



Governor Kim Reynolds  
Lt. Governor Adam Gregg  
San Wong, Director

## **Iowa LIHEAP Program Notice 22-01**

To: Executive Directors and LIHEAP Coordinators  
From: Christine Taylor, Energy Assistance Bureau Chief  
Date: September 10, 2021  
Re: Changes to Iowa LIHEAP Policy and Procedures Manual

**Effective Date: October 1, 2021**

### Iowa LIHEAP FY22 Policy and Procedures Manual

Listed below are notable changes to the *Iowa LIHEAP Policy and Procedures Manual* for the FY22 program year.

- 3.00 Outreach Offices
  - The 16 hour/week requirement is waived until further notice, due to COVID-19
- 4.11 Regular LIHEAP Season (Heating Season)
  - Households in crisis can apply for LIHEAP in October
- 4.12 ECIP/Crisis Services
  - LIHWAP is a crisis component
- 4.20 Application Methods
  - In-person application cannot be required and online application submission must be offered
- 4.60 Electronic/Online Applications
  - Conservation material(s) are to be provided to the customer
- 4.90 Determination Letter
  - Applicants for LIHEAP must be presented with a determination letter, which can be done via various modalities; documentation maintained in electronic file
- 5.10 Eligibility Determination
  - Household income must be 200% FPG or below to qualify for the program
- 5.41 Eligible Dwellings
  - Subsidized housing where heat is included in rent are eligible for assistance provided there is a secondary energy burden
- 5.51 Water Burden
  - New section
- 6.10 Eligibility Period to Qualify for Assistance
  - A household member may use the 30-day look-ahead while the rest of the members use a standard verification period
- 6.60 Bank Statements
  - In periods of re-verification, bank statements must be no more than 60 days prior to date of application
- 7.10 Acceptable Documentation
  - Passports and Birth Certificates must be U.S. issued

- 8.20 ECIP Files
  - Vendor Information Verification Form required for renters whose water charges are included in rent
  - Utility bills or other state-approved documentation required
- 8.30 Vendor Files
  - Vendor Tax ID is to be collected
  - Sam.gov searches no longer need to be printed out, signed and dated; maintain electronically instead
- 8.40 HVAC Contractor Files
  - Sam.gov searches no longer need to be printed out, signed and dated; maintain electronically instead
- 10.00 Payment Matrix
  - 126 – 200% (4 points)
  - Over 200% (ineligible)
  - Minimum benefit \$0; Maximum benefit \$800; Minimum benefit for LP/fuel oil \$800
- 11.00 Payments
  - LP/fuel oil minimum benefit \$800
  - Water assistance payments are to be made to the water vendor
- 11.30 Household
  - LIHWAP payments cannot be made to households
- 11.40 Water Supplier/Vendor/Utility
  - New section
- 12.00 Vendors
  - Added references to water vendors
- 12.22.5 Account Reconciliation
  - Vendors cannot receive prepaid funds until their previous prepaid account has been reconciled
- 12.23 Supported Expenses
  - Includes tax and other standard charges
- 12.30 Debarment and Suspension
  - Sam.gov searches no longer need to be printed out, signed and dated; maintain electronically instead
- 12.50 Water Vendors
  - New section
- 12.51 Water Bills/Statements
  - New section
- 13.00 Disconnected LIHEAP Customers
  - Three new sections: Disconnected from Primary Heat Source, Disconnected from Secondary Utility, and Disconnected from Water Supplier
- 14.10 Prior to LIHEAP Payment being sent to Vendor
  - Added guidance about how to proceed when a household of one passed away
- 14.20 After LIHEAP Payment is sent to Vendor
  - Added guidance to clarify how to process vendor refunds
- 15.00 Crisis Program
  - Explained a water crisis, the use of a matrix or point system is not allowed, no burden may be placed on applicants in order to qualify for crisis assistance
- 15.22 NOT with Weatherization
  - Expenditure limit \$4,000; waiver request allowed
  - First inspection maximum \$150; re-inspections \$200
  - Inspection fees are separate from the cost of the unit and associated labor
  - Cost of furnace repair/replacement may include cost of A-coil repair/replacement
  - Reimbursement of work done by a non-Weatherization contractor cannot be for work performed in a prior program year

- When repair/replacement is done of a heating unit, gas line inside home to unit may be repaired
  - When no heating unit present but ductwork installed, contact state for guidance
- 15.40 Emergency Delivery – Energy
  - Tanks must be 30% full or less, minimum delivery amount \$800
- 15.50 Emergency Reconnect – Energy
  - Expenditure limit \$3,000; waiver request allowed
- 15.60 Service Continuity – Energy
  - Expenditure limit \$3,000; waiver request allowed
  - Guidance added for renter-occupied and owner-occupied households
- 15.70 Emergency Cooling – Energy
  - Expenditure limit \$400; waiver request allowed
  - Verbal declaration of medical need accepted
  - Additional guidance provided regarding repair/replacement of central air units and window/portable units
  - Added sections for fans, transportation and other measures
- 15.80 Drinking Water and Wastewater – LIHWAP
  - New section
- 15.81 Emergency Reconnect – Water
  - New section
- 15.82 Service Continuity – Water
  - New section
- 15.83 Supported Expenses – Water
  - New section
- 15.84 Unsupported Expenses – Water
  - New section
- 16.10 Assurance 16 Components
  - Conservation education materials must be distributed to ALL households
- 17.20 Program Support – LIHWAP
  - New section
- 18.00 Monthly Funding Request and Expenditure Report
  - Electronic signatures now allowed, provided there is a date/time stamp, which may include a log
- 20.00 Definitions
  - Added definition for Low-Income Household Water Assistance Program, Non-Essential Services and Water Crisis
- Appendix A – Sample Press Release
  - Updated dates and income maximums
- Appendix B – Poverty Guidelines
  - Updated poverty guidelines
- Appendix C – Income Source Guide
  - Cancellation of Debt – Exclude from income
  - Child Tax Credit (American Rescue Plan) – Exclude from income
  - Disability Insurance Payments (private) – Depends whether to include as income
  - ESG (Emergency Shelter Grant) – NOT considered subsidized housing
  - FIP – Exclude from income
  - Foster Care – Depends whether to include as income
  - General Relief/Assistance – Exclude from income
  - Ill or Handicap Waiver – Now referred to as Home and Community Based Services Waivers
  - ABLE Savings Plan – Now referred to as IABLE Savings Plan
  - Military Pay – Weekend guard duty included as income and soldier counted as member when deployed
  - Social Security Benefits (SSA, SSI, SSDI) – Expanded definition and proof of income

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- TANF – Exclude from income
- Trade Act – Include TRA as income but exclude TAA from income
- VA Aid and Attendance – Exclude from income
- Vocational Rehabilitation Services – Revised definition
- Workers’ Compensation – Expanded definition
- Appendix D – Energy Burden Table
  - LIHEAP customer living in subsidized housing with primary and secondary utilities included in rent have no energy burden
- Appendix E – Water Burden Table
  - New section