

# NOTICE OF ACTION (NOA) REQUIRED Updated: 07/2019

Reason	Mail out	In-office apt.	NOA Type
<b>Incomplete application</b> -Did not submit all documents -Utility bill older than 3 months -Lacking current benefit letter -Insufficient income documents -Lacking signature on application or DHI -ID verification	Yes	Yes (After application is printed)	<b>HOLD</b>
<b>Moved or new HH member</b>	Yes		<b>DENIAL</b>
<b>Submitted MO application after deadline</b>	Yes		<b>DENIAL</b>
<b>Over income</b> Payment in OPUS or Not	Yes	Yes	<b>DENIAL</b>
<b>Utility credit balance</b> \$400 credit and credit must be from Energy Assistant Payments	Yes	Yes	<b>DENIAL</b>
<b>Lack of funding</b>	Yes		<b>DENIAL</b>
<b>Inactive utility account</b>	Yes	Yes	<b>DENIAL</b>
<b>Incorrect Authorization Number</b>	Yes (After pledge is made)	Yes (After application is printed)	<b>CHANGE</b>
<b>Payment applied to incorrect vendor</b>	Yes (After pledge is made)	Yes (After application is printed)	<b>CHANGE</b>
<b>Payment amount changes</b>	Yes (After pledge is made)	Yes (After application is printed)	<b>CHANGE</b>
<b>Incorrect data entry of vendor account number</b>	No	No	<b>Update to correct format</b>

Note: If there is a payment in OPUS (including DENIED payments), there **MUST** be a printed application with a **NOA** attached, and **COMMENTS** made in OPUS on the payment view page.