

Payment to Secondary Vendor Waiver Request
Iowa LIHEAP Program

DCAA prior approval is required when requesting payment to a secondary vendor instead of applying the LIHEAP benefit to the primary vendor. Agencies must submit a copy of the Assessor's page (if accessible), along with the request. See the *Payments* Section of the *Iowa LIHEAP Policy and Procedures Manual* for more information.

Agency _____ Date _____

Contact Person _____ Phone _____

Client Name _____ Phone _____

Address _____ City, Zip _____

Prior to requesting a waiver:

- Agencies are expected to inquire about the reason for the large credit in order to rule out health and safety concerns (e.g., thermostat turned too low, bundling up with extra clothes and blankets). In addition, instead of realizing the bill is showing a credit, the client may think they owe the amount shown.
- Ensure that payments are appropriately applied on bills with both gas and electric bundled together. Encourage energy suppliers to apply payments toward the entire bill.

When requesting a waiver:

- Agencies must obtain household consent to pay the secondary vendor.
- Credit on primary account must be equal to or greater than the previous 12 months bills (in dollars).
- Usage history (primary and secondary vendor bills) and household consent must be documented and maintained in the client file.

Reason for Request

Primary Heating Vendor _____

Fuel Source _____

Total of Previous 12 Months Bills \$ _____

Credit on Account \$ _____

Secondary Vendor _____

Fuel Source _____

Total of Previous 12 Months Bills \$ _____

Balance on Account \$ _____

DCAA Review

Approval Yes No

Reviewed By _____ Date _____

Comments
