



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 12, 2022

Dear County Directors of Social Services

Attention: Energy Administrators, Managers & Supervisors

Subject: Phase 2a of the Provider Portal

Priority: Immediate Action Required

DSS Directors,

Implementation of Phase 2a to include all energy providers in the energy provider portal is underway. To prepare for the implementation and reduce the burden of cleanup on the county, it is important that each provider has correct contact information in NC FAST. Currently there are around 400 providers in NC FAST without contact information.

It is imperative that each provider has a phone number and email address entered into NC FAST to ensure the providers can be successfully converted to the portal as this information is used for vendor agreements and communications with the providers. Any provider without the necessary information **will not** get converted to the portal or could be converted incorrectly which will result in additional work by the county during the implementation stage.

The division has contacted as many providers as possible to obtain their contact information. The attached spreadsheet has the information for each provider that responded with information. The spreadsheet may be sorted and searched to find your specific county information. The information must be entered into NC FAST for each provider listed in your county. Please ensure that the information is entered no later than **4/29/2022**.

Instructions to update or add contact information:

- On the shortcut pane, under SEARCHES
- Click on Energy Provider
- Type in the Service County and Name of Provider
- Click on Provider Name
- Click on Contact tab and select Email Addresses and Click New

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401

www.ncdhhs.gov • TEL: 919-855-6335 • FAX: 919-334-1018

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Sincerely,

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

Carla West, Senior Director for Economic Security

CLW/rc

**Attachment (1):
Energy Providers Detail Address Report**

EFS-FNSEP-26-2022