

Dear Prospective LIHEAP Vendor:

Thank you for your interest in participating as a vendor with Pennsylvania's Low Income Home Energy Assistance Program (LIHEAP). The Department of Human Services (DHS) coordinates and operates the LIHEAP program in Pennsylvania.

To become a LIHEAP vendor in Pennsylvania, review the conditions of the vendor agreement and write the name and address of your company in the large box at the top of page 4. Feel free to make edits to the name and address if the information was completed for you and is incorrect. Sign page 4 and return it with a copy of the Federal Employer Identification Number (FEIN) or Social Security number you use to file federal income tax and keep a copy of page 4 for your records.

Basic Information about LIHEAP:

- Vendors receive LIHEAP information by mail before the start of each LIHEAP season and are kept informed of other important LIHEAP information by email throughout the heating season.
- The expected time frame for a Crisis delivery is before the household runs out of fuel. If the household is without heat, a delivery is expected within 48 hours, if possible.
- Although DHS does not dictate the price of fuel, vendors must agree to charge the lowest price per gallon/unit/ton/cord, etc. on deliveries paid with LIHEAP funds.
- The Pennsylvania Treasury issues LIHEAP payments once a week. Typically, vendors will receive a LIHEAP payment 2 to 4 weeks after it was authorized by a DHS representative.
- To expedite receipt of LIHEAP funds, vendors have the option of direct deposit rather than receive LIHEAP payments by a paper check. To sign up for direct deposit, complete the enclosed *Electronic Funds Transfer* form and submit it with a copy of a voided check.

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

- The Cash component:
The Cash grant is sent to the vendor on behalf of customers after their applications are approved. The amount of the cash grant depends on the household's income, family size and fuel type. Once received, vendors must apply the cash grant to transactions (deliveries/pick up) made on or after October 1st, which is the beginning of the Federal Fiscal Year. Vendors must keep the trip ticket/invoice on file but are not required to submit anything to DHS in order to receive payment. Vendors may be asked to deliver the Cash grant before a Crisis grant is authorized.
- The Crisis component:
DHS must contact the vendor and authorize a Crisis grant before the vendor makes a delivery to resolve a heating emergency. To receive payment for a Crisis authorization, the LIHEAP vendor must initiate a claim by date entry in PROMISE, DHS's LIHEAP Crisis delivery tracking system and also submit the delivery receipt by upload/fax or US mail within 30 days from the date of authorization.

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