

# CRISIS/COMBO PAYMENTS

Updated: 8/29/19

**Crisis** – An event, typically unexpected or sudden, beyond the control of the applicant that occurs in a household, results in their inability to pay their energy cost.

Payment amount is up to \$500 and HH must have received a regular payment prior to receiving a crisis payment

| <b>CRISIS CRITERIA</b>  | <b>ACCEPTABLE DOCUMENTATION</b>  |
|---|--|
| <b>Medical equipment that requires the maintenance of energy services</b>   | <ul style="list-style-type: none"><li>• Utility Form</li><li>• Energy Assistance Medical Form</li></ul>  |
| <b>Medical condition that requires energy service in order to maintain life</b>   | <ul style="list-style-type: none"><li>• Energy Assistance Medical Form</li></ul>   |
| <b>Hospice care</b>   | <ul style="list-style-type: none"><li>• Letter from Hospice provider organization</li></ul>  |
| <b>Death of a household member</b>  | <ul style="list-style-type: none"><li>• Death notice</li><li>• Death Certificate</li></ul>   |
| <b>Loss of job, public benefits or other income</b>   | <ul style="list-style-type: none"><li>• Layoff notice</li><li>• Notice of termination of income benefits</li></ul>   |
| <b>Domestic Violence</b><br><b>DO NOT enter anything into OPUS regarding Domestic Violence. State that it meets criteria and write the info on paper application and attach documentation</b> | <ul style="list-style-type: none"><li>• LC DV form</li><li>• Police report</li><li>• Restraining order or court document</li><li>• Statement from DV support agency (SASS, WomenSpace)</li></ul> |

**Other situations that may pose a potential health and/or safety threat with approval of Lane County Energy Services Supervisor**

## **Additional Requirements (All ARE REQUIRED)**

- Household at risk of loss of energy services within 1 week or less, or has lost energy service due to lack of payment
- The benefit or a combination of the benefit and a household payment are sufficient to alleviate the crisis
- Household has made a **\$25.00** payment on their current home energy bill(s) during the last **90 days**
- The crisis criteria that qualifies the household for a crisis payment occurred or existed within the last **90 day**

## Entering a Crisis payment into OPUS

| Payment Information   |                        |  |              |                               |
|---|------------------------|--|--------------|-------------------------------|
| Type  | Crisis Min-1 Max-500 * | ES-000000                                | Manual Auth# |                               |
| Vendor  | Amount                 | Account Status                           | Primary      | Name on Acct<br>Acct #        |
| EWEB  | 350.00 \$              | SHUTOFF 0-24 HOURS *                     | YES          | MICKEY MOUSE<br>123456-123456 |
| Direct Pay  | 0.00 \$                | CURRENT *                                |              |                               |
| Agency  | 0.00 \$                | CURRENT *                                |              |                               |
| <b>Total</b>  | <b>\$350.00</b>        | <b>Crisis payments REQUIRE a Comment</b> |              |                               |
| Comments  |                        |  |              |                               |
| 05/17/17 Called Zu @ EWEB total balance owing \$350. Shut off scheduled for 05/20/17. Client last payment 04/01/17. Crisis payment of \$350 will prevent disconnect. Meets health jeopardy criteria MSC |                        |  |              |                               |

### Comment must include:

- How much is owed
- At risk of shut off
- Last payment made
- If payment will avoid shut off or restore power
- What criteria is being applied

If you are doing a **LIHEAP Standard** and **LIHEAP Crisis** payment at the same time, a **Combo** payment is **REQUIRED!**

### Advantage of Combo payment: ONE application instead of TWO

| Payment Information  |                         |   |           |                        |
|--|-------------------------|---|-----------|------------------------|
| Payment Type   | Combo Min-251 Max-750 * | Auth #                                  | D174521 * |                        |
| Vendor   | Amount                  | Account Status                          | Primary   | Name on Acct<br>Acct # |
| EMERALD PUD  | 600.00 \$               | CURRENT *                               | YES       | MICKEY MOUSE           |
| Direct Pay   | 0.00 \$                 | CURRENT *                               |           |                        |
| Agency   | 0.00 \$                 | CURRENT *                               |           |                        |
| <b>Total</b>   | <b>\$600.00</b>         | <b>Combo Payments REQUIRE a Comment</b> |           |                        |
| Comments   |                         |   |           |                        |
| 05/22/17. Called Zu @ EWEB total balance owing \$600. Shut off scheduled for 05/24/17. Last payment 05/01/17. Standard LIHEAP \$250.00, Crisis payment \$350 will prevent disconnect. Meets health jeopardy criteria MSC |                         |   |           |                        |