



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**KODY H. KINSLEY** • Secretary

**Susan Osborne** • Assistant Secretary for County Operations for  
Human Services

April 8, 2022

**Dear County Directors of Social Services**

**Attention:** Energy Administrators, Managers & Supervisors

**Subject:** LIEAP One-time Underpayment

**Priority:** Information

DSS Directors,

The purpose of this letter is to provide information regarding the one-time LIEAP underpayment to the elderly (60 or older) and disabled receiving DAAS services households that received an automatic payment during the month of December 2021 that was less than the \$300, \$400, or \$500 limit based on their primary heating source.

- These households will receive the difference between what they already received, and the appropriate amount based on their heating source.

**Example:** Jane Doe received an automatic supplement of \$300. Jane Doe is 67 years old and has a primary heating source of electric. Her appropriate amount should have been \$500. Jane Doe will receive a \$200 underpayment.

- Households with a primary heating provider of wood, kerosene, or Energy-Other will not receive a one-time LIEAP underpayment as the vendors cannot apply credits for their clients.
- Households with children ages 0-10 who received the automatic LIEAP Pandemic LIEAP payment in January 2022 will not receive a one-time LIEAP underpayment.

NC FAST will generate a one-time underpayment report and post to FAST Help along with a communication when it is available.

We do not have specific run date at this time. The one-time LIEAP underpayments are expected to be completed by the third week of April 2022. This is being processed as an underpayment and no notice is required.

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES**

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If you have any questions, please contact the Continuous Quality Improvement (CQI) Specialist team at [DSS.Policy.Questions@dhhs.nc.gov](mailto:DSS.Policy.Questions@dhhs.nc.gov).

Sincerely,

A handwritten signature in blue ink that reads "Carla West".

Carla West, Senior Director for Economic Security

CLW/js

**EFS-FNSEP-25-2022**