

Description: The Utilities category is intended to allow agencies to pay up to a one-month billed amount of a metered (electric, gas, water) or non-metered (propane, firewood, coal) utility bill for qualifying clients. Each household may receive this assistance only one time per spending period.

This Quick Reference Guide lists information on metered payments only; see **Utilities: Non-Metered Bills** for information on non-metered utility bill payments.

This Quick Reference Guide is provided to assist in the understanding of allowable costs and documentation requirements at a glance; it is not a substitute for the **EFSP Responsibilities and Requirements Manual (EFSP Manual)**. For more complete information on this category, please reference the **EFSP Manual**.

METERED BILLS

- **Electric**
- **Gas**
- **Water**
- **Sewer**

Eligible Items:

- Past due utility bills or
- Current utility bill - When paying on current bill, LROs can pay either the actual usage amount reflected on the bill, or the current “budget” amount.

NOTE: Agencies may include the cost of “reconnection” fees in the payment.

Ineligible Items:

- Payments made on agency’s own utility bills
- Payment for metered utilities exceeding a single one-month billed amount
- Any current utility payment dated more than 10 calendar days prior to the utility due date
- Payment on closed accounts
- Payments on TV cable, satellite, internet, and phone bills
- Payments for any type of fuel for automobiles
- Late fees, deposits or any other fees
- Any payments not made directly to the vendor

When paying on past due metered bills:

If you are paying on a cut-off/shut-off notice **OR** paying on a past due balance listed on a current bill, the agency must verify the 1-month billed amount of the total outstanding at the time of payment.

The verification must be with the vendor and must list the following:

- The month being covered (or 30-day period covered)
- The amount billed for that month of actual usage only
- The date that the payment was due that month
- The total amount outstanding at the time of payment
- All of the amount paid by the LRO must be outstanding at the time of payment (the date the payment is made). It is strongly recommended that the agency obtain and

attach a billing and payment history from the utility company.

NOTE: Some utility bills cover more than one month of usage. Agencies must only pay a verified one-month billed portion. Do not use averaging.

NOTE: Door hangers will not be accepted in lieu of a bill.

Agencies are strongly urged to use the Metered Utility Verification Form in the EFSP Manual to confirm the 1-month billed amounts of past due balances.

When paying on current metered bills:

- All of the amount paid by the LRO must be outstanding at the time of payment (the date the payment is made).
- The payment cannot be made more than 10 calendar days prior to the utility bill due date.

Documentation Required:

Past due bills: Attach the bill or cut-off/shut-off notice, a Metered Utility Verification Form, or billing and payment history from the vendor. Also attach proof of payment: copy of canceled checks (front and back), or copy of uncanceled fronts of checks and bank statements. Check images included in bank statements are accepted. Debit card or electronic payments require bank statement that identifies the vendor by name. Credit card payments require canceled check payable to the credit card company. Debit and credit cards must be in agency’s name. Payment receipts and check stubs are not sufficient.

Current bills: Attach the current bill (or billing and payment history) and proof of payment.

Spreadsheet for expenditures in this category:

A summary spreadsheet of all expenditures in this category must be provided. The spreadsheet must indicate specific criteria such as check number, check amount, EFSP amount, etc. Sample spreadsheets and instructions are available on the EFSP website, efsp.unitedway.org.

SPECIAL NOTE: Agencies may pay up to \$100.00 on any past due balance and not be required to present any verification of the billing period. However, the documentation must show that the entire payment amount was outstanding at the time of payment and other required information.

Description: The Utilities category is intended to allow agencies to pay a one-month billed amount of a metered (electric, gas, water) or non-metered (propane, firewood, coal) utility bill for qualifying clients. Each household may receive this assistance only once per spending period.

This Quick Reference Guide lists information on non-metered payments only; see **Utilities: Metered Bills** for information on metered utility bill payments.

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NON-METERED BILLS

- **Propane**
- **Firewood**
- **Coal**

Eligible Items:

- Agencies may pay for a one-time delivery of a non-metered product used to heat homes
- Payments are limited to one delivery per household and only once per phase (spending period)
- Delivery fees can be included in the payment
- Agencies cannot pay in advance for deliveries

Ineligible Items:

- Payments made on agency's own utility bills
- Any payment exceeding the cost of one delivery
- Payments made on account
- Payments on TV cable, satellite, internet, and phone bills
- Payments for any type of fuel for automobiles
- Late fees or deposits
- Any payments not made directly to the vendor.

NOTE: Agencies may not pay on a client's non-metered account to help bring down the balance when there has been no delivery.

Documentation Required:

The current delivery receipt (LROs must show proof that the product was delivered), and proof of payment. Price quotes, purchase orders, payment receipts and check stubs are not sufficient. The delivery receipt must be

vendor-originated and must list the following:

- Name and address of vendor
- Client name, address and account number (if applicable)
- Type of product and amount delivered
- Date of delivery and amount billed

- ***Proof of Payment:***

Proof of payment must be attached to all delivery receipts.

- Submit a copy of canceled checks (front and back) or copy of uncanceled fronts of checks and bank statements.
- Check images included in bank statements are accepted.
- Debit card or electronic payments require bank statement that identifies the vendor by name.
- Credit card payments require canceled check payable to the credit card company and a credit card statement.
- Debit and credit cards must be in agency's name.

Spreadsheet for expenditures in this category:

A summary spreadsheet of all expenditures in this category must be provided. The spreadsheet must indicate specific criteria such as check number, check amount, EFSP amount, etc. Sample spreadsheets and instructions for all program categories are available on the EFSP website, efsp.unitedway.org.