



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

September 7, 2022

Dear County Directors of Social Services

Attention: Directors of Social Services, Energy Administrators, Managers & Supervisors

Subject: Energy FIS Process

Priority: Time Sensitive, Action & Response Required

In November of 2021 the Energy Assistance Provider Portal was established. The goal was to release the portal in two phases, the first phase which started in November 2021 allowed for providers of water and wastewater services to upload their information into the portal. The second release, Phase 2A, brought all energy providers into the portal. Phase 2B of the Energy Assistance Provider Portal is scheduled to go live in the October 2022 NC FAST release. The Energy Assistance Provider Portal phase 2B will move the payment functionality for the Crisis Intervention Program (CIP), Low Income Energy Assistance Program (LIEAP) and Low Income Household Water Assistance Program (LIHWAP) from the counties making payments, to the payments being made through an electronic payment by FIS directly to Energy providers checking or savings accounts.

As we get closer to the release, we are asking all counties to help spread the word to Energy providers that they will be required to submit their banking information to FIS to receive a CIP, LIEAP, or LIHWAP payment. This is a critical step to ensure direct deposits to providers will be successful. We acknowledge that there will be a small group of vendors who will be unable to receive an electronic payment and will work with the counties to ensure they have an allocation available to write those vendors a check but are hopeful that most of the vendors will be able to receive their payments electronically.

Messages about this upcoming change have been placed on the Energy Provider Portal and communications will be sent, both in a written format and through emails if available to all providers to ensure that they are aware and prepared to enter their information **as soon as the portal becomes available in October 2022.**

We anticipate this process to be very similar to the process that was used when the childcare providers moved to electronic payments. Materials for the Energy Providers are still being drafted, but we have attached to this letter is a copy of the Utility Provider Agreement and the draft user guide that was used when the childcare provider payment portal was established.

Sincerely,

Carla L. West, Senior Director for Human Services

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

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Attachments (2)
North Carolina Utility Provider Agreement
Provider Portal User Guide