

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. 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*.

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.

Documentation Required:

Attach the current delivery receipt (LROs must show proof that product was delivered), and proof of payment. Price quotes, 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 statement. 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.

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