



NC DHHS
Energy Provider
AUTHORIZED REP

How does being
an **Authorized**
Rep work?



Each DSS County Office

has now enrolled as a provider

in the

NC Energy Provider Portal & with FIS
and are Auth Reps

Note: All County DSS Offices use the same
format as to how their Provider name displays:

Example: **Randolph County DSS AR**



Welcome to the North Carolina Energy Provider Portal

Payment Deposit Reminders:

Payments are processed every **1st** and **3rd** Tuesday of the month and sent to FIS the following Wednesday night. FIS will then process the payments within **3rd** business days from that Wednesday. You may check ebtEDGE portal after the **3rd** business day for deposits.

NOTE: Some banks will put a hold on your deposit due to the size, so you may want **to check with your bank** if it is after the timeframe listed above.

To apply for assistance with heating, cooling, or water

apply here:

<https://epass.nc.gov/>

NCID-Energy

You will be redirected to NCID site to log in

Being an Authorized Rep allows
DSS County Offices to get **reimbursed** through
direct deposit



for checks issued by DSS County Offices
to Energy providers that have **not**
registered with FIS for direct deposit.

Direct Deposit Payments

Payments are processed every 1st and 3rd Tuesday of the month and sent to FIS the following Wednesday night. FIS will then process the payments within 3rd business days from that Wednesday.

You may check ebtEDGE portal after the 3rd business day for deposits.

Each direct deposit is assigned a Warrant ID. You may also check the Warrant ID in the NC Energy Provider Portal for the breakdown of the rolled-up payment to see individual application detail information.

NOTE: Some banks will put a hold on your deposit due to the size, so you may want to check with your bank if it is after the timeframe listed above.



The 1571 form is no longer needed for regular reimbursement

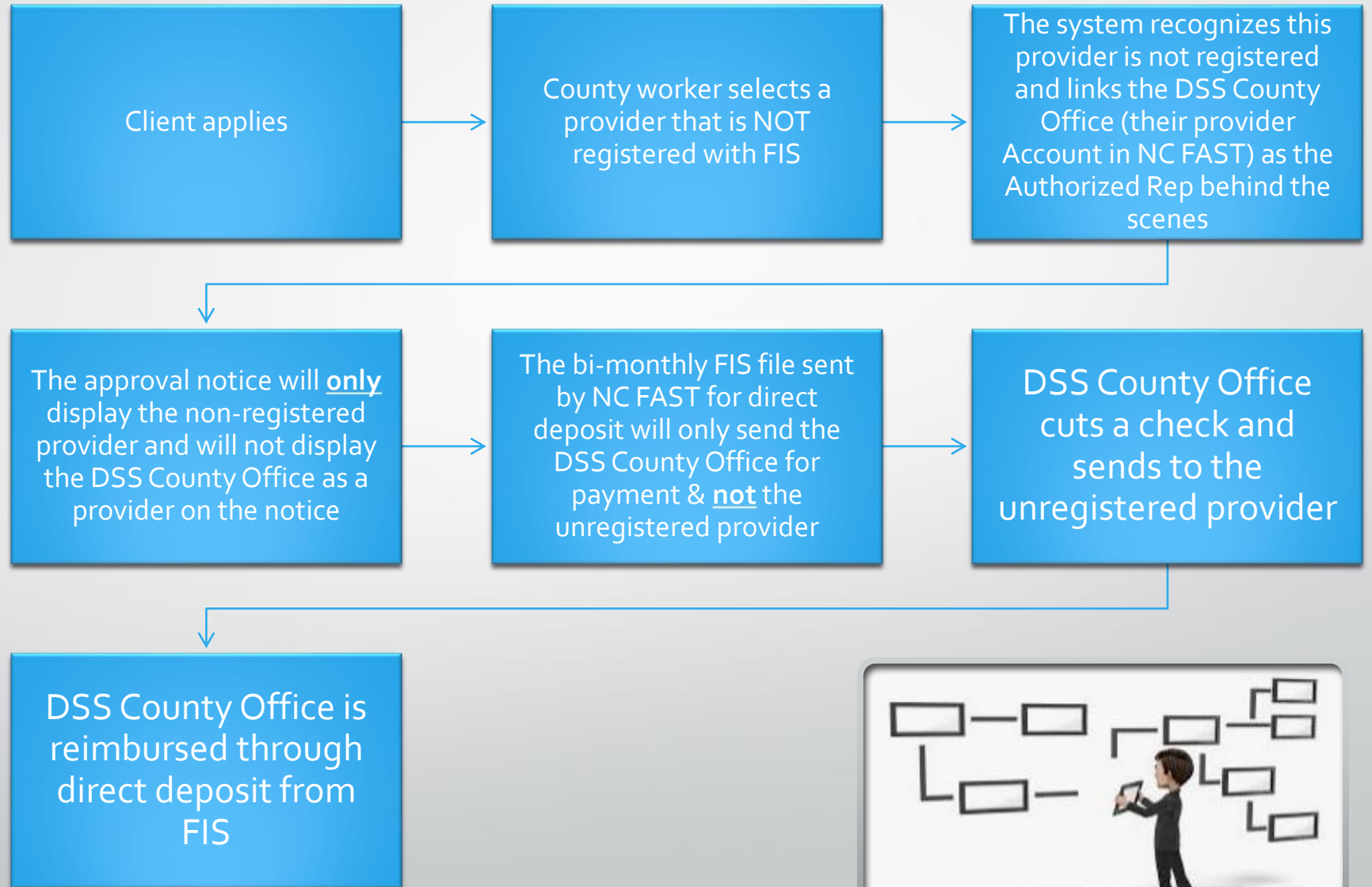


Note: The 1571 will only be used for reimbursement for a returned payment outside of the current & previous Fiscal Year

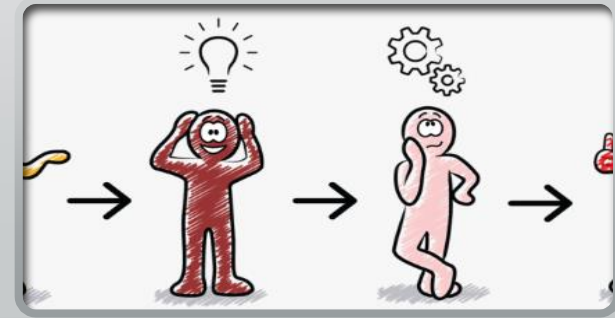
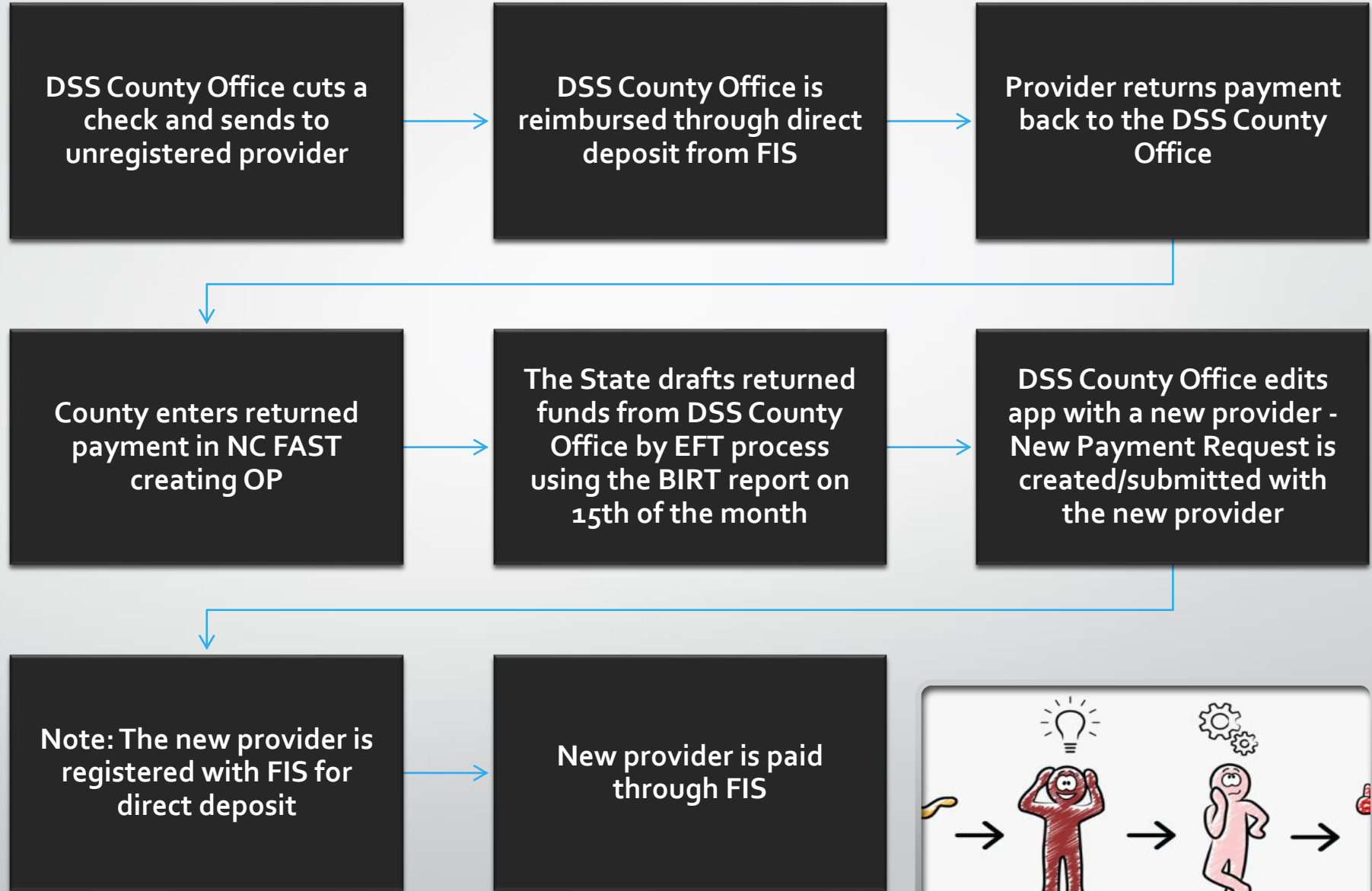


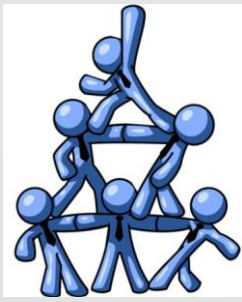
How does the
process work?

Authorized Rep Process

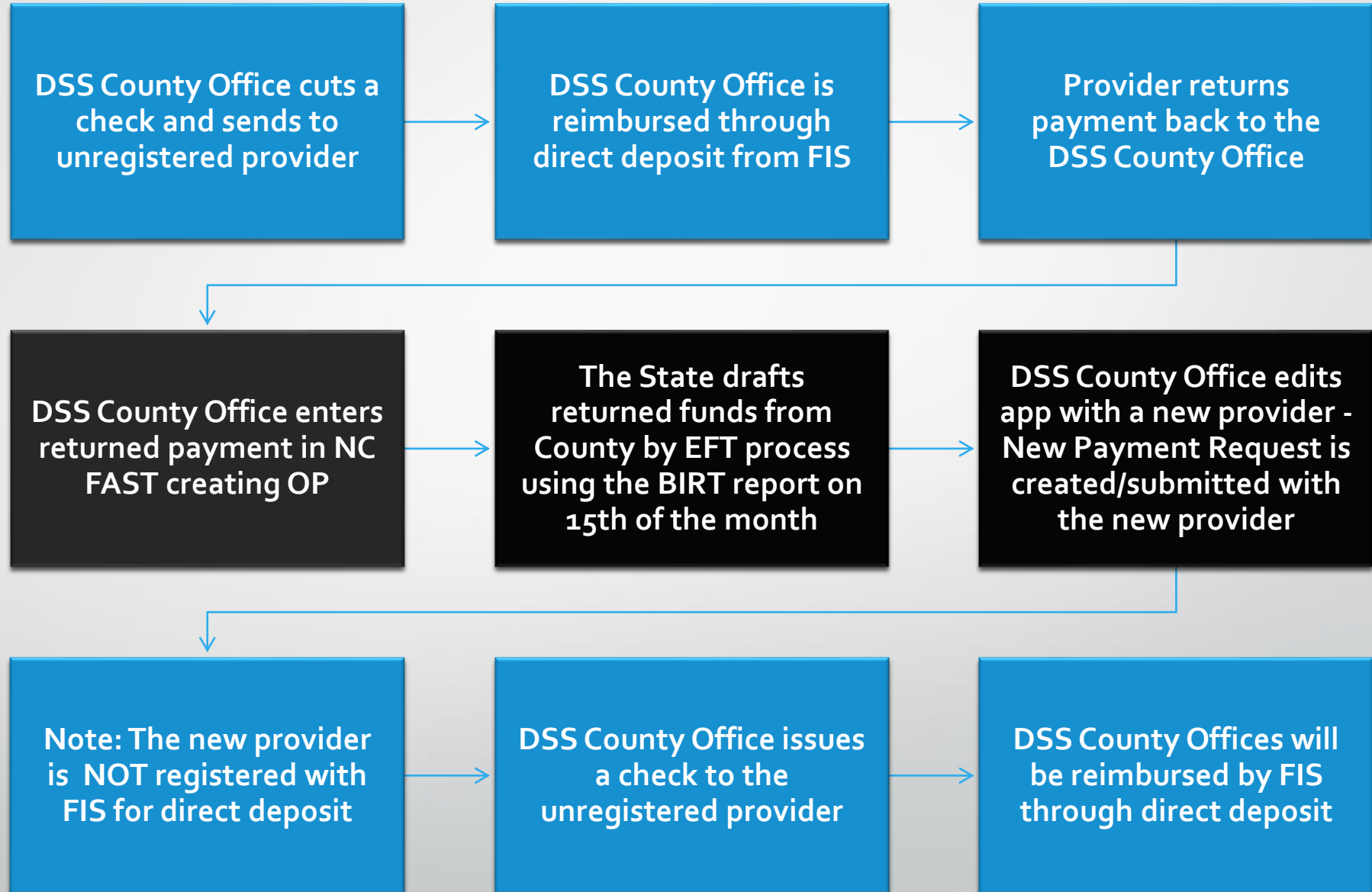


Authorized
Rep Process
Return
Payment
for Registered
Provider





Authorized
Rep Process
Return
Payment
For
Unregistered
Provider



Note Worthy

- **Your DSS Office can be reimbursed for a payment you sent to the Provider by check BEFORE you write the check !!**
- That is because the reimbursement payment to the county is coming on the bi-monthly payment schedule regardless if you have not yet issued the check to the provider.



Let's Talk

Reconciliation!!



Warrant ID's for County Authorized Reps

This report is posted to Fast Help every time we send a payment on the 1st & 3rd Weds

(remember Tuesday rule)

County	Authorized Rep Name	Warrant Number	Amount	Payment Issued Date
Alamance	ALAMANCE COUNTY DSS AR - ALAMANCE	1155	\$6,700.00	1/18/2024
Alexander	ALEXANDER COUNTY DSS AR - ALEXANDER	1155	\$3,300.00	1/18/2024
Alleghany	ALLEGHANY COUNTY DSS AR - ALLEGHANY	1155	\$4,400.00	1/18/2024
Anson	ANSON COUNTY DSS AR - ANSON	1155	\$15,250.00	1/18/2024
Ashe	ASHE COUNTY DSS AR - ASHE	1155	\$4,573.86	1/18/2024
Avery	AVERY COUNTY DSS AR - AVERY	1155	\$2,600.00	1/18/2024
Bertie	BERTIE COUNTY DSS - BERTIE	1155	\$2,377.43	1/18/2024
Bladen	BLADEN COUNTY DSS AR - BLADEN	1155	\$1,000.00	1/18/2024
Brunswick	BRUNSWICK COUNTY DSS AR - BRUNSWICK	1155	\$151.96	1/18/2024
Buncombe	BUNCOMBE COUNTY DSS AR - BUNCOMBE	1155	\$62,098.67	1/18/2024
Burke	BURKE COUNTY DSS AR - BURKE	1155	\$52,334.14	1/18/2024
Caldwell	CALDWELL COUNTY DSS AR - CALDWELL	1155	\$22,059.23	1/18/2024
Camden	CAMDEN COUNTY DSS AR - CAMDEN	1155	\$1,837.86	1/18/2024
Carteret	CARTERET COUNTY DSS AR - CARTERET	1155	\$5,409.50	1/18/2024
Caswell	CASWELL COUNTY DSS AR - CASWELL	1155	\$2,581.60	1/18/2024
Catawba	CATAWBA COUNTY DSS AR - CATAWBA	1155	\$7,057.41	1/18/2024
Chatham	CHATHAM COUNTY DSS AR - CHATHAM	1155	\$4,856.71	1/18/2024
Cherokee	CHEROKEE COUNTY DSS AR - CHEROKEE	1155	\$8,464.49	1/18/2024
Chowan	CHOWAN COUNTY DSS AR - CHOWAN	1155	\$1,059.72	1/18/2024
Clay	CLAY COUNTY DSS AR - CLAY	1155	\$18,964.45	1/18/2024
Cleveland	CLEVELAND COUNTY DSS AR - CLEVELAND	1155	\$9,343.70	1/18/2024
Craven	CRAVEN COUNTY DSS - CRAVEN	1155	\$3,729.98	1/18/2024
Cumberland	CUMBERLAND COUNTY DSS AR - CUMBERLAND	1155	\$1,000.00	1/18/2024

The report lists all the Warrant ID's for your county that you will be reimbursed for, for all the checks you are going to or have written to providers that are unregistered with FIS.

Reminder: Counties can click on the Record Return Check and see the Warrant ID and then hit Cancel.

Record Return Check ? ×

* required field

Payment Request Details

Account Number	22590	Application Reference	170573063
Account Holder's Name	ADDIE MURKIN	Total Amount	\$287.64
		Warrant ID	1153880807

Check Information

Check Date *	<input type="text"/>	Check Number *	<input type="text"/>
Check Received Date *	1/26/2024	Amount *	<input type="text"/>

Next Cancel

Account Number	Account Holder's Name	System	Application Reference	Check Date	Amount	Status	
▶ 22590	ADDIE MURKIN	SYSTEM	170573063	10/15/2023	\$287.64	Active	...
▶ 27910	DONALD HARBELL	SYSTEM	170564827	10/15/2023	\$287.64	Active	...

Home Provider Contracts Pledge Payments Warrant/Pledge Payment Export Provider Invoices Help

Account
Randolph County DSS AR

Edit Submit Provider Account New Vendor Agreement

Provider County	Primary Category	Provider Status
Randolph	Heating / Cooling Vendor	Enrolled

Welcome to the North Carolina Energy Provider Portal

- Now that your Enrollment Details have been entered, please select 'Submit Provider Account'. This will allow you to submit your account for Enrollment as well as sign a One Year Vendor Agreement.
- Once your Vendor Service Agreement and Enrollment are submitted you will be able to receive Pledge Payments from NC Fast and generate Invoices from this Portal.
- Please be aware that you will be eligible to renew your Vendor Service Agreement in the last month of your 1-year contract.
- FAQs and Job Aids are available under the "Help" tab if you need support. Please contact the Energy Provider Help Desk at 919-813-5460 with any questions you may have.

RELATED DETAILS PLEDGE PAYMENTS **WARRANT ID LIST**

Provider Contracts (1)

Soon counties should be able to use this tab

Account
DUKE ENERGY PROGRESS

Edit Submit Provider Account New Vendor Agreement ▼

Provider County Primary Category Provider Status
 Randolph County DSS AR Heating / Cooling Vendor Enrolled

Welcome to the North Carolina Energy Provider Portal

- Now that your Enrollment Details have been entered, please select 'Submit Provider Account'. This will allow you to submit your account for Enrollment as well as sign a One Year Vendor Agreement.
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RELATED DETAILS PLEDGE PAYMENTS WARRANT ID LIST

Warrant Id	Issue Date	Payments Issued	Total Amount
1141	Jan 24, 2023	991	\$337,632.63
1141	Jan 25, 2023	41	\$16,243.80
1142	Feb 7, 2023	164	\$61,907.53
1146	Apr 4, 2023	284	\$111,424.79
1143	Feb 22, 2023	258	\$103,573.98

Counties will be able to see their Warrant ID's and there will no longer be a need for the report.

Warrant/Pledge Payment Export Tab

Home Provider Contracts Pledge Payments **Warrant/Pledge Payment Export** Provider Invoices Help

Account
Randolph County DSS AR

Provider County: Randolph Primary Category: Heating / Cooling Vendor Provider Status: Enrolled

Warrant Search

Contracts

Where to edit

Warrant/Pledge Payment Export

RELATED **DETAILS** PLEDGE PAYMENTS WARRANT ID LIST

Provider Contracts (1)

Provider Contract	Vendor Agreement Type	Contract Status	Start Date
PC-7940	Home Energy Supplier Agreement	Active	6/1/2023

Search the
Warrant ID Here

Click to Export
to an Excel
Spreadsheet

Home Provider Contracts Pledge Payments Warrant/Pledge Payment Export Provider Invoices Help

Welcome To The North Carolina Energy Provider Portal
FAQs and Job Aids are available under the "Help" tab if you need support. Please contact the [Energy Provider Help Desk at 919-813-5460](#) with any questions you may have.

Search Warrant ID

Note: At least ONE Filter must be selected to Export data as Excel.
Multiple Selections can be used to filter.
Note: Exported Excel data cannot exceed 50,000 records.

Warrant Id:

Account Holder's Name:

Payment Type:

Application Reference:

Pledge Payment Id Number:

Account Number:

Payment Issue Start Date:

Payment Issue End Date:

Application Start Date:

Application End Date:

Pledged Amount Min:

Pledged Amount Max:

Select County: Available: Alamance, Alexander, Alleghany, Anson. Selected:

Warrant Id: 1141719251
Issue Date: 1/25/2023
Payments Issued: 14401
Total Amount: \$4,938,972.60

Click on the link Below to Export data as Excel.

Click here to export


Pledge Paym...	Warrant Id	Account Nu...	Account Hol...	County	Pledged Am...	Payment Iss...	Application ...	Program Type	Payment Type	Application ...
PP-049675	1141	91004	LAV	Montgomery	\$400.00	1/25/2023	1/3/2023	LIEAP	Regular	171
PP-040521	1141	91005	CHA	Montgomery	\$300.00	1/25/2023	12/30/2022	LIEAP	Regular	171

Information Provided in the Spreadsheet

Warrant Id	Account Number	AccountHoldersName	County	Pledged Amount	PaymentIssueDate	ApplicationDate	Program Type	Payment Type	ApplicationRefNumber
111111111	111111111	Client Name	Montgomery	400	1/25/2023	1/3/2023	LIEAP	Regular	111111111
111111111	111111111	Client Name	Montgomery	300	1/25/2023	12/30/2022	LIEAP	Regular	111111111
111111111	111111111	Client Name	Montgomery	300	1/25/2023	12/29/2022	LIEAP	Regular	111111111
111111111	111111111	Client Name	Montgomery	400	1/25/2023	1/3/2023	LIEAP	Regular	111111111
111111111	111111111	Client Name	Montgomery	300	1/25/2023	1/3/2023	LIEAP	Regular	111111111
111111111	111111111	Client Name	Montgomery	400	1/25/2023	1/3/2023	LIEAP	Regular	111111111
111111111	111111111	Client Name	Montgomery	300	1/25/2023	1/3/2023	LIEAP	Regular	111111111
111111111	111111111	Client Name	Montgomery	300	1/25/2023	1/3/2023	LIEAP	Regular	111111111

How to tell if a Provider is registered with FIS for Direct Deposit?

BAIN OIL - RANDOLPH



BAIN OIL - RANDOLPH
[REDACTED] GREENSBORO, North Carolina, 27417
Energy Vendor
Created On 5/4/2017
Related Provider Group BAIN OIL COMPANY INC

Enrolled

- (0) Investigations
- (0) Incidents

Home Financial Credentials Relationships Contact Alternative ID

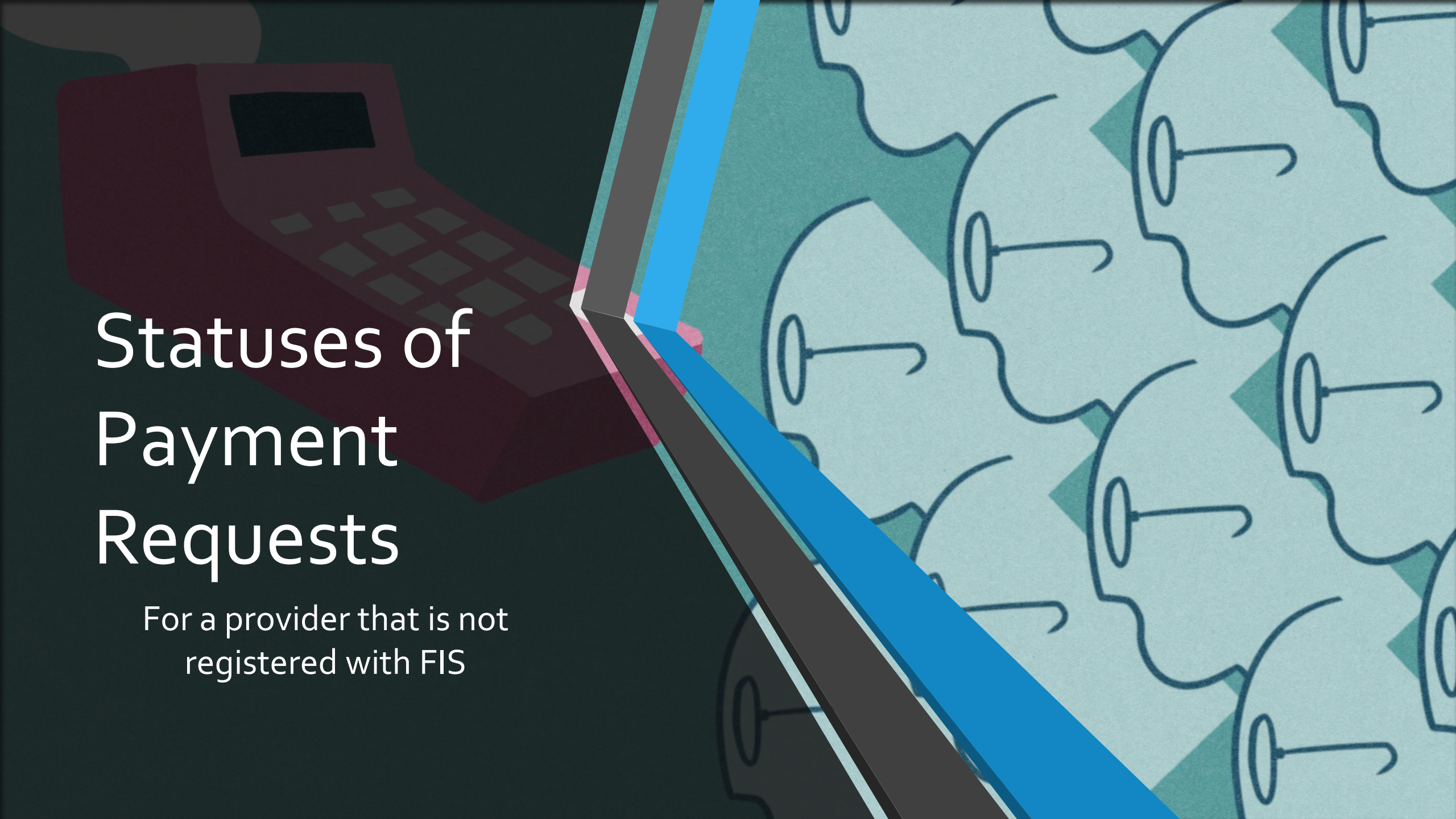
Home

Enrollment Date	6/15/2017	End Date	
Preferred Language	English	Preferred Communication	Mail/Post
Service County	Randolph	Primary Category	Energy Vendor [View Types]

Payment Details

Location ID	[REDACTED]	Direct Deposit Status	Inactive
Currency	US Dollar	Authorized Rep Provider	No

Comments



Statuses of Payment Requests

For a provider that is not
registered with FIS

Submitted

Provider Payment Request (6)

[Add...](#) [Print](#)   

Check Information

Checks Recorded Date

Check 1 Number

Check 1 Date

Check 2 Number

Check 2 Date

Check 3 Number

Check 3 Date

Comments

01/17/2024

Payment Request Details

Payment Request Reference

Payment Request Status

Submitted

Energy Provider

DUKE ENERGY CAROLINAS - RANDOLPH

County

Randolph

Program

Crisis Intervention Program (CIP)

Total Amount

\$1,052.23

Payment Details

Account Number	Account Holder's Name	Case Worker	Application Reference	Due Date	Amount	Status	
▶ 910139539874	CA <input type="text"/>	Ac <input type="text"/>	17 <input type="text"/>	2/15/2024	\$394.33	Active	...
▶ 9100 0929 5963	TA <input type="text"/>	Ka <input type="text"/>	17 <input type="text"/>	2/11/2024	\$57.90	Active	...
▶ 9101 4652 8048	JA <input type="text"/>	Ka <input type="text"/>	17 <input type="text"/>	2/15/2024	\$600.00	Active	...

Pending State Approval

Check Information

Checks Recorded Date 1/17/2024 10:42

Check 1 Number

Check 1 Date

1/17/2024

Check 2 Number

Check 2 Date

Check 3 Number

Check 3 Date

Comments

Payment Request Details

Payment Request Reference



Payment Request Status

Pending State Approval

Energy Provider

DUKE ENERGY PROGRESS - WAKE

County

Wake

Program

Crisis Intervention Program (CIP)

Total Amount

\$1,193.70

Payment Details

State Issued

Note: We have an enhancement coming soon that will display Auth Rep on this page in NC FAST to make it easier to know you have to write a check.

Print |   

Check Information

Checks Recorded Date 1/17/2024 10:42

Check 1 Number

Check 1 Date

1/17/2024

Check 2 Number

Check 2 Date

Check 3 Number

Check 3 Date

Comments

Payment Request Details

Payment Request Reference

6536987

Payment Request Status

State Issued

Energy Provider

DUKE ENERGY PROGRESS - WAKE

County

Wake

Program

Crisis Intervention Program (CIP)

Total Amount

\$1,193.70

Payment Details

Coming Soon..... Adding these 2 fields to the Payment Request Screen so a county knows if this provider is registered for Direct Deposit (*meaning the county will need to write a check to the Provider*).

Provider Payment Request (5400000)

Print

Check Information

Checks Recorded Date	1/17/2024 10:42	Check 1 Date	1/17/2024
Check 1 Number		Check 2 Date	
Check 2 Number		Check 3 Date	
Check 3 Number			

Comments

Payment Request Details

Payment Request Reference	5400000	Payment Request Status	State Issued
Energy Provider	LYNCH OIL - ALAMANCE	County	Alamance
Direct Deposit Status	Inactive	Authorized Rep Provider	ALAMANCE COUNTY DSS AR - ALAMANCE
Program	Low Income Energy Assistance Program (LIEAP)	Total Amount	\$400.00

Payment Details

Account Number	Account Holder's Name	Case Worker	Application Reference	Due Date	Amount	Status
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Questions ?

