; all images for OCEAN should be in black and white to save space.

S-8 CLIENT OUTREACH and Public Service Announcements (PSA)

The minimum requirement in this area is to place a monthly Public Service Announcement (PSA) and/or news article in the local newspaper that has the largest circulation in your service area. The PSA or news article should, at minimum, offer a brief definition of the Summer Crisis Program and the program guidelines. In addition to income requirements, all PSAs, news articles, and outreach efforts must stress the need for the applicant to bring their electric bill and gas bill, regardless of account status, proof of disability, if disabled, and the social security numbers for all household members to the face-to-face interview. (See S-2.3 for a complete list of documents the applicant must bring to the face-to-face interview). Documentation must be maintained on-site that will substantiate that the LDA has made an effort to adhere to the monthly PSA and/or news article submission requirement.

S-9 PAYMENT PROCEDURES

LDAs must forward payment to the utility company within 30 days from the date the applicant was determined to be eligible for a benefit.

S-10 APPLICANT/CUSTOMER INQUIRIES

The local delegate agency must designate two (2) staff members who are responsible for addressing customer inquiries and contacting the OCA via e-mail within two (2) business days. OCA notification must be sent as a "Reply to All" e-mail. Please include in the response to the e-mail the date the customer was contacted regarding their inquiry.

S-11 EXHAUSTED ALLOCATION

PLEASE CONTACT OCA when funds are nearing depletion, BEFORE all funds are exhausted, to ascertain if additional funds can be obtained through a budget amendment request.

Only after a confirmation from the OCA that no additional funds are available, should the agency issue The Energy Assistance Programs Application showing "funds exhausted" as the reason for denial. Immediate referrals should be made to other available energy assistance programs.

S-12 REPORTING REQUIREMENTS

Local delegate agencies must comply with all reporting requirements that are specified in the Exhibits of the Grant Agreement.

S-13 RECOMMENDED REFERRALS

If a household applying for emergency assistance qualifies for TANF, a referral can be made to the county Department of Job and Family Services for assistance through the Prevention, Retention Contingency Program (PRC) or any other available funds.

S-14 RECOVERY

A. The LDA will be responsible for initiating and organizing recovery in all cases of duplicate payments as follows:

1. Misrepresentation by the client resulting in the client receiving a benefit from two different LDAs. The agency that paid the second (or duplicate) benefit is responsible for recovering the full amount of the second benefit.
2. Misrepresentation by the client resulting in two payments received by the client from the same agency.
3. Payments in excess of **\$175** for electric.
4. In cases where the LDA is aware of fraudulent vendor activity.

S-14.1 Recovery Review Process

- A. All cases of duplicate payments discovered by the LDAs must be reported in writing to the OCA.
 - 1. Each verified duplicate file should include:
 - a. A copy of the application(s) under review. (Do not include income or other supporting documentation).
 - b. Current status of account.
 - 1a. To be placed in recovery
 - 2a. Active payment
- B. If it is determined that the agency is in error, restitution to the State of Ohio will be necessary and recovery will promptly be initiated.

W-14.2 Recovery Action

- A. Written notification requirement:
 - 1. Once a duplicate payment has been verified the LDA must provide the affected household with written notification of this finding.
 - 2. If the household does not respond to the initial letter within 14 working days, the LDA should send a second letter requiring a response within 10 working days.
 - 3. If a client should apply at the agency and a recovery action is still pending, the customer must be informed at the time of application, that the recovery issue must be resolved before processing a new application.
- B. The recovery letter must at the minimum include:
 - 1. Verification of the duplicate payment and the amount of money to be recovered.
 - 2. Program reimbursement options:
 - a. A repayment plan, i.e., a 25% initial payment on the balance due is required regardless of the terms of the plan.
 - 1a. In cases of duplicate payments to households that applied at two agencies the following applies - The 25% initial payment can be accepted at any agency.
 - b. The re-direction of the current benefit. The client can use all or a portion of the current benefit to repay the program.
 - 3. The fact that restitution must be made by the closeout of the program year following the year in which the duplicate payment occurred.
 - 4. The fact that if the client defaults on the payment plan, the unrecovered balance will automatically be deducted from the following year's emergency benefit. The client can be assisted with the remaining funds and is responsible for any additional funds needed to resolve the emergency.
 - 5. The fact that when restitution has been made in full, the household will again be eligible to apply for emergency benefits.

S-14.3 Returning Recovered Funds For Closeout

After the **final** financial report has been submitted to the OCA, refunds received by the LDA from utility companies, fuel vendors or applicants should be handled as follows:

1. The LDA shall submit HEAP Adjustment/Refund Tracking Report (OCS 221) and total refunds to the OCA no later than the tenth (10th) of each subsequent month. An Adjustment/Refund Tracking Report is to be submitted for each program year being reported.
2. Make a check representing total refunds or adjustments payable to **the Treasurer of the State of Ohio. Submit refund to the Office of Community Assistance, ODOD, and P.O. Box 1001, Columbus, Ohio 43216-1001.**

S-15 LIABILITY FOR INCORRECT PAYMENTS

In all cases the client file documentation must support the approved payments.

1. The agency will be responsible to rectify payments made in violation of program guidelines.
2. When incorrect payments are cited the agency must review all case files, find all similarly situated households, and rectify payments as needed.
3. The agency will be responsible for documentation of corrective action.

S-16 REJECTIONS

The LDA must have a sound and effective process for handling rejected records. All rejected records associated with the Winter Crisis Program, Summer Crisis Program and PIPP Plus must be reviewed/resolved and noted in OCEAN according to the following schedule:

| Programs | Resolution Timeline |
|------------------------|---|
| Winter Crisis Program* | Comments in OCEAN and Resolution must be completed within (14) calendar days. |
| Summer Crisis Program* | Comments in OCEAN and Resolution must be completed within (14) calendar days. |
| PIPP Plus (Intents)* | Comments in OCEAN and Resolution must be completed within (30) calendar days. |

Rejected records involving system errors (errors beyond human control) will be posted on the OCEAN's Notification portal and Agencies will be allowed (60-days) to resolve the record and note the resolution in OCEAN comments.

APPENDIX I: GLOSSARY

PROGRAM DEFINITIONS

Program Season: The time period designated by the OCA in which applications for energy assistance will be accepted.

Utility Company: Regulated or non-regulated gas and electric utility company, including retailers that distribute propane by pipeline.

Bulk Fuel Dealer: Retail vendor of fuel oil, propane, coal, wood or kerosene.

Customer: The person who resides in the housing unit and pays the utility bill separately from rent payments.

Permanently and Totally Disabled: A person who has, on the first day of July of the year an application is made, some impairment in body or mind that makes the person unfit to work at any substantial employment that the person would otherwise be reasonably able to perform and that will, with reasonable probability, continue for an indefinite period of at least twelve months without any present indication of recovery there from, or who has been certified as permanently and totally disabled by a state or federal agency having the function of so classifying persons.

Percentage of Income Payment Plan (PIPP) Plus: An extended payment arrangement mandated by the Public Utilities Commission of Ohio (PUCO). PIPP Plus requires regulated companies to accept payments based on a percentage of monthly income for customers at or below **150%** of the federal poverty level.

Master Meter: A master meter is a utility meter installed in a multi-unit dwelling. The utility company codes these accounts commercial. If the household in a master-metered situation is responsible for paying utility cost separately from their rent costs, they are eligible for an energy assistance benefit. Accounts that are coded commercial are **not** eligible for enrollment in the PIPP Plus program.

Defaulted PIPP Plus: Any PIPP Plus installment where the due date has passed.

Household: Section 2603 (2) of the Low-Income Energy Assistance Act of 1981 defines "Household" as any individual or group of individuals who are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payments for energy in the form of rent. The OCA will adhere to this definition, and makes no distinction between homeowners and renters.

In order to qualify as a separate household - there must be a separate bath and kitchen and utility meter.

Movable Vehicle Definition: For a dwelling unit to be eligible for energy assistance benefits, it must receive heating (or cooling) fuel in one of the following ways:

- attached to a Regulated utility (gas & electric)
- attached to a permanent, free-standing fuel tank (oil & propane)
- heats using a legal fireplace (wood)
- heats using a legally vented wood/coal stove

| | |
|--------------------------------------|---|
| <u>Mobile Home</u> - | Dwelling that must be towed and contains multiple rooms. |
| <u>Camper</u> - | Dwelling that must be towed and contains one room. |
| <u>Recreational Vehicle (RV)</u> - | A motorized vehicle that has the dwelling attached. |
| <u>Household Member</u> : | Persons who share a common kitchen or bath and purchase residential energy in common are considered members of the same household. Those persons should apply for energy assistance on one application. |
| <u>Disconnect Notice</u> : | A notice from a utility company stating that a household's service will be terminated on or after a definite date if a specific amount is not paid. |
| <u>Local Delegate Agency (LDA)</u> : | Refers to grantees of the OCA that administer the winter and summer crisis programs. They can be Community Action Agencies or other public or private non-profit organizations. |
| <u>Wages</u> : | Money earned from regularly scheduled employment where a check is received with deductions for taxes, health insurance, etc. A self-declaration is not acceptable as documentation. |
| <u>Self-employed</u> : | Running a business or providing a service on your own. Taxes are filed, including quarterly statements, and deductions are taken as a business. |
| <u>Odd Jobs</u> : | Sporadic employment that pays for the work done. No deductions are taken. |

APPENDIX II: ASSURANCES & COMPLIANCE ISSUES for WCP/SCP

1. Every user of the OCEAN system must have a signed copy of the OCEAN data confidentiality agreement.
2. No user of the OCEAN system may share their password with anyone. Also, any user that is no longer employed must have their access to the OCEAN system disabled by the agency or the state office.
3. All WCP/SCP telephone systems, IVR systems, and WCP/SCP software must be tested and operating prior to November 1 of the current program year.
4. All WCP/SCP customer data, electronic and hard copy must be secure and confidential.
5. All WCP/SCP staff - managers, intake/case workers, and telephone operators - must be fully trained and must review updated copies of their required reference materials prior to November 1 of the current program year.
6. WCP/SCP staff must be available for home visits when necessary.
7. All Applicant/Customer Inquiries must be addressed within two (2) business days via e-mail, using "Reply to All", to OCA.
8. All WCP/SCP staff must have a copy of the current year's Grant Agreement for SCP, Exhibit I - Scope of Work.
9. All WCP/SCP staff must receive a copy of their agency's Agency Employee, Relatives and/or Friends Application Review Policy.
10. The Agency will notify OCA in advance through email when they will be closed during normal business hours.
11. The Agency will place a monthly news article or Public Service Announcement to the general public about HEAP.
12. The Agency will have a sound and effective process for handling rejected records in accordance with OCA guidelines.
13. The Agency will have a Client Appeal Process that includes review, investigation and notification steps that correspond with the lead up to the Energy Assistance Guidelines Appeal Process.
14. The Agency will have a process to contact Pending (Incomplete) Customers regarding missing application documents within a reasonable timeframe prior to the end of the program.
15. The Agency must ensure that any data obtained from OCEAN or ODOD will not be shared with anyone not directly employed by the agency.
16. The Agency will ensure that if an IVR system is used that the client will be informed that any information provided will be sent to their utility company.
17. The Agency will ensure that if any agency employees, or relatives of staff, or friends of staff apply for the program, the HEAP Coordinator must complete the application.
18. The Agency has implemented an anti-fraud procedure. The agency must ensure that all employees acknowledge acceptance of the anti-fraud actions.
19. The Agency will insure that if the HEAP Coordinator, or a relative or friend of the HEAP Coordinator applies for the program, that a member of the Agency's Management Team with the Executive Director's approval will complete an OCEAN Home Energy Assistance Application.

APPENDIX III

WCP/SCP APPEAL PROCEDURE

A household may file an appeal for the following reasons:

1. If the application was denied.
2. If the application was neither approved nor denied within thirty (30) days after application, unless such delay was the result of the household's lack of cooperation in providing necessary and reliable evidence with which to determine eligibility.
3. If the payment was in an amount less than designated in the notice of eligibility.
4. If the payment was unduly delayed after receipt of notice of eligibility.
5. If the household was suspended from the program for violation of program rules and regulations, and then contests that suspension.

Local delegate agencies must fully inform applicants of their appeal rights, both at the agency level and the state level. Within thirty (30) days of an agency's initial determination, an applicant must file an appeal at the local agency level. The local agency must provide an opportunity for a fair administrative hearing. The local delegate agency must notify the ODOD Office of Community Assistance's (OCA) Field Representative of the final decision and scan all documentation into ODOD OCEAN database (i.e., the initial appeal, supportive documentation, Agency's Resolution/Notification/Actions).

If the applicant wishes to pursue a further appeal, he/she must submit an appeal to the state OCA within thirty (30) days of the decision rendered at the local agency level. Appeals may be made in writing to the OCA, P.O. Box 2169, Columbus, Ohio 43216 or by completing an "Appeal Form." The letter or appeal form must contain the following: applicant's name, address, telephone number, social security number, reason for the appeal, and the applicant's signature. Failure to sign will delay the appeal process. Appeals may be faxed to 614-466-6267.

Assistance can be obtained by calling the HEAP toll-free number 1-800-282-0880. Hearing-impaired applicants with a telecommunications device for the deaf (TDD) can call toll-free 1-800-686-1557.

Within thirty (30) days of receipt of the appeal, the appeal will be approved or denied. After the appeal notification form is received, appellants wishing to further pursue their appeals will have five (5) working days to notify the OCA to have a hearing scheduled.

REMINDER:

**This appeal procedure must be posted in all areas
where clients are interviewed**

October 17, 2011

Under this framework, the combination utility would follow the rules in the shaded cells

| Rule Issue | Gas Rule | Electric Rule |
|---|---|---|
| Zero income waiver for minimum payment | No waiver available. Participants must pay \$10 minimum installment but are eligible for arrearage crediting for each installment that is paid. | Participants may waive the minimum payment for up to 180 days and are eligible for the waiver once every five years. During the period that the installments are waived, the participant cannot earn arrearage credits. |
| The point at which participants are dropped from program for failure to make payments | Participants will be dropped if missed installments are not paid by the anniversary date or if service is disconnected for non-payment. | Participants may be dropped for two consecutive missed installments or if service is disconnected for non-payment. |
| Re-enrollment after service is disconnected due to failure to make payments or if customer is dropped from program and service is maintained. | Participant must pay all installments owed prior to being dropped and the installment amount for those months that they were not enrolled in the program (not to exceed the account balance). | Participant must pay all installments owed prior to being dropped and the current monthly charges for service for those months that the customer was not enrolled in the program (not to exceed the account balance). |
| Re-enrollment after being dropped for failure to re-verify | Customer must re-verify and pay all installments owed prior to being dropped and the current monthly charges for service for those months that the customer was not enrolled in the program. | Customer must re-verify and pay all installments owed prior to being dropped and the installment amount for those months that they were not enrolled in the program. |
| Reasons a utility may drop participant from the PIPP Plus | Utilities can drop a participant for failure to make up missed payments at his/her anniversary date, utility fraud, theft of service, tampering. | Utilities can drop a participant for utility fraud, theft of service, tampering. |
| Overpayments of installments | Any overpayments of installments are used to offset the arrearage balance | Any overpayments of installments are applied to future installments once any missed installments have been paid |
| Graduate PIPP Plus Program | Participants make a payment that is the average of the PIPP Plus installment and the budget billing amount. Participants will earn arrearage credits in the amount of 1/12 of the account balance for every in-full and on-time payment made. | Participants make a payment that is the average of the PIPP Plus installment and the budget billing amount. Participants will earn arrearage credits in the amount of 1/12 of the account balance for every in-full and on-time payment made. |
| On-time payment definition for arrearage crediting | Payment must be received by due date on bill | Payment must be received before the next month's bill is issued, but should be encouraged to pay by due date. |
| Arrearage crediting program for former PIPP Plus participants who are no longer customers of the utility. | None | For every payment the former PIPP Plus participant makes that equals 1/60 of the balance, the account will be credited for 1/12 of the final balance. |
| Participant has utility service that is not associated with space heating | Natural gas must be participant's primary heating source. | Participant is not required to use utility service as a primary or secondary heating source. |

Percentage of Income Payment Plan Plus Frequently Asked Questions

The Percentage of Income Payment Plan (PIPP) Plus, called PIPP Plus, will make monthly payments more affordable on a year-round basis. And if the PIPP Plus household pays the monthly PIPP Plus payment on-time and in-full, some of their old debt and the rest of that month’s bill will go away in the form of a credit on their utility account.

Are all gas and electric companies in Ohio required to offer PIPP Plus?

No. Small gas companies are not required to offer PIPP Plus. Brainard Gas, Ohio Cumberland Gas, Orwell Natural Gas Company, Sheldon Gas Company and Waterville Gas and Oil Company will continue to offer the original PIPP program to existing PIPP customers but will not enroll new PIPP customers. Ohio Gas, Eastern Natural Gas, Pike Natural Gas, and Southeastern Natural Gas will offer a slightly different version of PIPP Plus. Because Duke Energy Ohio is a combination gas and electric company, it will also offer a slightly different version of PIPP Plus. If you are a customer of one of these companies, call your company to learn more.

How do I know if I am income eligible for PIPP Plus?

Households with a gross yearly household income at or below 150 percent of the federal poverty guidelines (see current income eligibility chart below) are eligible to participate in PIPP Plus.

| Size of Household | Yearly Income Limit | Three Month Income Limit |
|-------------------|---------------------|--------------------------|
| 1 | \$16,335.00 | \$4,083.75 |
| 2 | \$22,065.00 | \$5,516.25 |
| 3 | \$27,795.00 | \$6,948.75 |
| 4 | \$33,525.00 | \$8,381.25 |
| 5 | \$39,255.00 | \$9,813.75 |
| 6 | \$44,985.00 | \$11,246.25 |

For households with more than six members, add \$5,730 per member for 12 months or \$1,432.50 for three months.

How do I sign up for PIPP Plus?

Contact your local energy assistance program provider. You may also enroll in PIPP Plus by completing the Energy Assistance Program application and mailing it to The Ohio Department of Development. You must provide proof of your gross monthly household income for at least the last three months. To find your local energy assistance program provider or to obtain an application, please call (800) 282-0880 or visit <http://development.ohio.gov/cdd/ocs/energyhelp.htm>.

Will I have to pay a deposit when I sign up for PIPP Plus?

No. There are no deposits for PIPP Plus households. If you paid a deposit in the past, that amount will be used to reduce any debt you owe the utility company.

What will my monthly payment be?

Natural gas: \$10 or 6 percent of your gross monthly household income each month, whichever is greater.

Electric: \$10 or 6 percent of your gross monthly household income each month, whichever is greater.

All-electric homes: \$10 or 10 percent of your gross monthly household income each month, whichever is greater.

When is my first PIPP Plus payment due?

Your first payment will be due when you enroll in PIPP Plus. If you are unable to pay at enrollment, the installment can be added to your next monthly bill, but you will be billed for two payments. You will also lose the arrearage credit for the first month.

Do I have to make a monthly payment if I am a zero income customer?

Yes. You will be required to pay a \$10 minimum monthly payment for both natural gas and electric. For electric, the \$10 payment may be waived for up to 180 days.

When do I pay the PIPP Plus amount and when do I pay the current amount due?

For both gas and electric, you will pay your income-based PIPP Plus payment amount or if you are zero income, the minimum \$10 payment every month of the year.

What are the new benefits of paying my PIPP Plus amount on-time and in-full?

When PIPP Plus payments are made on-time and in-full, customers earn an incentive credit and an arrearage credit. Each time you pay your required monthly payment on-time and in-full, you no longer owe the rest of that month's billed amount. You also receive a 1/24 credit toward any old debt. If you make full, on-time payments for 24 straight months, all of your arrearages will be eliminated.

Will fees be assessed for late payments?

No, but you will not receive the incentive or arrearage crediting benefits that come from paying your PIPP Plus payment amount on-time and in-full.

What must I do to remain on PIPP Plus?

Natural gas: Every 12 months you must provide proof that your gross monthly household income is at or below 150 percent of the federal poverty level to remain a PIPP Plus customer. At that time, you must also make up any PIPP Plus payments that you missed over the past 12 months. You will have one billing cycle to make up those payments, or you will be removed from PIPP Plus, and your entire bill balance will become due. At that time, your utility may offer you an extended payment plan to help you avoid disconnection.

Electric: To remain a PIPP Plus customer, you must provide proof of your gross monthly household income at least every 12 months. If you do not provide proof of income you will be removed from PIPP Plus, and your entire bill balance will become due. At that time, your utility may offer you an extended payment plan to help you avoid disconnection.

What is the difference between my PIPP Plus anniversary date and reverification date?

The anniversary date is the calendar date when your arrearage credits will be calculated. Natural gas customers must be current on any missed PIPP Plus payments by this date. Your anniversary date is the same every year.

The reverification date is the actual date on which you complete documentation of your household income. Reverification must occur no more than 12 months from the previous reverification date. Since the customer is required to reverify any change in household size and income, the customer's reverification date may change from year to year.

If I am dropped from PIPP Plus for failure to make up missed natural gas payments by the anniversary date or for failure to make electric payments, what must I do to be re-enrolled in the program?

You must make up all missed payments that you owed when you were dropped from PIPP Plus. In addition, you must pay your bills for current monthly service for those months that you were not enrolled in PIPP Plus.

Can I re-enroll in PIPP Plus if I am removed for failure to prove that I am income-eligible?

Yes. You may re-enroll as long as you still meet the income requirements. To do so, you must provide proof of income, and you must first pay all missed PIPP Plus payments. In addition, natural gas PIPP Plus customers are responsible for paying their actual bill amount for the months that they were not enrolled on PIPP Plus.

Can I remain on PIPP Plus if I am disconnected for non-payment?

Yes. You may remain on PIPP Plus as long as you still meet the income requirements. To do so, you must first pay all missed PIPP Plus payments.

What is my responsibility for reporting changes in my household income?

You must report any change in your household income to your local community action agency. If your household income has gone down, the amount you must pay each month will also go down. If your household income goes up, the amount that you must pay each month will also go up. If your household income goes up so much that you are no longer income-eligible, help is still available.

What are my options if I become income ineligible for PIPP Plus?

Natural gas: Customers who become income ineligible for PIPP Plus, but are current on their PIPP Plus payment, will be placed on Graduate PIPP Plus. This new program provides customers with a 12-month transition from PIPP Plus to full payments. Under Graduate PIPP Plus, customers pay an average of their most recent PIPP Plus amount and a budget billing amount calculated by their utility. Graduate PIPP Plus customers who make payments on-time and in-full will continue to receive credits toward their monthly bill balance and a 1/12 credit to their old debt. Some small gas companies are not required to offer Graduate PIPP Plus.

Electric: The electric transition and arrearage crediting program provides customers with a 12 month transition from PIPP Plus to full payments. Under the Electric Graduate PIPP Plus program, customers pay either an average of their most recent PIPP Plus amount and a budget billing amount calculated by their utility, or a regular budget payment or the cost of the electric service billed each month. Electric Graduate PIPP Plus customers who make payments on-time and in-full will continue to receive credits toward their monthly bill balance and a 1/12 credit to their old debt.

What if I no longer have natural gas service with the same company?

If your natural gas account is closed, and you still owe money to the natural gas company and need help paying off your debt, contact the company to set up payment arrangements.

What if I no longer have electric service with the same company?

If your electric account closes and you need help paying off any debt owed to the utility, you may enroll in the electric Post-PIPP Plus program. This program can help you pay down this debt over the 12-month period beginning on the date your account was closed. To participate, you must be current on all PIPP Plus payments.

What if I decide to stop participating in PIPP Plus even though I still qualify?

You may request to be taken off PIPP Plus at any time. Simply contact your utility company. At this time, you may be placed on Graduate PIPP Plus for 12 months. To participate, you must be current on all PIPP Plus payments. Some small gas companies are not required to offer Graduate PIPP Plus.

Can I participate in customer choice and PIPP Plus at the same time?

No. If you are participating in a customer choice program, and then become eligible for and participate in PIPP Plus, you will automatically be switched to the utility. If you were under a contract with a marketer, they may assess an early termination fee if you switch to PIPP Plus before your contract expires.

OFFICE of COMMUNITY SERVICES
HEAP Review Tool - Version 2012

Agency _____ Grant No. _____

Field Rep _____ Date _____ Date of Last Visit _____

In-House Review

| | YES | NO | COMMENTS |
|--|-----|----|----------|
| Customer/Utility concerns promptly resolved? | | | |
| Any problems with vendor payment? | | | |
| Fiscal reports timely & accurate? | | | |
| OCEAN used appropriately? | | | |

On-Site Review

| | YES | NO | COMMENTS |
|--|-----|----|----------|
| Staffing/Organization/Wages match the plan? | | | |
| HEAP Client Appeal Procedures present & posted correctly | | | |
| Public Relations notices done at least once per month? | | | |
| Previous monitoring issues resolved? If not, what issues are unresolved? | | | |
| Client Files complete & accurate? # reviewed _____ | | | |
| Payments tracked to cancelled checks? (see back) | | | |
| PIPP Plus rejection report | | | |
| # files reviewed for accuracy of household income _____ | | | |
| \$ 0 Income Client Files complete & accurate? # reviewed _____ (Documentation of waiver forms in files) | | | |

**HOME ENERGY ASSISTANCE PROGRAM
PARTICIPATION AGREEMENT**

**Ohio Department of Development
Office of Community Services / Home Energy Assistance Program (OCS/HEAP)
P.O. Box 2169, Columbus, Ohio 43216**

Statement of conditions for participation in Ohio's Office of Community Services/Home Energy Assistance Program in accordance with the Low-Income Home Energy Assistance Act of 1982.

1. The Home Energy Supplier shall charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment made by OCS/HEAP. The actual cost of the home energy shall not exceed the customary cost charged by the industry for energy to consumers in the geographical area in which the energy is provided.

2. The Energy Supplier shall not discriminate against any eligible household in regard to the terms and conditions of sale, credit, delivery price, program participation, race, religion, color, sex, national origin, handicap or age.

3. The Energy Supplier agrees to comply with applicable state laws and regulations. Furthermore, the Energy Supplier warrants that it is not disbarred and/or suspended, and will comply with OCS/HEAP rules and guidelines which govern the implementation of the Home Energy Assistance program.

4. The Energy Supplier shall expend energy assistance payments solely for residential dwellings comprised of any individual or group of individuals who are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payments for energy in the form of rent.

5. The Energy Supplier shall assure that the benefit of any energy assistance payment accrues to the eligible household for which the payment is made.

- a. Energy Supplier agrees to note on customer's account the date on which the Notice of Decision/Intent to Pay was received by the supplier.
- b. Energy Supplier agrees to credit the customer's account upon payment by the OCS/HEAP.

6. Energy Supplier agrees to indemnify and to hold the OCS/HEAP and state harmless and immune from any and all claims for injury or damages arising from this Agreement and Energy Supplier's performance of the obligations or activities in furtherance of the Project which are attributable to the Energy Supplier's own actions or omissions or those of its trustees, officers, employees, subcontractors, suppliers, third parties utilized by the Energy Supplier, or joint ventures while acting under This Agreement. Such claims shall include, but are not limited to, any claims made under the Fair Labor Standards Act or under any other federal or state law involving wages, overtime, or employment matters and any claims involving patents, copyrights, and trademarks. The Energy Supplier shall bear all costs associated with defending the OCS/HEAP and the State of Ohio against any claims.

If the Energy Supplier is a "Subdivision" or "Taxing Unit", as defined by Ohio Revised Code Section 5705.01, it shall maintain liability and property insurance to cover actionable legal claims for liability of loss which are the result of injury to or death of any person, damage to property (including property of OCS/HEAP) caused by the negligent acts or omissions, or negligent conduct of the Energy Supplier, to the extent permitted by law, in connection with the activities of the Agreement. Furthermore, each party to this Agreement agrees to be liable for the negligent acts or negligent omissions by or through itself, its employees, agents and subcontractors. Each party further agrees to defend itself and themselves and pay any judgments and costs arising out of such negligent acts or omissions, and nothing in this Agreement shall impute transfer of any such liability from one to the other.

7. The Energy Supplier shall retain all books, records and other documents relevant to normal billing procedures and upon reasonable notice to energy supplier, any duly authorized representative of the Ohio Department of Development shall have full access to said materials to audit sample or otherwise evaluate energy assistance payments.

8. Should the Energy Supplier fail to perform satisfactorily any requirements of this Agreement, or upon just cause, OCS/HEAP may immediately terminate the Agreement.

9. In accordance with Executive Order 2007-01S, Energy Supplier, by its signature on this document, certifies: (1) it has reviewed and understands Executive Order 2007-01S, (2) has reviewed and understands the Ohio ethics and conflict of interest laws including, without limitation, Ohio Revised Code Sections 102.01 et seq., 2921.01, 2921.42, 2921.421 and 2921.43, and Section 3517.13(I) and (J), and (3) will take no action inconsistent with those laws and the order, as any of them may be amended or supplemented from time to time. Energy Supplier understands that failure to comply with Executive Order 2007-01S is, in itself, grounds for termination of this Agreement and the grant of funds made pursuant to this Agreement and may result in the loss of other contracts or grants with the State of Ohio.

10. Energy Supplier hereby certifies, by its signature on this document, that all applicable parties listed in Divisions (I)(3) or (J)(3) of Ohio Revised Code Section 3517.13 are in full compliance with Divisions (I)(1) and (J)(1) of Ohio Revised Code Section 3517.13.

NOTE: Residential landlord and/or residential management companies are not considered to be energy suppliers and are not eligible to be enrolled as an Energy Supplier for OCS/HEAP.

HOME ENERGY ASSISTANCE PROGRAM PARTICIPATION AGREEMENT

Please check if you will be using our web-based interface (OCEAN) for accepts and rejects. A Confidentiality Agreement must be completed for each user. Please see attached.

| | | |
|--|------------------------------------|--|
| 1. Legal Name of Business/Individual: | | 3. Employer Identification Number (EIN) <div style="border: 1px solid black; height: 20px; width: 100%;"></div> |
| 2. Business Trade Name, DBA Name (if different from above) | | OR Social Security Number (SSN) <div style="border: 1px solid black; height: 20px; width: 100%;"></div> |
| 4. Telephone Number: | 5. Fax Number: | 6. Email Address: |
| 7. Put a "√" in the box that applies to your business entity. <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Non-Profit <input type="checkbox"/> Individual <input type="checkbox"/> Other (Specify) _____ Note: If Sole Proprietor, individual's name must appear in block #1 | | 8. Company Website: |
| 10. Office Address: | | 11. County: |
| 12. Mailing Address:(If different from above) | | 13. County: |
| 14. Type of Fuel/Service Provided: <input type="checkbox"/> Natural Gas <input type="checkbox"/> Propane/Bottle Gas <input type="checkbox"/> Coal/Wood/Pellets <input type="checkbox"/> Repair/Install Heating/Cooling Systems <input type="checkbox"/> Electric <input type="checkbox"/> Fuel Oil/Kerosene <input type="checkbox"/> Portable Heaters <input type="checkbox"/> Room Air Conditioners | | |
| PLEASE ATTACH A COMPLETED SAMPLE COPY OF YOUR INVOICE OR INVOICES (SHOWING ACCOUNT #S) | | Please enter the minimum # of gallons before you will make a delivery _____ |
| 15. Name and Title of Contact Person: | 16. Phone Number: | 17. Email Address: |
| 18. CERTIFICATION: The undersigned Energy Supplier agrees to comply with the conditions listed on pages one and two as a Participant for HEAP, effective on the signature date of this agreement and represents that to the best of his or her knowledge the information given is true, correct and complete. <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 60%; border-top: 1px solid black; text-align: center;">Signature of Authorized Representative</div> <div style="width: 35%; border-top: 1px solid black; text-align: center;">Date</div> </div> | | |
| For OCS Staff only | | |
| Vendor # <div style="border: 1px solid black; width: 80px; height: 20px; display: inline-block;"></div> | Initials & Date of OCS Staff _____ | Initials & Date of OCS Supervisor _____ |

State of Ohio

Ohio Department of Development

OCEAN Data Confidentiality Agreement for Vendors

Security and confidentiality are a matter for concern of all users of Ohio Department of Development (ODOD) information systems, including all other persons who are given limited access to ODOD confidential data for business reasons. Each person entrusted with an authorized ID to access any ODOD system holds a position of trust relative to the information it contains and must recognize and accept the responsibilities entrusted to him/her in preserving the security and confidentiality of that information. Certain information may be subject to confidentiality requirements imposed by state and/or federal law.

An authorized user's conduct, either on or off the job, may threaten the security and confidentiality of this information. Therefore, it is the responsibility of every user to know and understand the following:

1. You are being given access to ODOD's OCEAN system only for the purpose of confirming delivery of goods or services for which you are to be paid by ODOD. You must not use, or permit any other person to use, OCEAN or any information in OCEAN for any other purpose.
2. You must not seek to benefit personally, or permit others to benefit personally, from any information to which you are given access by virtue of your vendor relationship with ODOD.
3. You must not disclose the contents of any record you may access through OCEAN to any person except as necessary for you to provide the goods or services for which you are to be paid by ODOD.
4. You must not knowingly include or cause to be included in any record or report you create for ODOD any false, inaccurate, or misleading entry.
5. You must not disclose or share any security codes, *i.e.*, sign-ons, passwords, *etc.*, used to access OCEAN or otherwise to do business with ODOD.
6. You must report any violation of this Agreement to ODOD immediately to: Shawn Robinson at Shawn.Robinson@development.ohio.gov or 614-644-7737
7. You acknowledge that certain information in OCEAN may be subject to privacy protections under federal and state law, and you understand that you may be subject to civil and/or criminal penalties if you violate those laws by unauthorized use or disclosure of information you obtain from ODOD through OCEAN.
8. You understand that accounts with no activity for 90 days will be disabled. You will be required to sign a new confidentiality agreement to re-establish any account that has been disabled (except an account disabled due to invalid password entered).
9. You certify to ODOD that the email address provided below is your work account, and it is not shared or accessed by anyone other than you.

Any violation of this policy may result in termination of your OCEAN access. ODOD may exercise any remedy available to it under law to enforce this Agreement.

I have read and understand the OCEAN Data Confidentiality Agreement:

Vendor Name _____

Signed _____ (Date) _____

Name (Print) _____ (Position Title) _____

Work Address (full address) _____

Phone Number _____ Ext _____

Work E-Mail _____

*****To be filled out by company owner or above employees supervisor only *****

Please list any other companies _____
 the employee listed above
 should have access to..... _____

Authorized Approval (Print)..... _____

Authorized Approval (Sign) _____ (Date) _____

| |
|--|
| For OCS Use Only: User Created/updated by: _____ ODOD Approval _____ |
|--|

***** FOR INSTRUCTIONAL USE ONLY *****

READ BEFORE COMPLETING YOUR DMA FORM

Forms not conforming to the specifications listed below or not submitted to the appropriate agency or office will not be processed.

- To complete this form, you will need a copy of the Terrorist Exclusion List for reference. The Terrorist Exclusion List can be found on the Ohio Homeland Security Web site at the following address:

<http://www.homelandsecurity.ohio.gov/dma.asp>

- Be sure you have the correct DMA form. If you are applying for a state issued license, permit, certification or registration, the "State Issued License" DMA form must be completed (HLS 0036). If you are applying for employment with a government entity, the "Public Employment" DMA form must be completed (HLS 0037). If you are obtaining a contract to conduct business with or receive funding from a government entity, the "Government Business and Funding Contracts" DMA form must be completed (HLS 0038). The Pre-certification form (HLS 0035) should only be completed if you are specifically instructed to do so by the agency or office requesting the form.
- Your DMA form is to be submitted to the issuing agency or entity. "Issuing agency or entity" means the government agency or office that has requested the form from you or the government agency or office to which you are applying for a license, employment or a business contract. For example, if you are seeking a business contract with the Ohio Department of Commerce's Division of Financial Institutions, then the form needs to be submitted to the Department of Commerce's Division of Financial Institutions. Do NOT send the form to the Ohio Department of Public Safety UNLESS you are seeking a license from or employment or business contract with one of its eight divisions listed below.

- Department of Public Safety Divisions:

- | | |
|----------------------------------|--------------------------------|
| Administration | Ohio Homeland Security* |
| Ohio Bureau of Motor Vehicles | Ohio Investigative Unit |
| Ohio Emergency Management Agency | Ohio Criminal Justice Services |
| Ohio Emergency Medical Services | Ohio State Highway Patrol |

- * DO NOT SEND THE FORM TO OHIO HOMELAND SECURITY UNLESS OTHERWISE DIRECTED. FORMS SENT TO THE WRONG AGENCY OR ENTITY WILL NOT BE PROCESSED.

***** FOR INSTRUCTIONAL USE ONLY *****



PRE-CERTIFICATION FOR PRIVATE ENTITIES
In accordance with section 2909.33 of the Ohio Revised Code

DECLARATION REGARDING MATERIAL ASSISTANCE/NONASSISTANCE TO A TERRORIST ORGANIZATION

This form serves as a declaration of the provision of material assistance to a terrorist organization or organization that supports terrorism as identified by the U.S. Department of State Terrorist Exclusion List (see the Ohio Homeland Security Division Web site for the Terrorist Exclusion List).

Any answer of "yes" to any question, or the failure to answer "no" to any question on this declaration shall serve as a disclosure that material assistance to an organization identified on the U.S. Department of State Terrorist Exclusion List has been provided. Failure to disclose the provision of material assistance to such an organization or knowingly making false statements regarding material assistance to such an organization is a felony of the fifth degree.

For the purposes of this declaration, "material support or resources" means currency, payment instruments, other financial securities, funds, transfer of funds, and financial services that are in excess of one hundred dollars, as well as communications, lodging, training, safe houses, false documentation or identification, communications equipment, facilities, weapons, lethal substances, explosives, personnel, transportation, and other physical assets, except medicine or religious materials.

COMPLETE THIS SECTION ONLY IF YOU ARE AN INDEPENDENT CONTRACTOR

Form for Independent Contractor with fields: LAST NAME, FIRST NAME, MI, HOME ADDRESS, CITY, STATE, ZIP, COUNTY, HOME PHONE, WORK PHONE.

COMPLETE THIS SECTION ONLY IF YOU ARE A COMPANY, BUSINESS OR ORGANIZATION

Form for Company, Business or Organization with fields: LAST NAME, FIRST NAME, MI, BUSINESS/ORGANIZATION NAME, PHONE, BUSINESS ADDRESS, CITY, STATE, ZIP, COUNTY.

DECLARATION

In accordance with section 2909.32 (A)(2)(b) of the Ohio Revised Code

For each question, indicate either "yes," or "no" in the space provided. Responses must be truthful to the best of your knowledge.

- 1. Are you a member of an organization on the U.S. Department of State Terrorist Exclusion List?
2. Have you used any position of prominence you have with any country to persuade others to support an organization on the U.S. Department of State Terrorist Exclusion List?
3. Have you knowingly solicited funds or other things of value for an organization on the U.S. Department of State Terrorist Exclusion List?
4. Have you solicited any individual for membership in an organization on the U.S. Department of State Terrorist Exclusion List?
5. Have you committed an act that you know, or reasonably should have known, affords "material support or resources" to an organization on the U.S. Department of State Terrorist Exclusion List?
6. Have you hired or compensated a person you knew to be a member of an organization on the U.S. Department of State Terrorist Exclusion List, or a person you knew to be engaged in planning, assisting, or carrying out an act of terrorism?

In the event of a denial of pre-certification due to a positive indication that material assistance has been provided to a terrorist organization, or an organization that supports terrorism as identified by the U.S. Department of State Terrorist Exclusion List, a review of the denial may be requested. The request must be sent to the Ohio Department of Public Safety's Division of Homeland Security. The request forms and instructions for filing can be found on the Ohio Homeland Security Division Web site.

CERTIFICATION

I hereby certify that the answers I have made to all of the questions on this declaration are true to the best of my knowledge. I understand that if this declaration is not completed in its entirety, it will not be processed and I will be automatically disqualified. I understand that I am responsible for the correctness of this declaration. I understand that failure to disclose the provision of material assistance to an organization identified on the U.S. Department of State Terrorist Exclusion List, or knowingly making false statements regarding material assistance to such an organization is a felony of the fifth degree. I understand that any answer of "yes" to any question, or the failure to answer "no" to any question on this declaration shall serve as a disclosure that material assistance to an organization identified on the U.S. Department of State Terrorist Exclusion List has been provided by myself or my organization. If I am signing this on behalf of a company, business or organization, I hereby acknowledge that I have the authority to make this certification on behalf of the company, business or organization referenced on page 2 of this declaration.

X

APPLICANT SIGNATURE

DATE

Request for Taxpayer Identification Number and Certification

**Give form to the
 requester. Do not
 send to the IRS.**

Print or type
 See Specific Instructions on page 2.

| | |
|---|---|
| Name (as shown on your income tax return) | |
| Business name, if different from above | |
| Check appropriate box: <input type="checkbox"/> Individual/ Sole proprietor <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Other ▶ | |
| <input type="checkbox"/> Exempt from backup withholding | |
| Address (number, street, and apt. or suite no.) | Requester's name and address (optional) |
| City, state, and ZIP code | |
| List account number(s) here (optional) | |

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

| | | | | | | | | |
|--------------------------------|--|--|--|--|--|--|--|--|
| Social security number | | | | | | | | |
| | | | | | | | | |
| or | | | | | | | | |
| Employer identification number | | | | | | | | |
| | | | | | | | | |

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. person (including a U.S. resident alien).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 4.)

Sign Here

Signature of
 U.S. person ▶

Date ▶

Purpose of Form

A person who is required to file an information return with the IRS, must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

U.S. person. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee.

In 3 above, if applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

For federal tax purposes, you are considered a person if you are:

- An individual who is a citizen or resident of the United States,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, or
- Any estate (other than a foreign estate) or trust. See Regulations sections 301.7701-6(a) and 7(a) for additional information.

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

- The U.S. grantor or other owner of a grantor trust and not the trust, and

- The U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

Foreign person. If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien.

Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity not subject to backup withholding, give the requester the appropriate completed Form W-8.

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 28% of such payments (after December 31, 2002). This is called "backup withholding." Payments that may be subject to backup withholding include interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester,
2. You do not certify your TIN when required (see the Part II instructions on page 4 for details),

3. The IRS tells the requester that you furnished an incorrect TIN,

4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or

5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See the instructions below and the separate Instructions for the Requester of Form W-9.

Also see *Special rules regarding partnerships* on page 1.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Name

If you are an individual, you must generally enter the name shown on your income tax return. However, if you have changed your last name, for instance, due to marriage without informing the Social Security Administration of the name change, enter your first name, the last name shown on your social security card, and your new last name.

If the account is in joint names, list first, and then circle, the name of the person or entity whose number you entered in Part I of the form.

Sole proprietor. Enter your individual name as shown on your income tax return on the "Name" line. You may enter your business, trade, or "doing business as (DBA)" name on the "Business name" line.

Limited liability company (LLC). If you are a single-member LLC (including a foreign LLC with a domestic owner) that is disregarded as an entity separate from its owner under Treasury regulations section 301.7701-3, enter the owner's name on the "Name" line. Enter the LLC's name on the "Business name" line. Check the appropriate box for your filing status (sole proprietor, corporation, etc.), then check the box for "Other" and enter "LLC" in the space provided.

Other entities. Enter your business name as shown on required federal tax documents on the "Name" line. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on the "Business name" line.

Note. You are requested to check the appropriate box for your status (individual/sole proprietor, corporation, etc.).

Exempt From Backup Withholding

If you are exempt, enter your name as described above and check the appropriate box for your status, then check the "Exempt from backup withholding" box in the line following the business name, sign and date the form.

Generally, individuals (including sole proprietors) are not exempt from backup withholding. Corporations are exempt from backup withholding for certain payments, such as interest and dividends.

Note. If you are exempt from backup withholding, you should still complete this form to avoid possible erroneous backup withholding.

Exempt payees. Backup withholding is not required on any payments made to the following payees:

1. An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2),
 2. The United States or any of its agencies or instrumentalities,
 3. A state, the District of Columbia, a possession of the United States, or any of their political subdivisions or instrumentalities,
 4. A foreign government or any of its political subdivisions, agencies, or instrumentalities, or
 5. An international organization or any of its agencies or instrumentalities.
- Other payees that may be exempt from backup withholding include:
6. A corporation,
 7. A foreign central bank of issue,
 8. A dealer in securities or commodities required to register in the United States, the District of Columbia, or a possession of the United States,
 9. A futures commission merchant registered with the Commodity Futures Trading Commission,
 10. A real estate investment trust,
 11. An entity registered at all times during the tax year under the Investment Company Act of 1940,
 12. A common trust fund operated by a bank under section 584(a),
 13. A financial institution,
 14. A middleman known in the investment community as a nominee or custodian, or
 15. A trust exempt from tax under section 664 or described in section 4947.

- The chart below shows types of payments that may be exempt from backup withholding. The chart applies to the exempt recipients listed above, 1 through 15.

| IF the payment is for . . . | THEN the payment is exempt for . . . |
|--|--|
| Interest and dividend payments | All exempt recipients except for 9 |
| Broker transactions | Exempt recipients 1 through 13. Also, a person registered under the Investment Advisers Act of 1940 who regularly acts as a broker |
| Barter exchange transactions and patronage dividends | Exempt recipients 1 through 5 |
| Payments over \$600 required to be reported and direct sales over \$5,000 ¹ | Generally, exempt recipients 1 through 7 ² |

¹See Form 1099-MISC, Miscellaneous Income, and its instructions.
²However, the following payments made to a corporation (including gross proceeds paid to an attorney under section 6045(f), even if the attorney is a corporation) and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees; and payments for services paid by a federal executive agency.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-owner LLC that is disregarded as an entity separate from its owner (see *Limited liability company (LLC)* on page 2), enter your SSN (or EIN, if you have one). If the LLC is a corporation, partnership, etc., enter the entity's EIN.

Note. See the chart on page 4 for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local Social Security Administration office or get this form online at www.socialsecurity.gov. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/businesses and clicking on Employer ID Numbers under Related Topics. You can get Forms W-7 and SS-4 from the IRS by visiting www.irs.gov or by calling 1-800-TAX-FORM (1-800-829-3676).

If you are asked to complete Form W-9 but do not have a TIN, write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note. Writing "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: A disregarded domestic entity that has a foreign owner must use the appropriate Form W-8.

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if items 1, 4, and 5 below indicate otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). Exempt recipients, see *Exempt From Backup Withholding* on page 2.

Signature requirements. Complete the certification as indicated in 1 through 5 below.

1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real estate transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

What Name and Number To Give the Requester

| For this type of account: | Give name and SSN of: |
|---|---|
| 1. Individual | The individual |
| 2. Two or more individuals (joint account) | The actual owner of the account or, if combined funds, the first individual on the account ¹ |
| 3. Custodian account of a minor (Uniform Gift to Minors Act) | The minor ² |
| 4. a. The usual revocable savings trust (grantor is also trustee) | The grantor-trustee ¹ |
| b. So-called trust account that is not a legal or valid trust under state law | The actual owner ¹ |
| 5. Sole proprietorship or single-owner LLC | The owner ³ |
| For this type of account: | Give name and EIN of: |
| 6. Sole proprietorship or single-owner LLC | The owner ³ |
| 7. A valid trust, estate, or pension trust | Legal entity ⁴ |
| 8. Corporate or LLC electing corporate status on Form 8832 | The corporation |
| 9. Association, club, religious, charitable, educational, or other tax-exempt organization | The organization |
| 10. Partnership or multi-member LLC | The partnership |
| 11. A broker or registered nominee | The broker or nominee |
| 12. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments | The public entity |

¹ List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

² Circle the minor's name and furnish the minor's SSN.

³ You must show your individual name and you may also enter your business or "DBA" name on the second name line. You may use either your SSN or EIN (if you have one). If you are a sole proprietor, IRS encourages you to use your SSN.

⁴ List first and circle the name of the legal trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules regarding partnerships* on page 1.

Note. If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons who must file information returns with the IRS to report interest, dividends, and certain other income paid to you, mortgage interest you paid, the acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA, or Archer MSA or HSA. The IRS uses the numbers for identification purposes and to help verify the accuracy of your tax return. The IRS may also provide this information to the Department of Justice for civil and criminal litigation, and to cities, states, the District of Columbia, and U.S. possessions to carry out their tax laws. We may also disclose this information to other countries under a tax treaty, to federal and state agencies to enforce federal nontax criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism.

You must provide your TIN whether or not you are required to file a tax return. Payers must generally withhold 28% of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to a payer. Certain penalties may also apply.

State of Ohio

Ohio Department of Development

OCEAN Data Confidentiality Agreement for Vendors

Security and confidentiality are a matter for concern of all users of Ohio Department of Development (ODOD) information systems, including all other persons who are given limited access to ODOD confidential data for business reasons. Each person entrusted with an authorized ID to access any ODOD system holds a position of trust relative to the information it contains and must recognize and accept the responsibilities entrusted to him/her in preserving the security and confidentiality of that information. Certain information may be subject to confidentiality requirements imposed by state and/or federal law.

An authorized user's conduct, either on or off the job, may threaten the security and confidentiality of this information. Therefore, it is the responsibility of every user to know and understand the following:

1. You are being given access to ODOD's OCEAN system only for the purpose of confirming delivery of goods or services for which you are to be paid by ODOD. You must not use, or permit any other person to use, OCEAN or any information in OCEAN for any other purpose.
2. You must not seek to benefit personally, or permit others to benefit personally, from any information to which you are given access by virtue of your vendor relationship with ODOD.
3. You must not disclose the contents of any record you may access through OCEAN to any person except as necessary for you to provide the goods or services for which you are to be paid by ODOD.
4. You must not knowingly include or cause to be included in any record or report you create for ODOD any false, inaccurate, or misleading entry.
5. You must not disclose or share any security codes, *i.e.*, sign-ons, passwords, *etc.*, used to access OCEAN or otherwise to do business with ODOD.
6. You must report any violation of this Agreement to ODOD immediately to: Shawn Robinson at Shawn.Robinson@development.ohio.gov or 614-644-7737
7. You acknowledge that certain information in OCEAN may be subject to privacy protections under federal and state law, and you understand that you may be subject to civil and/or criminal penalties if you violate those laws by unauthorized use or disclosure of information you obtain from ODOD through OCEAN.
8. You understand that accounts with no activity for 90 days will be disabled. You will be required to sign a new confidentiality agreement to re-establish any account that has been disabled (except an account disabled due to invalid password entered).
9. You certify to ODOD that the email address provided below is your work account, and it is not shared or accessed by anyone other than you.

Any violation of this policy may result in termination of your OCEAN access. ODOD may exercise any remedy available to it under law to enforce this Agreement.

I have read and understand the OCEAN Data Confidentiality Agreement:

Vendor Name _____

Signed _____ (Date) _____

Name (Print) _____ (Position Title) _____

Work Address (full address) _____

Phone Number _____ Ext _____

Work E-Mail _____

*****To be filled out by company owner or above employees supervisor only *****

Please list any other companies _____
 the employee listed above
 should have access to..... _____

Authorized Approval (Print)..... _____

Authorized Approval (Sign) _____ (Date) _____

| |
|---|
| For OCS Use Only: User Created/updated by: _____ ODOD Approval _____ |
|---|

State of Ohio
Ohio Department of Development
Data Confidentiality Agreement – Agency Staff

Security and confidentiality are matters of concern of all users of Ohio Department of Development (ODOD) information systems, including all agency staff who have access to ODOD confidential data through OCEAN and in files of individuals who receive benefits administered by ODOD. Each person entrusted with an authorized ID to access any ODOD information system holds a position of trust relative to the information it contains and must recognize and accept the responsibilities entrusted to him/her in preserving the security and confidentiality of that information. ODOD information is subject to various state and federal confidentiality laws, including, but not limited to, section 1347.15 of the Ohio Revised Code.

An authorized user's conduct, either on or off the job, may threaten the security and confidentiality of information. It is the responsibility of every user to know and understand the following:

1. You are given access to ODOD information systems and client files only for the purposes of performing your job duties. You must not use, or permit any other person to use, any ODOD information system or any information in client files (paper or electronic) for any other purpose.
2. You must not seek to benefit personally, or permit others to benefit personally, from any confidential information to which you have access by virtue of your work assignment.
3. You must not disclose the contents of any record you may access through any ODOD information system or in any client file to any person except as necessary for you to perform your work assignment in accordance with the policies of ODOD and your agency.
4. You must not knowingly include or cause to be included in any record or report you create for ODOD any false, inaccurate, or misleading entry.
5. You must not remove or cause to be removed any record, report or file from the location where it is kept except as necessary for you to perform your duties in accordance with the policies of ODOD and your agency.
6. You must not disclose or share any security codes, *i.e.*, sign-ons, passwords, *etc.*, used to access any ODOD information system or any client files maintained by your agency.
7. If you become aware of any violation of confidentiality rules, you must report the violation to your supervisor immediately.
8. You must not assist or act in cooperation with any other person to violate any part of these confidentiality rules.
9. Certain income and/or tax information to which you have access may be subject to protection by federal law. Internal Revenue code Sections 7213 and 7431 provide civil and criminal penalties for unauthorized inspection or disclosure. These penalties include a fine of up to \$5,000 and/or imprisonment of up to 5 years.
10. You must not create or modify your own benefit application or applications for household members, relatives, friends, neighbors, acquaintances, significant others, spouses and/or former spouses. You must give applications for anyone you know to a manager for processing.
11. User accounts that are not used for 90 days will be disabled. If your user account is disabled, you will be required to sign a new confidentiality agreement to re-establish a user account (except an account disabled due to invalid password entered).
12. You certify to ODOD that the email address below is your work account, and it is not shared or accessed by anyone except you.

Any violation of this policy may result in disciplinary action including immediate dismissal or other appropriate action.

I have read and understand this Data Confidentiality Agreement:

Signed _____ (Date) _____

Name (Print) _____ (Position Title) _____

Organization Name _____

Work Address (full address) _____

Phone Number _____ Ext _____

Work E-Mail _____

*****To be filled out by Authorized Personnel Only*****

Time needed to access OCEAN _____ Mon. _____ Tues. _____ Wed. _____
 _____ Thurs. _____ Fri. _____ Sat. _____ Sun. _____

Type of access needed Intake Reporting Payment Batching Org Administrator
 Read Only

Authorized Approval (Print) _____

Authorized Approval (Sign) _____ (Date) _____

| |
|---|
| For OCS Use Only: User Created/updated by: _____ ODOD Approval _____ |
|---|

2013 ENERGY ASSISTANCE PROGRAMS TRAINING



“Training Adapting Progressing”

AGENDA

Day One

| | |
|--------------|---|
| 8:00 | Registration/Continental Breakfast |
| 9:30 | Opening Remarks |
| 10:00 | Break |
| 10:15 | Session One |
| 11:45 | Lunch |
| 1:00 | Session Two |
| 2:30 | Break |
| 2:45 | Session Three |
| 4:15 | Adjourn |

Day Two

| | |
|--------------|---|
| 8:00 | Registration/Continental Breakfast |
| 9:15 | Session Four |
| 10:45 | Break |
| 11:00 | Session Five |
| 12:30 | Lunch |
| 1:30 | Session Six |
| 3:00 | Adjourn |

2013 Columbus Energy Assistance Programs Training

Workshop Sessions/Descriptions

Best Practices – Presented by Colette Harrell, the Breathing Association .

This workshop will be fun, interactive and an opportunity to share best practices from rural and urban agencies alike. Approaches to office appointment and interview processes that allow you to move to the next level will be discussed. You will learn how to work smarter not harder, and instill a spirit of excellence in your staff and customers. Let's tackle the hard things together so that everyone works for the benefit of our internal and external customers.

Customer Service Excellence: Calming the Customer –Presented by Lou Vincent , of the COAD Skill Builders series. This workshop will help you develop effective communication and maintain a comfortable, respectful working relationship with clients and colleagues. The session will include practical strategies for dealing with upset or difficult customers while maintaining your professional integrity.

Electric Partnership Program Introduction and Discussion – presented by OCA's Susan Moser

Whether you wish to learn the basics of the program or are an experienced provider who wishes to brainstorm the program this session will fit your needs. The session shall open with an overview and orientation of the program's policies and procedures then evolve into an open panel to explore possible improvements identify best practices and steps to increasing program efficiency.

Fiscal Reporting Forms for WCP & SCP - presented by OCA Fiscal Staff

This workshop is designed to revisit and address some commonly made errors on the forms used for both Winter and Summer Crisis program. The forms and contents will be reviewed and explained. The participants will gain an understanding of the forms and reports available in OCEAN. It will also address any issues or concerns from participants.

HEAP Guidelines /Program Management - presented by OCA Field Staff

This workshop will provide a general updates to the Energy Assistance Guidelines. Make sure you attend one of these four popular workshops to learn what is necessary to remain in compliance with State and Federal rules required to administer the Winter and Summer Crisis Programs.

Income and Application Processing -presented by OCA Application Processing Staff

The Income and Application Processing Workshop will test your knowledge of income sources, acceptable documentation and application processing procedures in OCEAN. This workshop is recommended for new and veteran intake workers.

Program Integrity-Internal Controls led by OCA's Margaret Tate

OCA has established a formal program integrity/fraud prevention section. OCA will explain the fraud prevention procedures for deterring and detecting fraud and taking corrective actions. The workshop will include an operational framework outlining; Data Mining, Operational Monitoring, Internal Controls, Fraud Training, and response procedures for the agencies, to include, a Fraud Hotline. Lessons learned from other states and the HHS will be featured.

OCEAN Updates - Presented by OCA's Chris Bowsher and Steve Wheeler

This workshop is for current OCEAN users. The workshop will cover any OCEAN software enhancements and plans for changes to be made this program year. New users to the system should contact OCS for more in-depth training. Workshop participants should be OCEAN users'. New HEAP staffs who have no familiarity with OCEAN should not attend this workshop.

OCEAN INTRO - Presented by OCA's Mike Higgins

The OCEAN Introductory workshop is for new staff to take a walk through the OCEAN system and pick up lessons learned on the various programs. Learn where the rip tides and eddies of this vast system can spin you and bowl you over so you may flow with the current and efficiently enter your data. This workshop will not replace required OCA sponsored OCEAN user trainings.

Veterans-Based Outreach and Assistance Program - presented by Jim Danes and Nick Sunday

The Ohio Association of Community Action Agencies and the OCA are working collaboratively to provide a "continuum of care" approach to assisting veterans via six regional Community Action agencies. This workshop will feature local efforts to develop a comprehensive support system for income qualified veterans and their families.

Ohio Home Weatherization Assistance Program (HWAP) - presented by OCA's Scott Prowse

"What is HWAP" When a customer selects yes in box 14 do they (and you) fully understand what "Would you like to apply for the Home Weatherization Assistance Program (HWAP)" means? This workshop will provide you with answers to both routine and unique questions related to the HWAP.

Percentage of Income Payment Plan " PIPP Plus" - presented by OCA's Susan Moser and Mike Higgins

This workshop is for staff hired or moved into a PIPP Plus position in the last six months. This training will provide the initial knowledge and terminology of the program to provide staff with the information to assist customers in enrolling in the program.

Percentage of Income Payment Plan : Round Table - presented by " The Panel of Experts"

This workshop is for staff that has worked with the PIPP Plus program for at least one year. The Panel will guide the discussion on key PIPP Plus concepts as well as common problems and solutions experienced throughout the state , as well as providing updates on policies and procedures for PIPP Plus.

PUCO/Utilities - presented by Tonja Toles, Lisa Colosimo, and Ohio Utility Representatives

This workshop is for energy assistance staff to receive valuable information from utility representatives and the PUCO on HEAP procedures and customer service contact information. The utility representatives and PUCO staff will answer questions and distribute utility assistance information that will help agencies communicate and resolve customer inquiries. Local utility Fuel Funds will also be featured at this workshop.

PROGRAM Management: Facilitated by OCA Field staff and local HEAP Coordinators

This workshop is designed for local Heap coordinators and their assistants. The focus of this workshop is to review program management techniques such as intake worker salary enhancements, PIPP plus management tools, and new local resource development opportunities. This new interactive workshop will address the needs of the local HEAP coordinator.